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WELLOME WE ARE GLAD YOU'RE HERE!

INTROPUCTION

What are Niles-isms?

Phrases or short sayings that embody a principle or key concept at Niles. They are used to remind us and teach us. The more we use, repeat, and express the Niles-isms, the deeper they embed themselves into our culture.

Why do Niles-isms exist?

Niles-isms exist to remind us how we approach our business. They strengthen our culture and bring it to the forefront of everything we do. They are a teaching tool and serve as a beacon for decision makers. Niles-isms keep us focused on what sets us aside from other companies, keep us centered, and make us a stronger team.

This book explains what our Niles-isms mean, and how to apply them!

Enjoy!

Ryan Niles

OUR NILES-ISMS STEM FROM OUR CORE VALUES, WHICH DEFINE WHO WE ARE.

Care:

- We are committed to doing things right / doing the right thing and supporting each other
- Safety is the way we care for our family

Trust:

 We set clear expectations and hold ourselves accountable (to report results and challenges without being asked)

Help:

- We provide authentic and clear performance feedback (with respect!)
- We encourage self-directed growth and share learning when mistakes occur

GUIDING PRINCIPLES

- 1. BUILD A STRONG GROUP OF LEADERS WITH A GROWTH MINDSET
- 2. DRIVE DOWN COSTS AND INCREASE EFFICIENCY ON EACH PROJECT
- 3. GROWTH AT A PACE THAT PROTECTS MARGIN

TAKE CARE OF THE COMPANY, SO IT CAN TAKE CARE OF YOU

- FOCUS ON THE COMPANY, TEAM, AND GOALS
- PUT YOUR TEAMMATES FIRST
- HAVE FAITH THAT NILES AND YOUR CREW WILL DO THE "RIGHT THING"





TAKE THE TIME TO CARE, IN ORDER TO BUILD TRUST, THEN YOU ARE ABLE TO HELP ONE ANOTHER

- COMPANY HAS A FAMILY FOCUS
- WE SPEND MORE TIME AT WORK THAN AT HOME
- WE SHARE THE SAME VALUES

YOU ARE NOT HIRED FROM THE NECK DOWN

- EVERYONE CAN CONTRIBUTE
- EVERYONE HAS UNIQUE EXPERIENCES THAT CAN HELP MAKE US A SUCCESS
- PEOPLE THAT ARE CLOSE TO SOMETHING OFTEN HAVE THE BEST INFORMATION

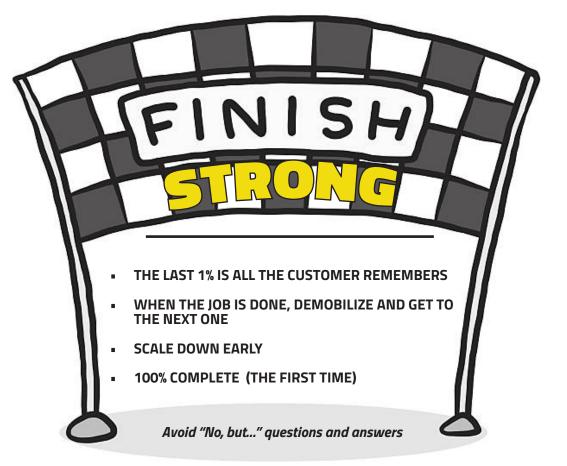
BRING EVERY BRAIN INTO THE GAME

- ASK QUESTIONS
- USE THE TEAM
- GET INPUT FROM MANY SOURCES INCLUDING "STRANGE PLACES"

