

Onespot Values

1. We put our communities first.

Our customers are communities. These communities and their members are at the heart of everything we do—from our internal roadmap to our external messaging. We are committed to their growth, wellbeing, and success. In a world where the leaders of communities are used to feeling overwhelmed and forgotten, we strive for **unexpectedly excellent** customer service. For example, the Onespot founders can be texted personally at (615) 985-8341. Seriously.

2. We don't blame; we solve.

We don't blame the user. Users are the lifeblood of our product. The user is never at fault for what they do. There is no "user error"; it's always a result of product design. **We don't blame each other.** Hopefully, we will make many mistakes, because that means we are taking many actions. When things go wrong, it's sometimes helpful to retrospectively examine our systems and decision-making processes, but we're all in it together to make them right. No blame. No guilt.

3. We practice integrity and kindness.

Even when no one's looking.

4. We believe diversity makes us stronger.

Diversity of thought, background, and culture leads to better decision-making, better teams, and better products.

5. We're more than our jobs.

Our job is what we do, not who we are. We are whole people with lives, hobbies, and relationships outside of work. We appreciate that about each other and we work together to make Onespot inclusive, productive, and fun. And sometimes that means encouraging each other to block off a couple hours in the middle of the day to go for a bike ride.

F. We color outside the lines.

We think outside the circle and we make mistakes sometimes.