



Core 5

*The five core competencies
that make SDI...SDI.*

SDI[®]

MRO for a more connected enterprise

Speed to Execution **Act with a sense of urgency without sacrificing quality**

Our goal is to help the client realize the benefits of our services as soon as possible. The sooner we implement great ideas, the sooner we realize the positive impact on our business.

What's in our DNA:

- *We hold ourselves and others accountable to clear standards of service excellence in an increasingly dynamic environment. When necessary, effectively and appropriately confront performance issues, resource constraints and other obstacles to meet objectives.*
- *We set clear and consistent goals and expectations.*
- *We ensure seamless implementations with limited disruption to the client's operations.*
- *We develop courses of action that will ensure that our clients' needs are met with a high standard of excellence, urgency and predictability.*

Agility

Continually learn and be willing to pivot

We provide agile, business-outcome-focused solutions. To be agile, we need flexibility, a near-obsessive ability and willingness to scale up and down.

What's in our DNA:

- *We challenge the status quo to unlock full potential*
- *We are open to new perspectives, new ideas, and new ways of doing things*
- *We demonstrate service by going beyond what is expected*
- *We focus on creating the right solutions to address specific needs*
- *We anticipate the unexpressed or future needs of current and potential customers*
- *We value diversity of our workforce and diversity of thought and perspective*
- *We continually seek to improve performance*



One SDI

Work together as a team

We're all in this together. We're all a part of this supply chain ecosystem that we've created. It includes our technology, our suppliers and strategic partners, our processes and our people. All of our people. And it works best when we all work together.

What's in our DNA:

- *We partner across departmental lines and work cooperatively within and outside our own team in order to best serve client needs and exceed client expectations; breaking down silos*
- *We actively support key decisions while promoting a spirit of teamwork to demonstrate the commitment of one firm, SDI*
- *We promote a climate of respect, cooperation, collaboration, and open communication*
- *We actively support an inclusive environment where all employees can thrive*

Operational Excellence *Lead the industry*

We will continue to offer the level of expertise and service that our customers have come to expect, and that is unparalleled in the industry.

What's in our DNA:

- *We pursue results and solutions with energy, drive and a need to finish*
- *We discourage giving up before finishing, especially in the face of resistance or setbacks*
- *We maintain focus on position or plan despite obstacles until given a new course of directions*
- *We continually seek to improve performance*
- *We hold ourselves and others accountable for challenging goals*



Courage

Innovate and Make Mistakes

SDI has entrepreneurial roots. Let's take advantage of that and embrace innovation! We need to think differently, be curious, fail fast, and have the courage to challenge the status quo if we're going to succeed. Let's listen to everyone's ideas and be more open to trying new things, even if they don't work out in the end. Nobody likes failure – but we must accept it, because it's part of the learning process. We'll make mistakes. That's okay. We'll learn from our mistakes together, and we'll grow.

What's in our DNA:

- *We look for the answer, not the blame*
- *We don't think failure isn't an end game; it's the way we learn, adapt and keep working towards our goals*
- *We possess the courage to adapt and try something new*
- *We are willing to defy current state and challenge assumptions and introduce something new or different without fear of failure*
- *We encourage new ideas, candid feedback and conflicting opinions*
- *We act with integrity and own up to our mistakes*
- *We welcome a customer problem we've never solved; it presents an exciting opportunity to go the extra mile to delight them and learn something new*