

# Culture Statements

## **Live the Golden Rule.**

Treat others the way you want to be treated – we don't just practice it, we live it. The exceptional experiences we deliver wouldn't be possible without understanding our impact on others. We operate with respect, empathy, and consideration at all times. It's not a suggestion, it's our moral obligation.

## **Do the right thing.**

We choose honesty and integrity in all our actions, making the best, most educated decisions we can. Sometimes the right thing is the easy thing, or the popular thing. Other times it isn't. We don't get sidetracked when things go wrong, and we don't shy away from doing what is right.

## **We over me.**

We work as a collaborative and collective unit. No one person operates alone, and we keep the wider team in mind when making decisions about individual work. We know we need each other to produce an unmatched experience for our residents and guests. What's more, we trust each other enough to sacrifice our own goals for those of the team.

## **Nothing changes if nothing changes.**

We don't sit still for long. We are constantly transforming both our industry and our company. That means we are open and flexible, using what works now to develop what works next. Even if it ain't broke, we still make it better. Lots of folks will say it hasn't been done – we say it hasn't been done yet.

## **Mindset is everything.**

Mindset is the guiding force behind all our actions. We can't always decide what happens to us, but we can always decide how to handle it. Bad experiences don't bring down our whole day. We learn, we grow, and we become resilient. We are successful because we choose to be, every day and every step of the way.

## **Keep it simple.**

Let's not overcomplicate things. Can a clearer word explain your point? Use it. Can fewer steps streamline your work? Do it. We lead with what is most important, shedding complexity as we go. Simplicity isn't effortless, but it does make things a bit easier.

## **Be yourself & thrive.**

Inclusion, diversity, equity, and accessibility are at the heart of who we are and what we do. Our biggest competitive advantage is the variety of individual perspectives we all bring to Sun. We support and celebrate what makes us unique, creating a space where all can succeed.

## **Vision Statement:**

We are an inspired, engaged, and collaborative team committed to providing extraordinary service to our residents, customers, and each other.

## **The Golden Rule:**

"Treat others the way you want to be treated."