



The Pleasants Way

1. THINK SAFE. WORK SAFE.

Never compromise on safety. Know and practice the safety procedures for your job. Watch out for the safety of your teammates too, because we're all part of the Pleasants family. Never take shortcuts that compromise your safety or your teammates' safety.





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2. ACT WITH INTEGRITY.

Demonstrate an unwavering commitment to doing the right thing in every action you take and in every decision you make, especially when no one's looking. Always tell the truth, no matter the consequences. If you make a mistake, own up to it, and make it right.





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3. PAY ATTENTION TO THE DETAILS.

Missing just one detail can have an enormous impact on a job. Be a fanatic about accuracy and precision. The goal is to get things right, not simply to get them done. Double-check your work. Remember, steady is smooth, and smooth is fast!





The Pleasants Way

4. PUT THE CUSTOMER FIRST.

Make sure that you make doing what's best for the customer your top priority, even if it's harder in the short run. Be financially responsible, while putting the customer's needs ahead of our own. The best way to maintain our hard-earned reputation is to always do what's right for our customers.





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5. MAKE HEALTHY CHOICES.

Take advantage of Wellness Programs. The healthier you are, the more you'll thrive personally and professionally.

Take care of yourself at home and at work. Eat well, exercise, and get adequate sleep. Help each other to make healthy choices.





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6. WORK SMART.

Be organized and plan your work for maximum efficiency.

Have all the tools and information necessary before starting your work. Have a game plan for your tasks and your workday. Know the priorities and execute the plan.





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7. BE POSITIVE.

You have the power to choose your attitude. Choose to be upbeat, optimistic, and enthusiastic. Give people the benefit of the doubt. Your attitude affects the rest of the team. Look for the good and spread positive energy – it starts with you.





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8. MAKE QUALITY PERSONAL.

Demonstrate a passion for excellence and take pride in the quality of everything you touch and everything you do.

Have a healthy disdain for mediocrity. Good is not excellence. Always ask yourself, “Is this my best work?”





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9. TRAIN AND HELP OTHERS.

The best way to influence others is through your own example. Take responsibility, both formally and informally, to coach, guide, teach, and mentor others. Be the example you want to see.





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10. LISTEN GENEROUSLY.

Listening is more than simply “not speaking.” Give others your undivided attention. Be present, respectful, and engaged. Minimize distractions and let go of the need to agree or disagree. Suspend your judgment and be curious to know more, rather than jumping to conclusions. Above all, listen to understand.





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11. SPEAK STRAIGHT.

Speak honestly in a way that helps to make progress. Say what you mean, and be willing to ask questions, share ideas, or raise issues that may cause conflict when it's necessary for team success. Be courageous enough to say what needs to be said. Address issues directly with those who are involved or affected.





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12. "BRING IT" EVERY DAY.

Have a passion for what we do and be fully engaged. Make the most of each day by approaching every task with energy, focus, purpose, and enthusiasm. Work with a sense of urgency to get things done. Remember that your team is counting on you.





The Pleasants Way

13. THINK TEAM FIRST.

It's about us, not about you. Don't let your ego or personal agenda get in the way of doing what's best for the team. Be there for each other and be willing to step into another role or help a co-worker when that's what's required for success. Help each other succeed.





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14. BE A FANATIC ABOUT RESPONSE TIME.

Make getting back to people a priority. Respond to questions and concerns quickly, whether it's in person on the phone, by e-mail, or by text. This includes simply acknowledging that we got the question and "we're on it," as well as keeping those involved continuously updated on the status of outstanding issues.





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15. HONOR COMMITMENTS.

Do what you say you're going to do when you say you're going to do it. This includes being on time for all phone calls, appointments, meetings, and promises. If a commitment can't be fulfilled, notify others early and agree on a new deliverable to be honored.





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16. TAKE OWNERSHIP.

Take personal responsibility for making things happen. Respond to every situation by looking for how we can do it, instead of explaining why it can't be done. Take the initiative. Don't make excuses or wait for others to solve the problem. See issues through to their completion.