COUNTABLE

ACCOUNTABILITY & OWNERSHIP MATTERS

- ACCEPT RESPONSIBILITY FOR YOUR ACTIONS
- BE ACCOUNTABLE FOR YOUR RESULTS
- TAKE OWNERSHIP OF YOUR MISTAKES



BAP NEWS DOESN'T AGE WELL DOESN'T AGE WELL

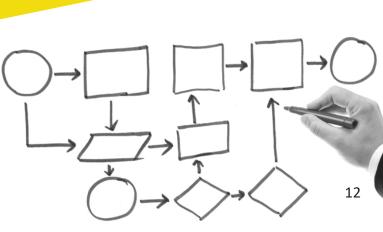
- TACKLE PROBLEMS HEAD-ON
- DON'T BE AFRAID
- USE THE TEAM AS A RESOURCE



WE DO THINGS FOR A REASON

- FOLLOW THE PROCESS, SCOPE OF WORK AND THE PLAN

 - TAKE THE TIME TO REVIEW POSITIVE AND NEGATIVES WHEN JOB IS DONE ALWAYS ASK IF THERE IS A BETTER WAY

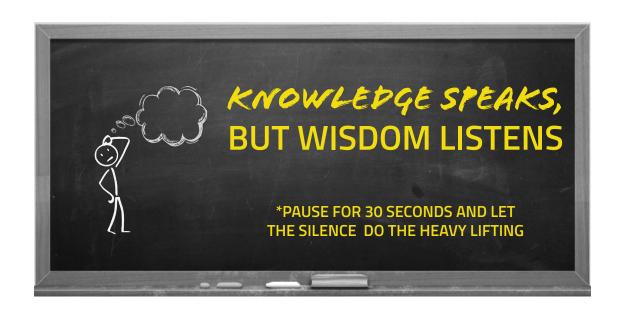




- KEEP A POSITIVE ATTITUDE
- SAY "YES WE CAN"
- MAKE YOUR TEAM THE BEST TEAM IT CAN BE

CAUTION SLOW DOWN TO SPEED UP

- DON'T TRIP OVER A DOLLAR TO PICK UP A PENNY
- TAKE THE TIME TO MAKE A PLAN (AND A BACKUP PLAN)
- GET IT RIGHT THE FIRST TIME

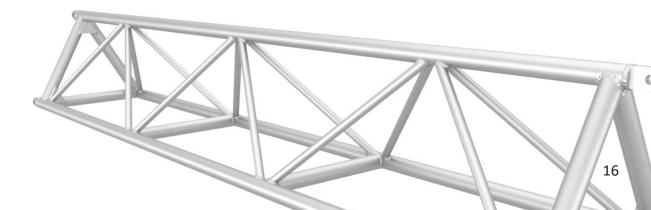


- TELL PEOPLE WHAT YOU KNOW
- ASK PEOPLE WHAT THEY KNOW
- LISTEN TO FACH OTHER

GET THE RIGHT **PEOPLE ON THE BUS**

(OR ON THE RIGHT TRUSS)

- **BUILD THE STRONGEST TEAM YOU CAN**
- MAKE YOUR BUS THE BEST RUNNING VEHICLE IN THE FLEET
- WHEN YOU HAVE THE RIGHT PEOPLE ON THE BUS, GET THEM IN THE RIGHT SEAT



ORGANIZE TO CROWN TO THE STATE OF THE STATE

- UTILIZE YOUR LEADERSHIP CHECKLISTS
- PLAN YOUR WORK AND WORK YOUR PLAN
- TRAIN PEOPLE TO REPLACE YOU & HELP YOU GROW

MAKING A MISTAKE IS NOT THE SAME AS FAILING

- MISTAKES TEACH US WHAT NOT TO DO
- MISTAKES MOTIVATE US TO DO BETTER
- MISTAKES GIVE US SOMETHING TO SHARE WITH THE TEAM
- DON'T BE AFRAID TO TAKE OWNERSHIP



DON'T FORGET TO SAY

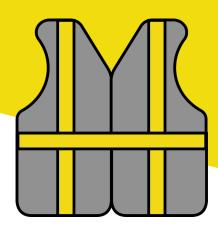
Thank you.

- RECOGNIZE PEOPLE FOR CONTRIBUTING
- **EVERYONE APPRECIATES POSITIVE FEEDBACK**
- IT'S THE RIGHT THING TO DO!



MY FATHER ONCE ASKED A NEW WORKER WHAT HIS JOB WAS. THE MAN TOLD HIM 'PAINTER,' BUT MY FATHER CORRECTED HIM. 'NO, YOU'RE NOT. FIRST, YOU'RE A SAFETY GUY. THEN YOU'RE A PAINTER.'

- Ryan Niles



WHEN A MISTAKE IS MADE, THE GOAL IS:

- 1. INFORM THE TEAM
- 2. INFORM THE BOSS
- 3. SOLVE THE ISSUES TOGETHER

-DAVID MARQUET





If you always try being your **BEST**, you'll be the **BEST**.

