

# Montana Municipal Interlocal Authority

## Policy Manual

|                           |   |                            |                        |
|---------------------------|---|----------------------------|------------------------|
| <b>Document Name:</b>     | <b>Board and Staff Core Values Policy</b>   |                            |                        |
| <b>Policy #:</b>          | <b>2008-007</b>   | <b>Pages:</b>              | <b>1 of 2</b>          |
| <b>Content Review:</b>    | <b>With mission and vision statement</b>  | <b>Date Adopted:</b>       | <b>October 8, 2008</b> |
| <b>Compliance Review:</b> | <b>With mission and vision statement</b>  | <b>Revisions Approved:</b> | <b>August 21, 2009</b> |
| <b>Location:</b>          | O:\Administration - MMIA\Board & Staff Policies Procedures Resolutions\Board Policies and Procedures\FINAL Policies\2008-006 BoardMemberOrientationPolicyAugust 2010.docx |                            |                        |

### Policy Statement

All of MMIA's work and its operating principles flow out of a set of basic values and a philosophy about who we are, what we stand for and how we view the world.

In addition, these values are the underlying principles that guide operations, decisions and staff. They are what drive the priorities of the Board of Directors, employees, members and stakeholders and how they act within the organization. They are also MMIA's basis for the ethical standards utilized when dealing with employees, customers and stakeholders.

Most of these values are self-evident; others may not be as obvious. In any case, we want these standards to be more than lofty ideal; we want them to become a reality for ourselves, our customers, our stakeholders and our leadership.

It is understood that these expressed values may evolve over time. Hopefully, these changes will be expressed more in terms of nuance and clarifications and less in terms of fundamental changes.

### I. Purposes/Expected Outcomes

MMIA seeks to accomplish its vision and mission through the commitment and practice of the following values practiced by its Board of Directors, employees, and members. The expected outcome is an organization of excellence among peers in the pooled risk retention business.

### II. Organizational Core Values

#### **Honesty, integrity and fairness**

MMIA will manage all aspects of its operations, both internally and externally, with a dedication toward honesty, integrity and fairness. The focus of this core value will be to demonstrate equality and transparency in all operational aspects of MMIA.

#### **Customer driven focus toward service**

MMIA serves a great number of customers including the Board of Directors, fellow employees, customers and customer representatives, claimants and other related stakeholders. Each of these "customers" depends upon prompt and accurate customer service to ensure their, and MMIA's, continues success.

#### **Fiscal and financial soundness**

MMIA financial health should be a primary focus of the Board of Directors,

# Montana Municipal Interlocal Authority

## Policy Manual

**Document Name:** Board and Staff Core Values Policy

**Policy #:** 2008-007

**Pages:** 2 of 2

employees, customers and other related stakeholders. MMIA can only remain in operation if it maintains a sound financial base. By ensuring that all operational, claims, and risk management policies are evaluated in light of financial best practices, MMIA can continue forward as a financial steward for its members with the core function of providing cost effective insurance and insurance services to its members.

### **Continuous improvement**

MMIA believes that all work processes, procedures, services, technology, staff and other resources can continue to evolve and improve. The core value of continuous improvement will be demonstrated through a variety of mediums, including, but not limited to: continuing education for employees, Board of Directors, customers and stakeholders; maintaining the presence of MMIA on a national level as a leader in the pooled risk retention industry; and demonstrating innovation and creativity throughout MMIA's operations. MMIA will set the industry standard for employee competence and ability, and then continue to develop additional leadership skills within these employees.

### **Professional, emotional and physically safe work environment**

MMIA believes that a work environment that demonstrates itself to be professionally, emotionally and physically safe will enhance productivity, innovation and customer service throughout all MMIA operations. In addition, a "safe" work environment will further enhance MMIA's ability to demonstrate a work environment of respectful behavior toward both internal and external stakeholders.

### **Teamwork and collaboration**

MMIA will focus all employees, Board Members, members and stakeholders to work in a collaborative team-like environment. This environment will assist in the success of MMIA by ensuring open and clear communication channels and continuous dialogue among stakeholders. A key aspect of this particular value is to ensure all stakeholders understand the what, where, when, and most importantly, "why" in each an every aspect of MMIA's operations.

### **Accountability and responsibility**

MMIA adheres to the common themes of accountability and responsibility throughout all of its established core organizational values. All employees, Board Members, customers and stakeholders are expected to hold themselves and each other accountable to living and operating by these values to ensure the success of the organization as a whole.

### **III. Responsibilities:**

Board of Directors, employees, customers, and stakeholders are all responsible for striving to practice the shared core organizational values of MMIA in an effort to offer Montana communities the best possible service at the most affordable rates in the pooled risk retention arena.