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17. TAKE PRIDE IN OUR APPEARANCE.

The appearance of our equipment and job sites makes a strong statement about the pride we take in our performance. Make sure that message shouts “Quality.” Take responsibility to see that our work environment is clean, neat, and organized.





The Pleasants Way

18. HELP EVERYONE CONTRIBUTE.

Welcome ideas and perspectives from people who may be different from you, no matter their role, how long they've been part of our team, and regardless of the many other ways in which they may be different. We can all learn from one another and contribute to what makes Pleasants great. Be inclusive.





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19. FIX THE PROBLEM, NOT THE SYMPTOM.

When there's a problem or a mistake, focus on the solution instead of pointing fingers. Identify lessons learned and use those lessons to improve ourselves and our processes so we don't make the same mistake twice. Get smarter with every mistake. Learn from every experience.





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20. BE A BRAND AMBASSADOR.

We're all responsible for and benefit from the Pleasants image and reputation. Consider how your actions affect the ways others see us and be a proud representative of the company.





The Pleasants Way

21. SHARE INFORMATION.

Share information freely throughout the company. The more people know, the better we can collaborate. Learn to ask yourself, “Who else needs to know this?” Make sure no one has to recreate the wheel.





The Pleasants Way

22. WALK IN YOUR CUSTOMERS' SHOES.

Understand your customers' world. Know their challenges and frustrations. See the world from their perspective. The better you understand them, the more effectively you can anticipate and meet their needs. Keep your customers updated. This includes internal and external customers.





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23. TREAT EACH OTHER LIKE FAMILY.

We spend a lot of time with each other, and our relationships go deeper than simply being teammates at work. Welcome and embrace new team members. Whether it's a kind word during a tough stretch, a friendly smile each morning, or a helping hand in stressful times, show your compassion.





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24. FOLLOW OPERATING PROCEDURES.

We have procedures in place so that we can perform at a high level each and every time. Follow our operating procedures to ensure consistency and high performance. Pay attention to our industry regulations, because these are outright requirements for doing business. If you don't know the SOP, ask someone for clarification.





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25. GO THE EXTRA MILE.

Be willing to do whatever it takes to accomplish the job . . . plus a little bit more. Whether it's starting early, staying late, or doing something that's not in your job description, it's the extra mile that separates the ordinary from the extraordinary.





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26. GET CLEAR ON EXPECTATIONS.

Create clarity and avoid misunderstandings by discussing expectations upfront. Set expectations for others and ask when you're not clear on what they expect of you. End all meetings with clarity about action items, responsibilities, and due dates.





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27. SHOW MEANINGFUL APPRECIATION.

Recognizing people doing things right is more effective than pointing out when they do things wrong. Regularly extend meaningful acknowledgment and appreciation – in all directions throughout our organization.





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28. BE RELENTLESS ABOUT IMPROVEMENT.

Regularly look at the way you/we work to find ways to improve. Don't be satisfied with the way things are. "Because we've always done it that way" is not a reason. Look for ways to get things done better, faster, safer, and more efficiently.





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29. DELIVER RESULTS.

While effort is important, our customers expect results. Follow up on everything and take responsibility to ensure that tasks get completed. Watch your nickels and the dollars will take care of themselves.





The Pleasants Way

30. THINK AND ACT LIKE AN OWNER.

Make decisions by asking yourself, “What would I do if this were my company? What would I do if this were my own equipment? Will this help the company succeed? How would I make this company a better place to work?”





The Pleasants Way

31. LOOK AHEAD AND ANTICIPATE.

Solve problems before they happen by anticipating future issues, planning for contingencies, and addressing them in advance. Work with appropriate lead times. Preventing problems is always better than fixing them.





The Pleasants Way

32. KEEP THINGS FUN.

While our passion for excellence is real, remember that the world has bigger problems than the daily challenges that make up our work. Stuff happens. Keep perspective. Don't take things personally or take yourself too seriously. Laugh every day.