- Dan Niles

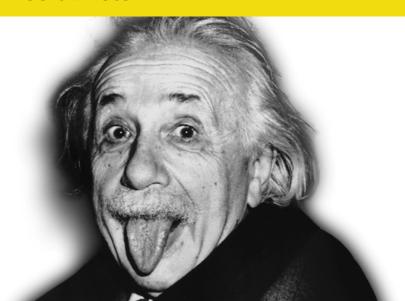


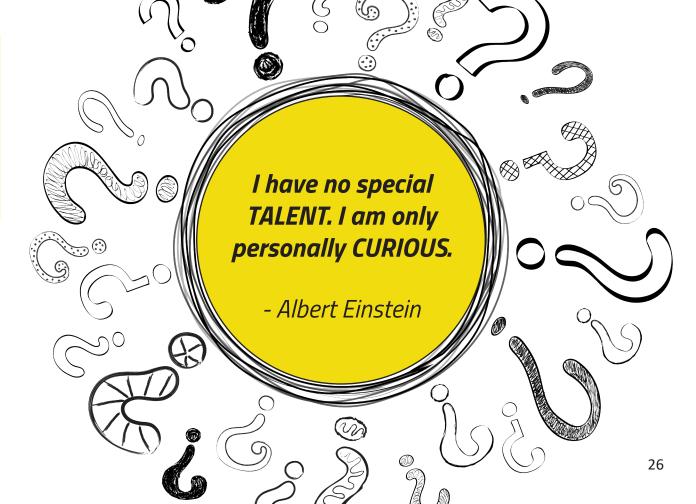
We are better today than we were 6 months ago, and in 6 months, we will be better than we are today.

- Simon Sinek

Insanity: Doing the same thing over and over again and expecting a different result.

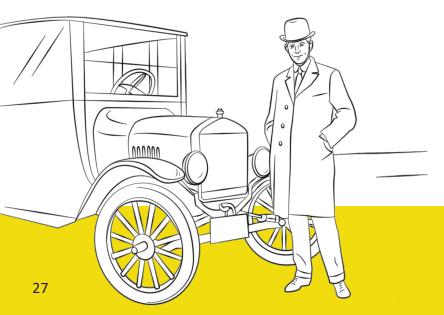
- Albert Einstein





Whether you think you can, or you think you can't, you're right.

- Henry Ford





"Being busy does not always mean real work. Seeming to do is not doing."

- Thomas Edison

You can see a lot, just by observing.

- Yogi Berra



IT POESN'T COST ANYTHING TO PAY ATTENTION! 30

If you want to increase your success rate, double Vour failure rate. - Thomas J. Watson



"I can accept failure, everyone fails at something. But I can't accept not trying.

- Michael Jordan



Failure is simply the opportunity to begin again, this time more intelligently.

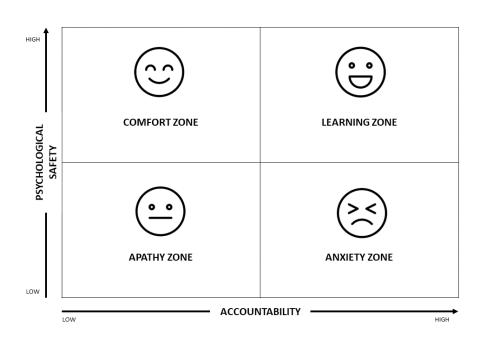
- Henry Ford



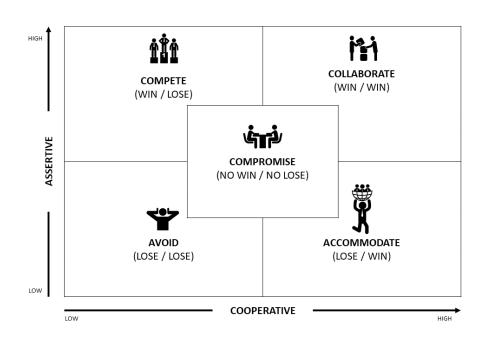


PLAY CHESS; NOT CHECKERS.

TOOLS:PSYCHOLOGICAL SAFETY AND ACCOUNTABILITY



TOOLS:CONFLICT RESOLUTION



TOOLS:

WHAT IS THE OPPOSITE OF A GOOD LEADER?



HUMILITY arrogance



know-it-all



WINNING not losing



EMPATHY *indifference*



Brightening the Lives of Families and Communities

The Niles Foundation plans to give back to those less fortunate who are in need of a safe and healthy environment to live and play. We hope to brighten the lives of men, women and children, with paint and associated services.

The Niles Foundation: Wish Program's purpose is to grant the wish inquiries of employees and their families with life-threatening conditions or in dire times of need.

Each year, the Niles Foundation selects projects where we can have the greatest impact in the communities we serve.

You can make the difference for Niles team members, their families, and the community by participating in the Niles Foundation: Wish Program. With your help, we hope to make more wishes come true this year!

How can I help?

There are several ways to participate in the Niles Foundation: Recurring Donations, One-Time Donation, and Submitting Wishes.

Enchanted Makeovers

DowGives

Employee Assistance







Contact us for more information!

info@nilesfoundation.org or 810-714-5936 www.nilesfoundation.org www.facebook.com/nilesfoundation



