



June 1, 2020

Staff and Clients,

I have been working diligently behind the scenes to improve our position and service to our clients, as well as working on ways to acknowledge the hard work of our employee. In the midst of this work, my heart is profoundly heavy. If I may be brutally honest, I am angry, distraught and have a profound measure of anxiety as an African American male living in the United State of America. I've shed far too many tears over these days than I'd care to mention; I believe right now we all need to mourn. We have all been under the burden of COVID19 and now, yet again, this added and senseless death for the world to watch.

Like all of you, I am sickened and outraged by the death of George Floyd and upset and angry that his senseless murder is just the latest example of violence perpetrated against people of color in our country. We live in a nation where life, liberty and justice are supposed to be the birthright of all, but for too many those words are laced with cruel irony in the face of seemingly intractable systemic racism.

In our professional lives here at Sun Concierge and Staffing, Inc, we are proud to stand with all of our communities for inclusion and against intolerance, bigotry, and ignorance. Sun Concierge and Staffing is certainly not immune from racism; many of you have seen troubling incidents occur within the communities we serve. But I'm proud that condominium boards and property managers often stand up for what is right, address racism and bigotry forthrightly, and work hard to ensure that every employee feels welcome and safe.

We know that at our best, all communities we serve are places where all perspectives and beliefs are respected, and all races, ethnic backgrounds, cultures and sexual and gender identities embraced. That is why I devote so much of my work to issues of race and ethnicity and why we must work very hard collectively to make Sun Concierge and Staffing, Inc. a place where we can discuss and commit to inclusion and equity; both within our organization and the communities we serve.

But none of that makes what happened to George Floyd, and has happened to too many other Black Americans, any easier to stomach. The anger and frustration felt by so many, and largely expressed in peaceful protests, is understandable and justified. The time to right systemic wrongs is long past due. The time for action is now, and I hope that all of our leaders are listening with an open mind and compassionate heart.

Our action must begin locally... and I hope you will continue to help build a strong and inclusive community. I am proud that we have built inclusion into our core values along with our commitment to supporting diverse communities, characterized by mutual respect. I am committed to these values and want to ensure my leadership team, employees and clients are also committed to these values. I will be looking at ways for our leaders and managers to participate in inclusive leadership professional development and inclusive culture guidance will be provided to all staff. Let's redouble our efforts and lead others in our network to do the same. Let's remind ourselves and our clients of its profound civic power. And let's demand that our national leaders focus on erasing the stain of racism in American life.

For fourteen years our Vision, Mission, Employee Promise and Core Values have been consistent, which state:

#### **Vision**

“Sun Concierge & Staffing strives to be the industry leader in providing our Signature Services to a diverse global market and setting the standard for which other concierges and staffing companies operate.”

#### **Mission**

“It is our mission, through unparalleled and consistent customer service, strategic corporate and community partnerships, and our valued and thoroughly trained, service-oriented staff members, to redefine the standard of and raise the expectations for concierge and staffing services.”

#### **Employee Promise**

**I am committed** to creating a work environment that embraces teamwork and that ensures the service needs of our customers, and each other, are met.

**I take pride** in my professional appearance, language and behavior.

**I will protect** the privacy and security of our customers.

As an employee of Sun Concierge & Staffing, I own the commitment to be “**GREAT**”:

- **Greet** all customers by name and make them feel comfortable
- **Respect** cultural & other personal differences
- **Evaluate** how your customers want to be served
- **Adjust** your approach to match your customer's needs
- **Thank** your customers for their business

#### **Core Values**

- **Service** - We care about our customers, we listen to our customers, we anticipate their needs, and effectively fulfill those needs.
- **Integrity** - We believe it is vital to be trusted by those we serve.
- **Show Respect** - Every customer is our most valuable customer.
- **Personalize** - Always acknowledging the customer's name along with a positive and sincere greeting.
- **Pay Attention** - Assess how customers want to be served and adjust.
- **Show You Care** - Present a positive and supportive attitude.
- **Advocate** – Always consider the customer.

We are with you! We are in this together.

***George Anderson – President Sun Concierge and Staffing, Inc.***