



Standards of Excellence:

1. We each play an important role in serving our clients, our people and our communities.
2. We commit to deliver extraordinary client service that consistently exceeds expectations.
3. We actively listen to our clients and each other to identify needs, opportunities and concerns. We follow up to help meet those needs, realize such opportunities and resolve any concerns.
4. We foster open dialogue by seeking and providing feedback.
5. We are welcoming and respectful in all our interactions, personalizing our communications by introducing ourselves and addressing others by name.
6. We handle all communications in a courteous, professional and prompt manner.
7. Our appearance, work spaces and public areas reflect our commitment to excellence. We keep our appearances appropriate, our work spaces professional and our common areas impeccable.
8. We work seamlessly together as One Firm, respecting each person's role and contributions.
9. We demonstrate our Shared Beliefs of integrity, diversity, accomplishment, mutual respect and support through our words and actions.
10. We work to continually improve our skills and enhance client service through training, effort and innovation.
11. We hold each other accountable to these standards.
12. We represent Baker Donelson at all times.



Vision and Values Statement:

- *We are an integrated team of professionals providing outstanding legal counsel and services to our clients, wherever located.*

- **We are committed to:**
 1. *Placing our Clients First, understanding their businesses, needs and goals and proactively expanding the ways we help them succeed.*

 2. *Working as One Firm to deliver outstanding expertise, service, quality and value and to exceed client expectations every time.*

 3. *Attracting and retaining the best and brightest people, of great personal character, who embrace our Shared Beliefs of integrity, diversity, accomplishment, mutual respect and support and a commitment to the betterment of our communities our nation and our profession; and*

 4. *Expanding our capabilities for our clients and the opportunities for our professionals, through Smart Growth form our offices throughout the Southern United States.*