

# The Hilldrup Basics

- 1. The Quality Policy is our Golden Rule. It must be known, owned, and embraced by all.**
- 2. Be passionate about serving our customers and always greet the customer with a smile and a friendly, positive attitude.**
- 3. Hilldrup will always operate with a focus on safety adhering to all laws and Department of Transportation and OSHA Guidelines.**
- 4. Who else needs to know? Honest and timely information is the key to communication.**
- 5. All personnel will receive continual training, which will provide the opportunity for personal and professional growth.**
- 6. All personnel are both empowered and obligated to report non-conformance and to take corrective and preventive actions that are both meaningful and immediate.**
- 7. Warehouses, equipment, and facilities are to be “inspection-ready” at all times.**
- 8. Our goal is to be #1 in any category where our performance is measured.**
- 9. Respect the importance of being on time.**
- 10. Take pride in your personal appearance. Everyone is responsible to convey a professional image by adhering to Hilldrup dress and grooming standards.**
- 11. Hilldrup is committed to providing a safe and healthful work place, to protecting the environment, and to conserving energy and natural resources.**
- 12. It is everyone’s responsibility to help create an environment that fosters teamwork, respects diversity, maximizes profitability, and seeks continual improvement.**