

The Anthem Way

As employees of the Anthem Community Council, we pledge to



Act with Integrity



Treat Everyone with Respect



Provide Friendly and Quality Service



Take Ownership for Achieving Positive Results

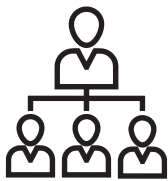


Manage Community Resources with Care and Pride



Work Together for the Collective Good and Benefit of Anthem

ACC Strategic Pillars



Ensure ongoing professional and well-trained leadership of ACC Board and ACC Staff.



Proactively address growth around Anthem, its impact on amenities and residents' delight, and consideration of appropriate annexation.



Manage community resources with care and pride.



Achieve a low volatility ACC Assessment Rate enabling ACC to provide proper management of assets and facilities, offer relevant programs, events, and services to residents, and maintain high fiduciary standards.

VISION

We are a welcoming, beautiful community, striving to create opportunities for a thriving and abundant lifestyle.

ACC STRATEGIES AND TACTICS

Ensure ongoing professional and well-trained leadership of ACC Board and ACC Staff

- Execute New Board member orientation program
- Ensure that Anthem is as competitive as possible with other employers when it comes to total compensation
- Continue to recognize employees for their efforts to advance the Anthem Values
- Invest in training for employees' professional development

Proactively address growth and development around Anthem as it relates to non-resident use of Anthem amenities, minimizing impacts to Anthem residents from new developments, and consideration of appropriate annexation.

- Develop policies related to access and fee structure of Anthem community amenities for all potential users
- Analyze ACC policies and positions regarding neighboring developments and engage developers early in the process
- Develop a formal ACC process for evaluating possible annexations

Manage community resources with care and pride

- Regularly review the bylaws, Board Policy Manual, and other documents governing structure to make modifications and/or improvements as needed
- Continue to advocate on behalf of Anthem on issues of public safety

Achieve a yearly ACC Assessment Rate that has low volatility and is established to effectively and efficiently achieve (1) proper management of the owned assets and facilities to the high Anthem standards our residents expect, (2) Continues Anthem programs, events, and services our residents are afforded, (3) and appropriately addresses financial and insurance related risks.

- Area One
 - Achieve and maintain a break-even financial position
 - Complete revenue/expenditure forecast for the next five years
 - Review audio/visual equipment in Civic Center and upgrade as needed
- Area Two
 - Review the events and services related to the Veterans Memorial, establish expectations and objectives going forward, and determine and allocate resources to meet those objectives
- Area Three
 - Review Anthem's information systems to ensure that we are utilizing best practices and invest in upgrades where needed to increase security, streamline operations and enhance the customer experience