



Vision & Promise

VISION & MISSION

For I dipt into the future, far as human eye could see,
Saw the Vision of the world, and all the wonder that would be.

Alfred, Lord Tennyson, "Locksley Hall" 1842

Vision:

- § the act or power of imagination
- § a mental image produced by the imagination
- § a timeless, inspiring focus on the future providing clear decision-making criteria

"Helping organizations take the risk out of people decisions" is our vision and, at its most basic, it is also what we do for our customers- it is our mission. Our vision has inspired the choice of our corporate and product and service group names.

Our Vision & Mission are centred at the confluence of three streams of thought that underpin our product and services:

- § the challenge to hire, motivate and retain top talent is getting tougher, not easier
- § engaged employees improve organizational performance by orders of magnitude
- § quality third party service providers can significantly improve information for people, policy and program decisions.

We believe ours is a compelling vision of helping organizations move faster towards their goals of fully engaged employees, lower turnover rates, and a work environment devoid of abuse, harassment, fraud and unethical conduct.

We will fulfill our vision by helping organizations strengthen the information on which they base their hiring and people policy and program decisions. We think better information leads to better decisions and better employees with better morale.

Our vision means we do our best for our customers and also for those who come to work every day and who represent our business and who work to acquire, serve and retain our customers. We believe that for our company to do better, so must our employees and with that in place, so will our customers.

OUR COMMITMENTS

Our first commitment to the organizations that use our services is to provide timely, quality information that adds value to their hiring decisions, retention strategies and people decisions. A fundamental tenet at eeVoices is our commitment to considering all interactions with people and customers as relationship building opportunities that our services will seek to enhance. At eeVoices we are committed to:

- § Timely, convenient and accessible service provided by service-oriented, friendly business partners.
- § Leading-edge services and solutions that reflect the aspirations and values of the organizations we serve.
- § Providing customers with talented, engaged and friendly representatives who live our values.
- § Quality service, ethical conduct, confidentiality and integrity in all that we do.

OUR VALUES

We will live up to the spirit and integrity of our values and commitments. We will live our beliefs with respect to the following fundamental tenets:

- § We believe trust and integrity is at the heart of all relationships.
- § We measure quality through the eyes and ears of our customers.
- § We will demonstrate respect for people at all times.
- § We mirror our values in all our internal dealings with each other, our employees and our customers.