



RELATIONSHIPS

Act in the best interest of others.

We will

- Practice active listening and respect toward customers and colleagues and the roles they play in Meridian's success.
- Demonstrate a desire to understand the thoughts, needs and opinions of others.
- Foster collaboration and communication across departments.



EMPOWERMENT

Provide the framework and resources to succeed.

We will

- Help others identify their strengths and nurture their abilities to reach their potential.
- Problem solve and improve performance.
- Encourage initiative.



EXCELLENCE

Deliver superior services.

We will

- Consistently treat others with courtesy, respect, kindness and patience.
- Find results-oriented harmony between customer feedback and data.
- Stay at the forefront of our field by seeking personal growth and development.



INNOVATION

Integrate new ideas with courage.

We will

- Implement evidence-based best practices and seek continuous improvement.
- Empower employees to take action and celebrate smart risk-taking.
- Incorporate cutting-edge technology to improve experiences and outcomes.



INTEGRITY

Model honesty and trust in all we do.

We will

- Lead by example at all times.
- Build trust by being accountable to our commitments.
- Demonstrate transparency by being honest and open about our successes and failures.



IMPACT

Commit to enrich each life we touch.

We will

- Deliver personalized service to create a lasting impression.
- Recognize and celebrate the contributions of others.