![MHS Beyond Assessments logo]

Accountability

At work, individual accountability means showing up and setting out to accomplish the things you'd said you'd do. It's about taking personal responsibility for your work. It's also trusting in your teammates and knowing you can count on each other to get things done, and it is about respecting the values and policies of the organization.

As an organization, accountability means that we hold ourselves responsible for our actions within our society and the environment. As corporate stewards of the personal information our customers provide, we take our commitment to accountability seriously. None of the other pillars in our trust framework stand up without being rooted in accountability.

We have clearly articulated our commitment to ethics, transparency, data stewardship, and trust—but how are we accountable to what we say we will uphold? How do we ensure our team members are accountable? Creating accountability within our organization starts from the ground up and informs us every step of the way.

An organization based on processes that promote accountability

Every year our entire organization creates a commitment to organizational goal setting through objectives and key results (OKRs). The OKR process is a goal-setting methodology that helps our organization set and track measurable goals. We create OKRs from the individual contributor level, all the way up to our CEO. This hybrid top-down/bottom-up approach helps our organization engage our employees in the goal-setting process. Our teams understand precisely how their key results contribute to the company's top-level objectives, making it easier for accountability to remain top of mind all year round.

At MHS it's not just what we do that matters, but how we do it. Each member of our organization also reviews their **ABCs** – **actions, behaviors** and **conduct** to help us as a team understand the connection between "how we work" and the outcomes that we achieve. These combined processes of setting goals and understanding behaviors ensure that our accountability aligns throughout individuals and teams and that we are all working toward a common outcome for which we are responsible. Allowing our contributors and teams to have a say in not just what they do, but also coaching them on how they achieve their goals galvanizes their commitment to achieving these goals and being accountable to them.

Finally, we understand that we are all human and that mistakes sometimes can happen. We focus on ensuring that we create an environment where psychological safety means that individuals do not fear accountability and are encouraged and supported to own their actions.

Accountability means that we are always checking-in

To ensure the organization remains accountable for our actions with the data we receive, MHS has both a Privacy Officer and a Compliance team. The privacy officer and compliance team work together to achieve and maintain certifications, support clients with privacy issues and ensure that MHS maintains its commitment in being a trusted digital partner. Our customers need accountable, responsible, and compliant actions that have their best interests and those of their customers in mind and that's why we are committed to continuous improvement across our organization. In best practice accountable organizations, no one expects to "stay under the radar." That's why we use multiple forms of feedback and evaluation to assess the effectiveness of a process or team. Have a comment, question, or concern? Get in touch with our Privacy Officer by sending an email to PrivacyOfficer@MHS.com.

A culture of accountability cultivates innovation

Author Pete Lowe writes that "…accountability happens in the context of a culture that supports trust and genuine teamwork …. Genuine accountability comes with a fresh honesty that acknowledges where things can improve and a humility that tempers actions." This is the operating rhythm that we strive to achieve within our trust framework daily as an organization.

I look forward to building on the work we have already done in leading an accountable organization. We have committed to continuously measuring and ensuring improvements in our processes. We will continue to do so in the hopes that we create a sustainable, innovative future for years to come.

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>
> - Pete Lowe, Author at HRD Connect

Have Questions? Get in touch with our team!