



**CARING  
CONNECTS**

**CULTURE AND  
CORE VALUES**

## WHAT DOES **CARING** MEAN AT MISTRAS?

- » Introduce yourself to a coworker you may not know well
- » Ask a coworker what they enjoy doing in their off time
- » Greet coworkers regularly
- » A simple good deed goes a long way
- » Offer knowledge or assistance in areas you have strength
- » Share a useful tool or tip
- » Ask a coworker for a PEER-check and return the favor
- » Lend a helping hand to a coworker carrying a heavy load
- » Allow coworkers to express their opinions and thoughts
- » Spend time to consider what worries a coworker
- » Brainstorm regularly and encourage meeting interaction
- » Remember how our work affects our coworkers
- » Positively contribute to the company's vision and mission
- » Give credit where credit is due
- » Encourage a coworker to lead the execution of a great idea
- » Recognize a coworker in the presence of others
- » Celebrate a coworker's wins with them
- » Motivate a coworker after a missed target
- » Send an email note of encouragement
- » Recognize a coworker who exercises overall safety
- » Foster an atmosphere of conscious communication
- » Encourage people to engage in an open dialogue
- » Give feedback that inspires motivation for improvement
- » Promptly inform coworkers of unsafe acts or conditions
- » Inclusiveness is rewarding! Offer equal opportunity for all
- » Share relevant updates
- » Hold regular safety meetings so everyone can contribute
- » Enthusiasm is contagious

## MISTRAS ALL STARTS WITH CARING

At **MISTRAS**, we're a team connected by a **common thread of caring** – about one another, our customers, the environment, and the work we do.

We see it as our responsibility to look out for one another, by fostering a culture of togetherness, safety, respect, and contribution which enables each individual member to feel that they're a part of something bigger.

A community of caring professionals with a genuine passion for helping people and making a difference, together – that's the heart of Caring Connects.

## MISTRAS CORE VALUES

The **Core Values** are connected and summed up by a single word: **CARING**. By always caring about each other and our work, we will continue to fulfill our pledge as the leading OneSource provider of asset protection solutions.

## MISTRAS MISSION

We will deliver value by developing, integrating and executing asset protection solutions that maximize uptime and safety.

## MISTRAS VISION

Be the integrated-solution partner to solve civilization's unmet asset protection needs.



## CORE VALUES



### **SAFETY AND HEALTH STEWARDSHIP**

Safety and health are an integral part of all our activities. We believe that all safety incidents are preventable if the proper care measures are taken.



### **OUR EMPLOYEES**

Our employees' integrity, skills, ethics, and commitment are the keys to Caring Connects. It is our responsibility to ensure that we're all treated fairly with trust and respect.



### **CUSTOMER SATISFACTION**

We will make the customer a priority by always delivering the highest level of quality services and products with care.



### **LEADERSHIP**

We strive to practice leadership in all areas of our business, by leveraging the diverse talents of our people and through the sophistication of our solutions.



### **ENHANCING STAKEHOLDER VALUE**

By consistently caring about our people and our work, we will increase and maintain profitable growth and enhanced stakeholder returns.

## WHEN WE CARE

- » When we care, **safety** is never overlooked, creating a secure and trusted environment for employees and customers
- » When we care, we foster an atmosphere of **conscious communication** that encourages open dialogue
- » When we care, our **respect for individuality** is paramount, making inclusivity a priority
- » When we care, we uplift those around us and encourage them to reach their **full potential**
- » When we care, our **dedication and compassion** is reflected in our work and relationships with customers
- » When we care, we support our company's **vision and mission** through all our actions and decisions
- » When we care, we take **pride in our work** and constantly strive to improve in all aspects

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*"When we care about each other, when we work together towards a common goal, it is abundantly clear that Caring Connects all of us everywhere that MISTRAS operates."*

*Dennis Bertolotti  
President and Chief Executive Officer  
MISTRAS Group*

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# CARING CONNECTS



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