



# ALWAYS IMPROVING

BEING BETTER TODAY THAN WE WERE YESTERDAY,  
BOTH PERSONALLY AND PROFESSIONALLY.

How many of us were born with an understanding of unemployment cost management, tax incentives, or wage verification? We have gained our knowledge through training and practice. All the services we provide and the way we provide them are constantly evolving, we must do the same. This Core Value embraces that challenge.

Our ability to execute on behalf of our clients is paramount. We must push to be smarter and more efficient in order to deliver more value to our clients and each other. In order to improve performance we must improve by continuing to learn and practice what we do.

How do we measure success? One way to measure success is to track improvement. Let's aim for a practical goal. Work on being better. Not better than anyone around you, but better than you were yesterday. Make small adjustments or improvements and over time those improvements are compounded and lead to sustainable growth. If we all aim to be better in the office, our community, and our personal lives then we will find success.

During our vision casting exercises, the below comments were made by colleagues in describing what makes Thomas & Company special;

- Challenge Ourselves
- Innovation
- Commitment
- Motivation
- Education
- Growth Mindset
- Creativity
- Efficiency
- Better understanding with our knowledge
- Detail Driven

## The reason behind the icon.

Many of you probably interact with this image on a daily basis. If you use any type of digital map it more than likely lets you know your current location. Something that is important when wanting to make improvements. You have to know where you are as well as where you want to go.

Improving can be defined as "to increase to a better quality or condition." Visualization charts signify improvement by moving up and to the right, the same direction as our icon.

