



# *OUR VALUES & CULTURE*

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[WWW.THELOCKWOODGROUPLLC.COM](http://WWW.THELOCKWOODGROUPLLC.COM)

OUR NOBLE CAUSE

*AT THE LOCKWOOD GROUP, OUR MISSION  
IS TO SERVE THE NATION; IMPROVING THE  
READINESS OF ALL WE SERVE.*





OUR STORY

## ***LEADING THE WAY TO MISSION READINESS***

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After 40 years of service, James Lockwood recognized a need to improve support to the soldier. During this period, soldiers were receiving rapidly developed commercial technology but not receiving the comprehensive support packages needed to sustain them. Their mission readiness was being compromised.

In 2010, James partnering with his son Jim together formed The Lockwood Group to serve the purpose of Leading the Way to Mission Readiness focused on their most important customer, the soldier. Incorporating the military, technical and leadership experience of James Lockwood with the business and entrepreneur experience of Jim Lockwood, The Lockwood Group now thrives on improving the readiness of all our customers.

At Lockwood, we look forward to serving the Soldier, our Nation and all customers helping to improve your mission readiness objectives.



OUR CREDO

***WE BELIEVE IN SERVICE***

The Lockwood mission is to create an organization focused on service.

We serve – each other, the soldier, our customers, our employees, our partners, our vendors, our community – service is at the center of our Core Values and Culture.

Our customers come first. Being responsive, professional and reliable is why we are hired. We aim to deliver on all promises exceeding customer expectations and making certain all business decisions are made with the customer in mind.

Our employees, are the face of our service. They are at the front lines working with our customers daily and its Lockwood's duty to serve our employees. This means designing a

culture centered around core values that inspire, retain and grow the best talent.

Our partners are fuel for our engine. Our great vendors, consultants and teaming partners combine to fuel Lockwood ensuring we successfully deliver always. We consider our partners as one team working alongside.

Service to the community is important to us. We seek to volunteer, engage and support our communities through investment of time and resources.

This service mindset is what inspired James and Jim Lockwood to embark on the journey in starting The Lockwood Group to deliver on the promise to Lead the Way to Mission Readiness for all people we serve.



## ***OUR CORE VALUES***



**ETHICS AND  
INTEGRITY**



**CUSTOMER  
COMMITMENT**



**TEAM & FAMILY  
ENVIRONMENT**



**PATRIOTISM**



**LEADERSHIP**



**POSITIVITY**

CORE VALUES

# ETHICS & INTEGRITY



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AT LOCKWOOD, WE DO WHAT'S RIGHT ALWAYS WITH INTEGRITY, HONESTY AND CENTERED AROUND THE RIGHT ETHICAL PRINCIPLES. WE ARE PROACTIVE AND DILIGENT IN MAINTAINING THIS ENSURING OUR CUSTOMERS, WORKFORCE AND PARTNERS ARE ALL ON THE SAME PAGE.

**We will:**

- ▶ Operate with honesty and the highest integrity in all that we do
- ▶ Be the best stewards in how we manage and protect sensitive information – company, sensitive, proprietary and classified.
- ▶ Be proactive in maintaining our ethics and integrity, if we see or know something is not being done right, we will make certain to report it or stop it.
- ▶ Ensure accurate time keeping
- ▶ We will be truthful always



CORE VALUES

# CUSTOMER COMMITMENT



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WE SEEK TO EXCEED OUR CUSTOMER'S EXPECTATIONS. WOW THEM WHEN POSSIBLE. WE ACT IN THEIR BEST INTEREST TO BE THEIR RELIABLE PROBLEM SOLVING PARTNER THAT THEY TRUST TO DO WHAT'S RIGHT FOR THEM ALWAYS.

**We will:**

- ▶ Be the problem solvers that customers rely on regularly
- ▶ Aspire to promote our customer's accomplishments in developing solutions that ensure they are successful.
- ▶ Always act in our customer's best interest building trust and long lasting relationships.
- ▶ Ensure quality and customer satisfaction is paramount and embedded in all that we do as an organization.
- ▶ Make the right choice in all circumstances being driven by what's right for our customers.
- ▶ Don't take short cuts or think short term at the expense of the customer's best interest.



## CORE VALUES

# TEAM & FAMILY ENVIRONMENT

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FOUNDED BY A FAMILY, WE TAKE PRIDE IN FAMILY AND SEEK TO CREATE A TEAM ENVIRONMENT THAT FEELS LIKE FAMILY. WE TREAT EACH OTHER WITH THE SAME LEVEL OF CARE, HONESTY, RESPECT, COMFORT AND COMPASSION YOU WOULD FOR A LOVING FAMILY MEMBER.

### We will:

- ▶ Treat each other with the same level of care, honesty, respect, comfort and compassion you would for a loving family member.
- ▶ Live balanced and healthy with our family, personal and work lives.
- ▶ Be thankful for each other and openly sharing our gratitude.
- ▶ Communicate openly and operate with an open door of communication at all levels of leadership.



CORE VALUES

# ***PATRIOTISM***

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**WE ASPIRE TO SERVE OUR NATION, OUR COMMUNITY, OUR FAMILIES AND EACH OTHER. WE INVEST OUR TIME AND RESOURCES TO SUPPORT CAUSES THAT ENHANCE WELL-BEING AND IMPROVE OUR COUNTRY.**

**We will:**

- ▶ Get involved and support the community, especially our Veterans who so proudly serve and sacrifice.
- ▶ Provide resources and time to give back to the community and improve America.
- ▶ Be good stewards of our nation's precious resources – our tax dollars – and act in the best interest of our country always.
- ▶ Encourage community involvement supporting wherever we can.



## CORE VALUES

# LEADERSHIP

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WE SEEK TO HIRE HIGHLY CAPABLE PEOPLE WHOM WE TRUST, PROVIDING A WORK ENVIRONMENT FOR THEM TO INDEPENDENTLY THRIVE, GROW AND LEAD. WE ENABLE A “BEST IDEA WINS” CULTURE ENABLING EVERYBODY TO SHARE THEIR IDEAS AND TAKE SMART RISKS.

### We will:

- ▶ Make wise decisions despite ambiguity.
- ▶ Understand the concept and will always follow “Best idea wins.”
- ▶ Take smart risks.
- ▶ Be responsible and diligent in helping grow the company, win new business, and advance one’s career understanding they are all intertwined.
- ▶ Seek to communicate openly and verbally as often as possible.



## CORE VALUES

# POSITIVITY

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WE SEEK TO CREATE A SUPPORTIVE ENVIRONMENT CENTERED AROUND ENCOURAGEMENT, GRATITUDE AND POSITIVITY. WE ARE DESIGNING A WORKPLACE WHERE EVERYBODY TRULY ENJOYS GOING EACH AND EVERY DAY.

### We will:

- ▶ Surround ourselves with positive people promoting a culture of positivity.
- ▶ Promote a positive culture as problem solving is an element of one's mindset and we believe a positive culture promotes everyone's best selves to flourish.
- ▶ Create a work environment where we all enjoy going each and every day surrounded by colleagues, friends, and family.
- ▶ Hire, promote, and develop positive culture of like-minded driven individuals working together to solve problems ensures higher probability of success.

