

The 360° Partner Standard

Building Relationships That Deliver Lasting Solutions.



Relationships Over Transactions

Century Core Value: *Value Relationships, Not Transactions.* Invest in people and build strong, lasting relationships based on trust that extend beyond the life of a project.

Our Partners are more than vendors, they're an extension of the Century team. Every interaction should build trust, strengthen the partnership, and reflect the Century standard.

Strong partnerships are built one interaction at a time.



LEAD WITH RESPECT

- Respect their time and expertise.
- Listen before responding.
- Be professional in every interaction.



BUILD TRUST

- Do what you say you'll do.
- Keep your commitments.
- Be honest, especially when challenges arise.



COMMUNICATE PROACTIVELY

- Set clear expectations from the start.
- Keep partners informed through notes, updates, and phone calls.
- Never let them be surprised by avoidable issues.



SOLVE PROBLEMS TOGETHER

- Focus on solutions, not blame.
- Assume positive intent.
- Work as one team to serve the customer.



INVEST IN THE RELATIONSHIP

- Recognize great work. Provide feedback that helps everyone succeed.
- Build partnerships that last beyond a single project.

When We Live The Partner Standard...

- ✓ Partners answer our calls first.
- ✓ They go the extra mile for our customers.
- ✓ They communicate openly and honestly.
- ✓ They choose to grow with Century.

Build Trust.

Strengthen Partnerships.

Deliver Solutions.

The 360° Standard.