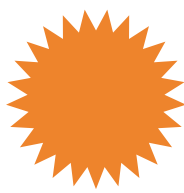




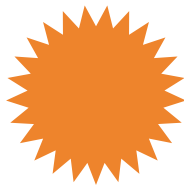
Live the Golden Rule

Treat others the way you want to be treated - we don't 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.



SHOWING EMPATHY

Display sensitivity to others' concerns. Be available and ready to help. Practice active listening and be present during conversations. Be open to new perspectives. Understand and respect the needs of others.



DEMONSTRATING APPRECIATION

Give people and teams credit for their contributions. Get in the habit of saying thank you. Recognize others in the moment. Show appreciation in a variety of ways.



FOCUSING ON THE CUSTOMER

Understand and be responsive to customer needs. Always be professional and positively represent Sun. Understand that different customers and situations may call for different approaches. Stay focused and effective in challenging situations.