



CVWD Values

Stay committed to a team effort. Be objective – CVWD or me? Own your actions and take pride in your work! Define each day with positive action and have the **GRIT** to overcome obstacles to continuously develop your skills. Realize you are one part of the team, and each department makes the **WHOLE** District. Be proud of your contribution, finished work and the service we offer to the community. Water is essential to life, and everything we do is built upon deep trust with the people we **SERVE**. Our level of stewardship is delivered from our daily care and effort.

Everything you do has your name on it, including your interactions with the team and the community. Have humility and pride and carry yourself with professionalism. Strive for camaraderie with your teammates. Be enthusiastic, celebrating their successes and genuinely supporting them through their mistakes. Expect learning lessons and recognize and build on them. Lead with extending benefit of the doubt and be the one to reach out with patience and understanding. Constructive criticism is more easily welcomed when you approach with respect. It is received with an open mind and impactful when it focuses on a solution. We cannot improve as a team if we are not **BRAVE** enough to master this!

RESOLUTION is the key to success. Don't talk about an issue without offering a solution motivating others to an end goal. Support your teammates by being direct, respectful and focused on solving the problem. Respect and attitude (approach) are the beginning of collaboration, and they promote innovation and set the team up for success and productivity.

VALUES QUADRANT – use it. Take your own inventory and focus on your development. Value input and diverse perspectives (gumbo!). Remain in a learning stance. Let go of ego and bias and be prepared to pivot and change. Be vulnerable enough to trust the team to drive your innovation through healthy debate. Conflict is part of problem solving and can be healthy when handled with respect and graciousness.

Each of us is **RESPONSIBLE** for ourselves, each other, and the community. Providing water is a public service! We are servants to our customers and each other! Be present, observant, alert, vigilant and aware. Set the tone for safety and fiscal responsibility in everything we do. Stay invested in your teammates and their well-being; we are each other's keepers!