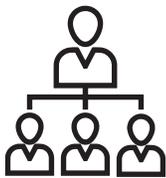


The Anthem Way

As employees of the Anthem Community Council, we pledge to



ACC Strategic Pillars 2025



Organizational Leadership

Ensure a well-trained and professional board and staff

- Enhance current employee performance management system to better align goals, accountability, and compensation
- Expand opportunities for employee professional development
- Implement additional ways to recognize employees who embody the Anthem Way Values



Regional Growth

Proactively engage with regional growth to uphold Anthem's interests

- Continue to evaluate and implement Board-approved Amenities Committee recommendations
- Work with the Growth Committee to accomplish the following items
- Analyze ACC policies and positions with regard to neighboring developments and engage developers early in the process
- Establish formal evaluation process for potential annexations
- If annexation is desired, develop comprehensive annexation proposal package for prospective developers



Operational Excellence

Manage community resources with care and pride

- Collaborate with legal counsel to update and restructure Board Policy Manual
- Evaluate the current Anthem tagline—Life in Abundance
- Continue to partner with the public agencies that serve Anthem
- Use new technology to improve communication with all Anthem residents and gather community input



Fiscal Stewardship

Maintain an assessment rate with low volatility

- **Operate and maintain facilities and assets to the high Anthem standard**
- Maintain a break-even annual budget
- Implement a comprehensive physical asset management system
- Review the procedures and criteria utilized for the Facilities Master Plan
- **Create exceptional value for residents through thoughtfully curated programs, events, and services**
- Maximize community impact by optimizing existing programs while developing new initiatives that effectively utilize ACC resources, create revenue streams, and respond to community interests and needs
- Conduct a comprehensive review of Veterans Memorial programs and services to establish clear objectives, define service expectations, and ensure appropriate resources are allocated to honor and maintain this important community asset
- **Proactively identify and manage risk**
- Continue upgrading our information systems to enhance security, streamline operations, and improve ease of use