



GUIDING PRINCIPLES

Team Terra means:

1. Always treating Team Members with respect and dignity.
2. Aligning the Team around common objectives.
3. Moving forward with a sense of urgency and without hesitation to take advantage of opportunities before competitors do.
4. Developing an ability to learn from mistakes.
5. Giving one another the benefit of the doubt before arriving at a negative conclusion.
6. Knowing that blowing out someone else's candle will not make yours burn any brighter.
7. Appreciating and tapping into one another's skills and experiences.
8. Focusing time and energy on important issues, not politics.
9. Offering and accepting apologies without hesitation.
10. Ensuring that poor performers feel pressure to improve while establishing respect among Team Members who are held to the same high standards.
11. Understanding that having differences of opinion is healthy for a team, but that disagreeing and being disagreeable are two different things.
12. Not using e-mail as a method to resolve disagreements or differences of opinion.
13. Delivering the same level of service and support to our internal customers as our external customers.
14. Achieving success from individual commitment to the Team's effort.
15. Having fun!



**Environmental
Solutions Group**

A DOVER COMPANY

If a leader/supervisor is not living up to the Team Terra Principles as listed above, contact the HR helpline immediately at 866-772-3676 or email at esghrhelpline@doveresg.com.