

# NESDIS

## Operating Principles





## 1. Ensure Safe, Secure, and Responsible Operations

Work to create and foster a culture that enables a safe and secure work environment. Proactively identify and manage risks in your daily interactions and workplace so they never lead to injuries, accidents or incidents. Safety at work must never be in question. This will ensure resilience in our activities, and will enable each of us to thrive in our work. We must operate in a way that is responsible in our planning, organizing, coordinating and controlling the resources necessary to execute our mission.



## 2. Work Together

We work collectively to achieve a common purpose. Mission success is possible only when all elements of the Enterprise thrive. We excel by ensuring the efforts and contributions of all participants are incorporated.



### 3. Treat People with Dignity and Respect

Dignity is recognizing the inherent value of each person whereby interactions are defined by civility. It is a recognition of the desire and the right to be seen, heard, listened to with the intent to understand, and treated fairly so they feel safe and supported in the work environment. All are worthy of respect, and that respect is reinforced by the demonstration by an individual's abilities, qualities and/or achievements. Respect is garnered by how you conduct yourself in interactions with others. Our organization warrants respect in the same manner, by displaying these qualities as a community.



## 4. Act with a Sense of Urgency

Urgency is not about speed; it is about responsiveness to mission needs with an appropriate understanding of risk. A sense of urgency is NOT panic. Instead, a sense of urgency allows action with more purpose, more focus, and more determination. We are not distracted by outside forces, or by ineffective or counterproductive processes. We have an attitude that results in consistent action toward a stated goal or purpose.





## 5. Embrace Innovation

*Accept risk. Do not fear failure that is a natural part of trying new things.* Innovation is an essential component of resilient, sustainable business practices that yield consistently positive mission benefits. Innovation requires departure from established norms and practices, and we accept some risk in applying those changes. Technology-driven disruption is changing all aspects of our mission at an ever increasing pace, and as a technology driven organization we must adapt to maintain and improve our performance and relevance. Doing nothing, is in fact RISK. Our long-term success requires accepting innovation, and we embrace innovation informed by quantitative risk assessments.



## 6. Keep our Commitments

We must be aware of our commitments, track our commitments and meet our commitments. Avoid accepting commitments without careful thought or out of obligation, but do so only if you have the time and resources to achieve the commitment, and once we determine the effort is consistent with our core mission. Do not over-promise and set realistic milestones and deliverable dates. Don't avoid risky endeavors, when the potential return warrants the risk, but when committing to difficult or stretch objectives, communicate the risks openly at the start. Keeping our commitments builds respect, trust, motivation and increased productivity.



## 7. Make the Tough Choices

Personal and collective responsibility is the key to making tough choices. Tough choices are well thought out and strategic and made understanding they will impact people and programs. The tough choices are guided by the core values of our organization and support our strategic priorities. They allocate our limited resources (people, time, money, etc.) in the most efficient manner to achieve our shared mission. It means not everything is sustainable, and it means we own the overall mission performance. No excuses.





## 8. Always Tell the Truth

Be honest, but kind. When facing a task that appears insurmountable, the situation usually isn't as bad as you think. You might not have the freedom to do whatever you want or all that is asked, but you can do something and you can be responsive. Be clear on what is possible and what you can commit to, identify issues outside of your control. The truth builds trust and it requires less resources to be truthful and honest. Develop a reputation for tactful but complete honesty upon which other know they can always rely. With full awareness of each individual's capacity and constraints, as a group we will achieve better outcomes, and be more dependable.



## 9. Do the Right Thing

Behave and undertake your work in a way that aligns with our core principles and in which you can be proud of each day. Our work is important today and for our children and grandchildren. Make choices among possibilities that align with our principles and that you would be comfortable sharing with the world.