

# FIVE PILLARS



## **Excellent customer service**

We need to break down silos and traditional ways of doing business. Think innovatively about achieving desired outcomes that can be more streamlined, efficient and responsive.



## **Respectful, equitable, collaborative and safe workplace**

We have a collective accountability to promote equity, respect, civility, integrity, inclusiveness, fairness and safety for all employees.



## **Continuous improvements and financial accountability**

Be mindful of public resources through prudent rate-setting, reasonable public fees and pursuing efficiencies and innovations.



## **Economic opportunity through City contracting**

Promote economic development opportunities for underrepresented populations. Ensure progress and build on prior success.



## **Stewardship of City assets**

We will safeguard public assets entrusted to our care. Strengthen the City's management of public property, holdings and resources.



**Seattle**  
Facilities &  
Administrative Services