



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

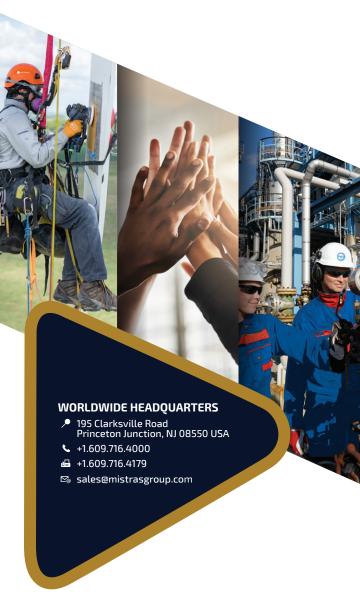
- » When we care, safety is never overlooked, creating a secure and trusted environment for employees and customers
- » When we care, we foster an atmosphere of conscious communication that encourages open dialogue
- » When we care, our respect for individuality is paramount, making inclusivity a priority
- » 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

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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