Our Values

0:00 **Rich Gold, President and COO M&T Bank** There needs to be some sort of set of standards on how we conduct ourselves that, sows everybody together

0:08 **Kevin Pearson, Vice Chairman M&T Bank** We have had deeply rooted values. I actually believe that it is what has kept many of us here for long periods of time. And it is something that has helped bring people into the organization.

0:20 **Rich Gold, President and COO M&T Bank** The five values that we settled on are right for us, they feel good. And we’ve talked to hundreds of people in the organization.

0:29 **Dana Caragine, Marketing Manager Wilmington Trust** Integrity here is very much about doing the right thing for the client, even at significant personal cost

0:35 **Arisa Monroi, Branch Manager Analyst M&T Bank** To make sure that we’re doing what’s best for our customer even though no one’s watching.

0:39 **Laura Clapper, Mortgage Acquisitions M&T Bank** Ownership is driving results. If we don’t have ownership, then we can’t make sure that we are doing everything in our power to make the customers experience as seamless as possible.

0:50 **Dana Caragine, Marketing Manager Wilmington Trust** What I’ve loved watching the last year in this bank is the growth of an innovation culture that encourages people to seize the day. And to own things in a way that’s much more proactive than reactive.

1:00 **Employee M&T Bank** Collaboration really helps drive inclusion and broadens perspectives.

1:04 **Lydia Frechette, Wealth Advisory M&T Bank** Collaboration between resource groups allows us to leverage each other’s strength and celebrate the differences between us.

1:11 **Lisa Coon, Treasury Division M&T Bank** I’m part of a team that works together toward a common goal, has space to experiment with a variety of different ideas and project.

1:20 **Doris Meister, Executive Vice President M&T Bank** Both firms can really help each other have more impact in the community and do a much better job for clients.

1:26 **Rich Gold, President and COO M&T Bank** At different stage of our company’s evolution we’ve chosen to sort of amplify certain values and de-emphasize others. It really is circumstantial, based on the times that we’re in. Candor and curiosity are relatively new in terms of the elevation and the focus on them.

1:43 **Employee M&T Bank** Candor is important because it allows us to admit what we don’t know. And curiosity is important because it helps us to learn those things.

1:43 **Laura Clapper, Mortgage Acquisitions M&T Bank** It’s so important for us to ask questions. How things work, why thing work, what happens if they don’t work?
1:56 Rich Gold, President and COO M&T Bank We are trying to horizontalize the organization. Smush down the hierarchy and create more independent thought, more ability to make decisions, and look to try to shine light on new ways of thinking and new ways of doing.

2:12 Jameel Cruz, Mortgage Servicing M&T Bank Knowledge is what will help you to improve.

2:14 Barney Cologne, Senior Project Analyst M&T Bank You can’t transform if you’re not curios.

2:17 Kevin Pearson, Vice Chairman M&T Bank Candor has always been there. But I think it’s something that needs some additional focus today what people are observing and what is on their minds.

2:27 Doris Meister, Executive Vice President M&T Bank I think we can do a lot better job being candid. Giving straight feedback is the only way we can really help each other, develop each other and improve the company.

2:37 Rich Gold, President and COO M&T Bank To be candid is what will hold us all cohesively together to feel the license and empowerment to question your fellow colleague takes a lot of courage. I don’t see what we’re embarking upon now as a departure, I see it almost like a renewal of certain elements of the way we behave, that we believe in the times that we’re moving into need to be amplified. And look, we’re just not gonna get everything right. But we know that if we operate within the confines of those values and the associated behaviors, then every individual in this organization will be behaving in a consistent way and more importantly in a way that we can all be proud of. If we focus in about what we need to do and how we need to do it, we’re gonna be unstoppable.

3:24 [MUSIC]