

OLE M. SMITH  
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Welcome to the BYU Physical Facilities team.

You've chosen to work in the best place, with the best people, anywhere. We are blessed to have extraordinarily talented tradesmen and experienced professionals working at BYU, and we pride ourselves in having a great working environment where our talents and experience can truly make a difference in the world. Your training and abilities will add great value and expertise to BYU, and your work ethic will help our talented team of craftsmen accomplish even more.

Because we work in a unique place, we are committed to a handful of principles and initiatives that you will want to make part of your focus. I will list some key ones below, and *your manager or director should explain them more fully to you:*

- Our *mission* is to "Care for the BYU legacy through timeless design, precision construction, impeccable maintenance, amazing service & responsible stewardship."
- Our *vision* (motto) is "**Service with Excellence.**"
- Our *values* are "Competency, Respect & Belonging for All, Integrity, Teamwork & Mentoring, Exceeding Customer Expectations, Responsible Use of Sacred Resources, Innovation, and Accountability & Results."
- We believe "the best idea should win." To ensure this happens, we avoid unilateral decision-making and use the "**Wolfpack**" team-decision-making concept.
- We operate by our "Core Management Principles."

We expect all employees to live up to these principles. They are likely already part of your life, which is one of the reasons you were selected for this job.

Thank you for choosing to join the BYU Physical Facilities team. You will love your time here.

Sincerely,

Ole Smith  
Assistant Administration Vice President  
Vice President for Physical Facilities