

Cooperative Values

At North Georgia EMC, these values will guide you as you carry out your daily work toward reaching our goals — always making life better for our members and the communities we serve.



Operational Excellence

- We bring essential services to our customer/owners in an efficient manner.
- We work hard and smart, and we do what is necessary to solve problems and get the job done well.
- We do not compromise the health or safety of our fellow employees.
- We communicate openly and honestly.
- We treat all others—members and coworkers — with great respect, professionalism, and courtesy. There is no place at NGEMC for condescending or rude behavior.

Integrity

- We say what we mean, and mean what we say.
- We enjoy the pride that comes with not compromising our values and principles, but we are not arrogant.
- We strive to ensure that the people we deal with feel they have been treated justly and fairly. Our criteria for judgment are facts, competency, performance, and character.
- We do what we say we will do when we say we will do it.
- We maintain strict confidentiality about our customer/owners' and employees' information.

Teamwork

- We support and help our fellow employees.
- We support the efforts of every area of the cooperative by what we say and what we do.
- We allow everyone to contribute without regard to race, gender, position or seniority.
- We manage conflict promptly and in a way that preserves relationships.
- We select and promote employees on the basis of skill, training, ability, attitude and merit.

Member Focus

- We are excellent stewards of our member-owned cooperative assets.
- We put the convenience of our members above our own. We are here to serve.

- We ask our members for their opinions rather than assume we know.
- We are empathetic toward our members, understanding and acknowledging their opinions.
- We apologize when we make a mistake and fix it.

Personal Contribution

- We are each personally responsible for what we do and who we are.
- We ensure that what we do contributes to the accomplishment of our mission.
- We respond to criticism with maturity and good judgment.
- We value learning and seek opportunities to educate ourselves and others.
- We take personal responsibility for our own success and growth.
- We lead by example.

Decision-Making

- We make decisions based on facts, reality, and logical thinking.
- In making decisions, we consider their impact on the whole cooperative.

Change

- We do not accept the status quo, but constantly strive to improve our systems, increase our skills, and develop better services.

Accomplishment

- We set high standards for ourselves and our cooperative.
- We celebrate everyone's success.

Community

- At NGEMC, we embody the sound values of our communities, such as honesty, patriotism, and helpfulness.
- We accept responsibility for NGEMC's long-standing and continuous role in improving the quality of life of our community.