



Leading People The Carrier Way



Talent Philosophy

Guiding principles for how People Leaders develop talent and Build Best Teams.

We value BEHAVIORS while achieving results.

We use the "what" and the "how" to assess performance and potential. We role model *The Carrier Way* behaviors and hold each other accountable to do the same.

We DEVELOP and help our people grow.

We support a culture of growth, valuing experiences and cross-company movement to accelerate development. Employees own their development, with support from their leader.

We are TRANSPARENT and give real-time feedback.

We discuss performance and potential, so all employees can grow and succeed. Leaders and employees give and receive two-way feedback candidly and constructively.

We PERFORM by setting stretch goals.

We coach for higher performance, raise the bar every year, hold individuals and teams accountable and take timely action.

We DIFFERENTIATE based on contributions.

We recognize and reward both high performance and high potential through differentiated investment, development, compensation and career progression.

Leader Success Model

Expectations for how People Leaders lead others.

Think "Outside In"

Seek market-leading solutions.
One Carrier always.
Know and amaze your customers.

Define the Future Boldly

Think Big, take risks, inspire ideas.
Make change comfortable.
Try, learn, celebrate.

Generate Energy

Connect people to purpose, empower.
Lead inclusively, ignite optimism.
Choose mission over self.

Own Outcomes

Simplify, prioritize and focus.
Anticipate, adjust, clear the path.
Make it happen, together.