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| **Guiding Principle** | **Impact (s)** |
| Client experience is a top priority | We will optimize our technology solutions and processes to ensure the best possible client experience. |
| Broad engagement and collaboration | We will involve our stakeholders to address their business needs in order to design the best possible solution. |
| Choose Simplicity over Complexity | We will implement Workday’s best practices and procedures, unless there are compelling reasons to do otherwise. We will not design the system for exceptions and accept that the system may not always provide a perfect solution for every situation. |
| Challenge the status quo | We will approach every opportunity with the mindset to making things better. |
| Success is more than Go-Live | The solution we implement will support our culture and be sustainable in the long-term. |