

# City of Airdrie

## Vision

Airdrie is a vibrant, caring community rich in urban amenities and opportunities for everyone. We value a healthy, sustainable environment connecting people and places.

## Mission

Create  
Serve  
Care

## Core Values

We commit to the following values in support of our mission, vision and corporate culture.

### Open Dialogue

We commit to:

- Exchange ideas through respectful open dialogue at all levels between and within departments.
- Seek and actively listen to feedback from customers and each other, regardless of position.
- Declare our breakdowns and resolve them with each other directly.
- Listen respectfully to all ideas and ways of thinking.
- Acknowledge all key feelings and be authentic.

### Collaborative Relationships

We commit to:

- Work as a team to produce the best outcome for the customer.
- Consider all those affected by a decision in the process.
- Build relationships beyond our borders to create opportunities.
- Embrace our uniqueness, knowing it contributes to a greater whole.

### Learning

We commit to:

- Engage in learning activities that enhance our core values and competencies.
- Take ownership for our personal and career development.
- Encourage each other in fulfilling our potential.
- Learn from our mistakes.

### Ownership

We commit to:

- Question whether our actions and core services align with the mission and vision.
- Negotiate clear outcomes for work to be done and for the use of resources.
- Hold each other accountable to make decisions and take action in alignment with the vision.
- Take responsibility for our individual roles in the organization's successes/failures.
- Minimize rules and regulations in favour of guidelines.
- Make decisions at the point of service.

### Innovation and Entrepreneurial Spirit

We commit to:

- Seek new and improved ways to deliver service to internal and external customers.
- Use roadblocks to stimulate new thinking.
- Turn over the rocks and confront the facts.
- Take responsible risks to achieve our vision/outcomes.

### Encourage the Heart

We commit to:

- Encourage healthy life styles and flexible work/life alignment.
- Support each other and our families.
- Work safely.
- Have fun in the workplace
- Celebrate successes.

