

Core Values & Professional Standards

How We Work. How We Treat People. How We Protect Our Reputation.

Our Guiding Principle

Accuracy First. Customers Always.

This is not a slogan. It is the standard used to evaluate:

- Our work
- Our decisions
- Our communication
- Our accountability

When faced with uncertainty, this principle should guide your actions.

Core Values

1. Accuracy

We are a professional surveying firm. Accuracy is our responsibility and our reputation.

This means:

- Following established procedures
- Verifying data before it moves forward
- Never guessing or assuming
- Asking questions when something does not look right
- Understanding that small errors can have large consequences

Accuracy protects our clients, our teammates, and our company.

2. Customer Commitment

Our clients rely on us to help them manage risk and make informed decisions.

This means:

- Clear and timely communication
- Setting realistic expectations
- Following through on commitments
- Treating every client interaction professionally
- Understanding that our work affects cost, schedule, and safety

Customers do not expect perfection. They expect professionalism and honesty.

3. Integrity

Integrity is doing the right thing when it would be easier not to.

This means:

- Being honest about limitations or mistakes
- Following ethical and legal standards
- Protecting confidential information
- Respecting property, people, and regulations
- Taking responsibility for your work

Integrity is non-negotiable at H&M.

4. Accountability

Every team member owns their role and its impact on others.

This means:

- Taking responsibility for assigned tasks
- Communicating delays or issues early
- Accepting feedback and correction
- Holding yourself to the same standard you expect of others
- Understanding how your work affects downstream processes

Accountability builds trust within the team and with clients.

5. Teamwork

H&M Surveying operates as a team, not silos.

This means:

- Supporting coworkers when needed
- Respecting different roles and expertise
- Sharing information clearly
- Avoiding blame-shifting
- Understanding that project success depends on collaboration

When one part of the process breaks down, the whole team feels it.

Professional Standards

Safety

Safety is everyone's responsibility.

All team members are expected to:

- Follow safety procedures at all times
- Use required PPE
- Remain aware of surroundings
- Speak up about unsafe conditions
- Protect yourself, coworkers, and the public

No task is so urgent that it justifies unsafe behavior.

Quality & Consistency

Clients expect consistent, reliable results.

This means:

- Following H&M standards and templates
- Using approved workflows and file structures
- Completing required QA/QC checks
- Avoiding shortcuts that compromise quality

Consistency protects the firm and reinforces client confidence.

Communication

Clear communication prevents mistakes.

Professional communication includes:

- Timely responses
- Clear, respectful language
- Documenting key decisions
- Escalating issues appropriately
- Confirming understanding when needed

Silence or assumptions create risk.

Professional Conduct

Every team member represents H&M Surveying.

This applies to:

- Job sites
- Client interactions
- Phone calls and emails
- Internal communication
- Public behavior while representing the company

Professional conduct builds trust and credibility.

Our Standard for Decision-Making

When unsure how to proceed, ask:

1. Is this accurate?
2. Is this professional?
3. Does this protect the client?
4. Does this protect the company?
5. Would I be comfortable explaining this decision to leadership?

If the answer to any is no, stop and ask for guidance.

What This Means for You

As a member of the H&M team, you are expected to:

- Uphold these values daily
- Follow established standards
- Ask questions early
- Take ownership of your work
- Contribute positively to the team

These values apply to everyone, regardless of role or title.