

# **ALABAMA MUNICIPAL ELECTRIC AUTHORITY**

## **CORE VALUES & SUPPORTING BEHAVIORS**

The following values guide the Board and employees of AMEA in their relationships with and conduct on behalf of each other, Members, business partners, and others who have a direct interest in the results of AMEA's decisions and actions. Representative supporting behaviors for each value have been developed to illustrate what these values might look like in practice. AMEA is committed to exemplifying these values and integrating appropriate behavioral expectations for all Board members and employees. Appropriate behaviors are also aligned with AMEA's governance and management policies.

# AMEA CORE VALUES

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## **ACCOUNTABILITY**

Accountability to our Members is essential to AMEA's success. Accountability builds trust and promotes a sense of ownership. Accountability means that we support the business success and satisfaction of both our Members and their customers. We consistently make our best individual and collective contributions to their success.

### **Supporting Behaviors**

- We prepare viable plans, based on AMEA's core purpose and mission, that clearly communicate expected outcomes and assignment of responsibilities to everyone in the organization.
- We take personal responsibility for prioritizing our work in a way that supports organizational priorities. We take the initiative to resolve any conflicting priorities before they lead to performance problems.
- We routinely measure and report performance to each other and to the Members. We are willing to admit our shortcomings and accept advice from others.
- We understand the benefits of being accountable. We don't make excuses when mistakes are made or commitments are not achieved. Instead, we disclose and explain any material situations that may affect our ability to meet commitments.
- We visibly recognize and reward each other when we demonstrate accountability.

## AMEA CORE VALUES

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### ETHICS

We believe in ethical conduct, both individually and collectively, that goes beyond compliance with the law. Knowing that our personal and professional conduct affects AMEA, we strive to act in ways that enhance AMEA's reputation. We are committed to alignment between our behaviors and beliefs about what is right and wrong.

- We understand and consistently demonstrate full and voluntary compliance with all applicable ethics laws and regulations.
- We are personally responsible for understanding AMEA's policies related to ethics and will review those policies thoroughly at least once a year.
- We respect the policymaking authority of the AMEA Board and its President & CEO by adhering to adopted policies and by disclosing when policies are not followed or when they are not producing the intended results.
- We are truthful, complete, and timely in our disclosures of information with Members, with each other, and with business partners.
- We encourage dialogue about ethics and set a good example for others of what it means to be ethical. Management's "open door" policy encourages employees to ask questions and express concerns about situations that may call for management guidance and/or intervention.
- We promote fair and equitable opportunities for competition when purchasing goods and services.

## AMEA CORE VALUES

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### MEMBER SATISFACTION

Nothing is more important to AMEA's continued growth and success than living up to the high levels of trust and confidence that the Members have placed in AMEA. Members always come first and we always give Members our best efforts within the limits established by policy and budgeted resources. By consistently achieving Member satisfaction, we inspire confidence, and strengthen AMEA's ability to undertake new responsibilities for our Members. (Inspiring confidence in one area does the same across the organization in other areas)

- We inquire about and, in a timely manner, act on the expressed needs of our Members to the extent that those needs are consistent with the AMEA vision, core purpose and mission.
- We keep Members well informed about AMEA's activities and about conditions that are affecting or could affect AMEA's performance on their behalf.
- We complete in a timely manner what we commit to do for our Members. We assist them as much as practical and, when necessary, direct them to other sources of support.
- We respect our Members. We are approachable and we communicate with them in a considerate and professional manner.
- We routinely ask our Members to evaluate our performance and express their level of satisfaction with AMEA. We use this information to continuously improve.
- We know who our customers are and what they expect. Customers include both Member representatives and other employees.
- We are connected with key Member representatives and routinely provide feedback on Member needs and satisfaction with AMEA.

## AMEA CORE VALUES

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### **ADAPTABILITY**

Adaptability is a proactive and effective way to manage the impacts of changes in AMEA's business environment. While we cannot control many of these changes, we can anticipate opportunities and challenges and be ready to transform AMEA in ways that allow us to make the best of new conditions. At a personal level, adaptability encourages creative thinking and professional growth beyond our established areas of expertise.

### **Supporting Behaviors**

- We anticipate the changing needs of our Members and monitor the business environment for changes that could affect our ability to serve the Members.
- We are open-minded and regard change as a personal opportunity for growth and fulfillment.
- We forecast key variables in our business environment and formulate alternative courses of action that can be implemented quickly when required by sudden changes in these variables.
- We are not "boxed in" by our job descriptions, but exercise a high level of freedom to determine our part in accomplishing AMEA's mission.
- We expand our capabilities by continuously acquiring additional knowledge and skills that may be needed to perform new or changed functions.
- We integrate ideas from other joint action agencies and other comparable organizations that have already handled challenges that may also confront AMEA.
- We are inquisitive and encourage innovation at all levels of the organization.

## AMEA CORE VALUES

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### TEAMWORK

We can make the best decisions and produce the best results for our Members by openly communicating and working together. Working together strengthens AMEA by promoting diverse ideas, opinions and methods of communication. Working together also promotes supportive relationships and increased opportunities for professional and individual growth.

- We create teams to accomplish specific outcomes and equip them to be successful.
- We create teams to include the expertise needed to produce valid outcomes.
- We use teams as an opportunity to promote leadership and learning.
- We embrace differences and strengths in individual team members.
- We communicate openly with each other.
- We support each other individually and as teams.

## AMEA CORE VALUES

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### FINANCIAL STABILITY

Financial stability builds trust that AMEA can meet its financial obligations. Such trust enables AMEA to access the financial resources needed to accomplish the mission that we have undertaken for our Members. By accomplishing its mission, AMEA ensures longevity as a successful public business enterprise.

- We routinely monitor financial statements and understand AMEA's financial position and performance.
- We manage AMEA's financial resources wisely, always considering the necessity of an expenditure based on established goals and the best information available at the time.
- We obtain the information needed to make sound business decisions.
- We support, strengthen, and follow management policies and procedures that ensure proper financial checks and balances.
- We each do our part to proactively manage AMEA's Power Sales Contracts with Members, AMEA's Power Supply Agreement with APCo, AMEA's bond covenants, and AMEA's audit results.
- We fully evaluate and disclose the expected Member benefits and potential risks associated with new projects that may require substantial resources.
- We form partnerships that help us manage AMEA's financial risk and expand our range of options.