



## CORPORATE GOALS AND MISSION STATEMENTS

Our business goal is to provide to our customers the highest quality products and services, efficiently, professionally, at competitive prices, meeting their needs and expectations, and making a fair profit.

We recognize our responsibility to our clients. Their goodwill and confidence is essential to our business. In order to meet this responsibility, our mission is to:

- **Deal fairly and honestly with our clients.**
- **Handle client requests promptly and professionally.**
- **Exercise tact, patience, and courtesy at all times.**
- **Give our clients full value and highest quality on every service provided.**
- **Take personal interest and initiative in solving clients' problems.**
- **Protect our clients' right to privacy and confidentiality.**

We further recognize our accountability to God, our community, each other, and ourselves. Our mission, therefore, includes honoring these responsibilities in all of our work, in accordance with the Unifying Principles which we share.

Our Company Goal is to achieve and maintain a leadership position as a major consulting engineering firm, known and respected for the quality of our work and the character of our staff.

### **We are continuously:**

- **Striving for Excellence**
- **Dedicated to Service**
- **Committed to Value**
- **Motivated by Accomplishment**
- **Directed by Character**



## UNIFYING PRINCIPLES

1. Our business goal is to provide to our customers the highest quality products and services, efficiently, professionally, at competitive prices, meeting their needs and expectations, and making a fair profit.
2. Our customers are the lifeblood of our business. We will keep our focus always on our customers; on finding and understanding their needs, and assuring that our efforts are meeting or exceeding these needs within the context of our business objectives. We will strive to give our customers value, and to earn their respect and loyalty.
3. The ultimate owner of our business is our Creator, to whom each of us is accountable for its operation for good purposes. We are accountable to God.
4. Individual character is of value in itself, and reflects in our business. We will strive for honesty, fairness, openness, courage, trustworthiness, diligence, forgiveness, enthusiasm, willingness, faith and spiritual growth. We are accountable to ourselves.
5. Each individual possesses innate human dignity, and is unique and important to our business. We will respect, support, and encourage one another. We understand that all have human weaknesses, but we will work together as a team so that each can attain their best, and share in our successes and accomplishments. We are accountable to each other.
6. Continuous improvement and growth are essential to our success, as individuals and as a company. We will constantly pursue excellence by encouraging study, learning, initiative, innovation, and positive change.
7. Work is enjoyable with an attitude of cheerfulness, humor, courtesy and patience, along with concerted effort. We will strive to give our very best effort at all times. We choose to dwell on the positive.
8. We believe in the Golden Rule. We will endeavor to treat each other, our clients, our suppliers, and all others as we would have them treat us.
9. Each of us has a leadership role within the company. We welcome responsibility, and will strive to be role models for the common good. We will contribute to the group effort in all ways possible, understanding that our individual well being is dependent on the success of the whole.
10. Safety is a primary consideration in all of our work. The safety of our customers, ourselves, and the general public shall always take precedence over other objectives.
11. Our work responsibilities and activities must be kept in balance with our responsibilities to God, family, and country. We will strive to be supportive of each individual's pursuit of health of spirit, mind, and body.
12. We believe that we receive as we give. As individuals and as a business we will give generously of our time, talent and resources to the needs of our community, and promote these unifying principles which we share.