

**LEGAL SERVICES DEPARTMENT  
May 1998**

**What we KNOW about our department, VALUE in our people and SEEK in our collective future:**

**Long Term Strategic Focus**

Our focus must always be on how we impact the achievement of Heller's long term strategic goals. If we can't easily and clearly explain how what we do day-to-day ties to the achievement of those goals, we will ask the necessary questions to find out. If what we do day-to-day doesn't tie to achievement of long-term goals, we will question the need to do it or, if it has to be done, arrange for it to be done in a different way that does tie to that achievement.

**Customer Focus**

We have built a seamless structure that is versatile, cost-effective and forward-thinking. We must offer strategic, creative, proactive legal structures and solutions as well as ever more streamlined and efficient service delivery processes that are, in all cases, customer-focused. Our customers, for this purpose, are Heller as a company and our internal and external business clients.

**Commitment to Excellence**

We have a relentless commitment to being a "best in class" legal department for Heller and we are determined to exceed expectations and continuously improve. We intend to reflect this commitment and determination by insisting - for ourselves and for one another - on personal attention to teamwork, scholarship and proactive customer service. We recognize that as a team we are only as strong as our weakest link.

**Strategic Productivity**

We believe in productivity through personal job satisfaction and the creation and maintenance of sensible reusable tools and, where possible, enterprise-wide solutions that allow us to do our jobs efficiently - as a mutually responsible team of aligned, motivated people achieving goals via strategic productivity rather than a collection of individuals expending superhuman or misdirected effort.

**Culture**

We are determined to create and maintain an upbeat, positive work environment where initiative, flexibility and open communication flourish and are prized. We believe the attributes that distinguish successful, happy, productive people must include enthusiasm for change and the ability to do many things simultaneously and well so as to meet the needs of a fast-paced, constantly changing, global business environment.