

The Attitudes and Behaviours We Value

Guideline

We recognize that today's business environment is global and interconnected, demanding attention to external influences, conditions and people. We also recognize that to achieve our objectives and support our vision and mission, we must approach our business with both an outward and inward focus. To this end, the attitudes and behaviours we value at WCB are defined through P.E.A.R.L.:

- **Partnerships**
Work together in partnerships, both internally and externally.
- **Excellent Service**
Provide customers with excellent services and products.
- **Achievement**
Fulfill commitments and achieve desired results.
- **Respect**
Treat everyone with dignity and interpersonal sensitivity, share information with staff and partners, act with integrity and as stewards of the workers' compensation system and listen and respond to the needs of our customers.
- **Learning & Growth**
Demonstrate continuous personal and corporate improvement and apply this knowledge to provide the best services and products.