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**PEOPLE** *first!*

**UPSTATE**  
MEDICAL UNIVERSITY

### **People Focused**

A focus on our most valuable asset and greatest strength.  
This is an investment that is needed to ensure our future success.

### **Exceptional customer service**

Greet each customer in a friendly, courteous and professional manner. SMILE!  
Take time to listen to concerns.  
Make the choice to serve our customers in a timely manner.  
Follow the Upstate Pledge.

### **Opportunities**

Provide a work environment where we are all able to perform at our best.  
Engage and empower each other to make a difference.

### **Positive work environment**

Spread enthusiasm by inspiring confidence through effective communication.  
Demonstrate integrity by doing the right thing.  
Focus on the best interest of all.  
Reward and recognize.

### **Living our values**

Treat each other with respect and dignity.  
Service our community through Team Upstate.  
Instill a feeling of "We are Upstate."

### **Employer of Choice**

Employ and retain the best people.  
Hire talented individuals who model our values.  
Cultivate our leaders of tomorrow.  
Embrace a diverse workforce that reflects the community we serve.