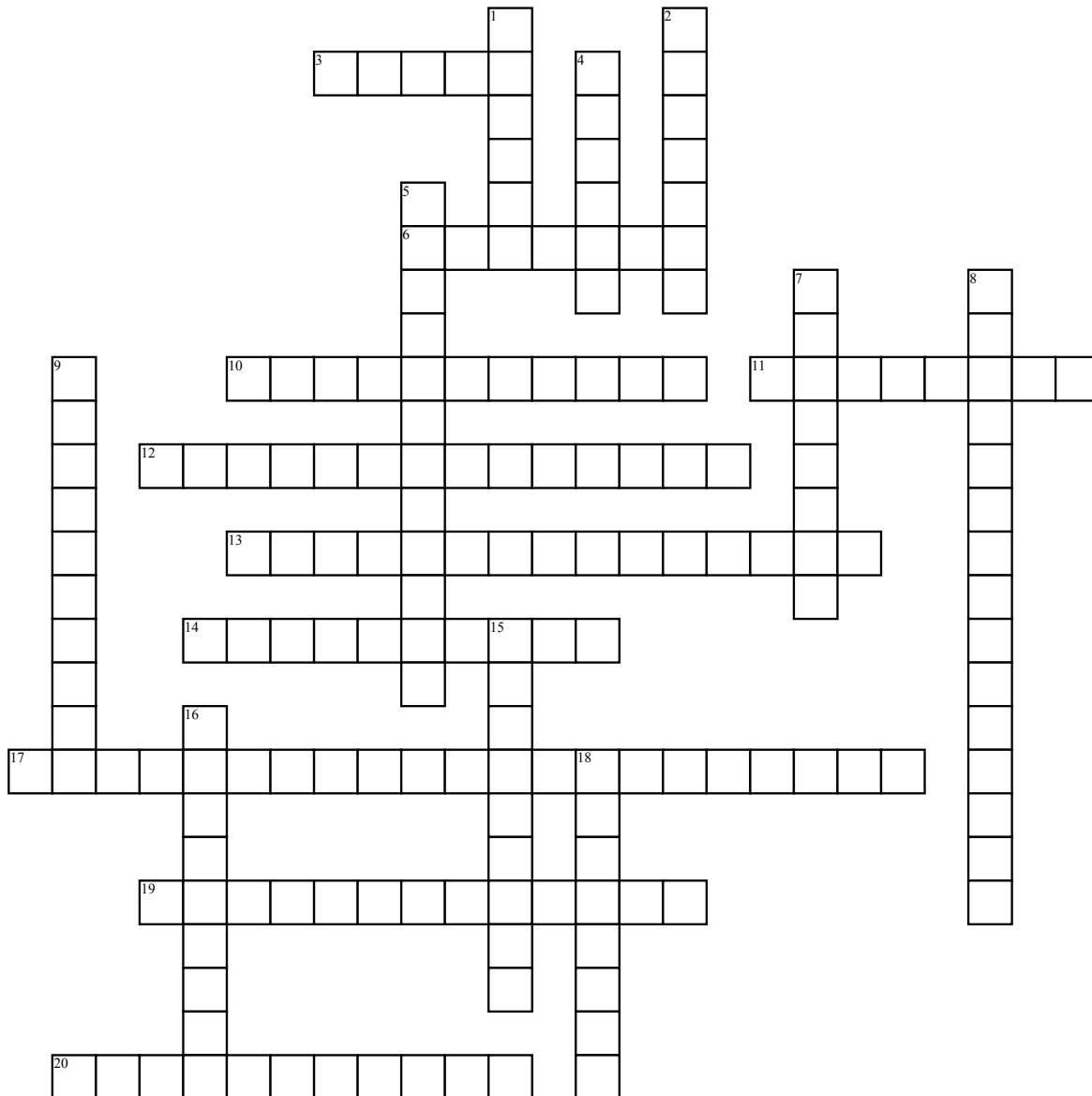


James Wagnon



Across

3. to build confidence through teamwork and open, candid communication

6. to treat one another with dignity, and fairness, appreciating the diversity of our workforce and the uniqueness of each person

10. to act or work with another or others, act together or in compliance

11. cooperative or coordinated effort on the part of a group of persons acting together as a team or in the interests of a common cause

12. to speak up, without fear of retribution; to be accountable for one's actions

13. treating the customer with utmost respect, listening to customer needs, providing the best product/service to meet customer needs

14. doing something on your own without being told or given special incentive

17. form used to grade the employee's work

19. reliable, trustworthy, accountable, steady

20. being on time

Down

1. a set of moral principles, dealing with what is good and bad and with moral duty and obligation

2. to be truthful in all our endeavors, to be honest and forthright with one another, with our customers and our community

4. a person who has commanding authority or influence, someone who keeps members focused on a goal, makes sure everyone understands the goal/task, watches the timeline, sets a good example

5. following a line of conduct as though it were a profession

7. response or opinion of a customer or the receiver of a service

8. conducting oneself according to the highest standards of industry

9. quality or state of being certain

15. to say what we mean, to deliver what we promise, and to stand for what is right

16. individual's attitude toward work and dedication to completing a job

18. reflection of opinion, work ethic, initiative