

NASSCO PLEDGE STATEMENT

NASSCO is an association of the leading providers of services and products to the owners of sewer collection systems in North America. Our mission is to improve our services and products, to further the industry, to hold high the value of a reputation of integrity, and to meet our client's needs while prospering as individual businesses.

VALUES

How we accomplish our mission is as important as the mission itself. Fundamental to success of NASSCO and its members are these values:

- * Client Satisfaction. The degree to which we fulfill the needs of our clients and the measure of their satisfaction with our services and products is the true measure of our own success. We accept the principle that profits will follow if this course is held.
- * People. Our integrity, ethics, and technical competence are the source of our strength. They provide the industry's corporate intelligence and determine its reputation.
- * Products. Our services and products are the end result of our efforts, and they should be the best in servicing our customers. As our products are viewed, so are we viewed.

GUIDING PRINCIPLES

- * Quality Comes First. To achieve customer satisfaction, the quality of our services and products must be our Number One Priority.
- * Customers are the Focus. Our work must be done with our customers in mind, providing better products and services than our competition.
- * Excellence is Essential. We must strive for excellence in everything: products, services, workmanship, ethics, integrity, human relations, competitiveness, and profitability.
- * Associates are our Partners. The Association is founded around the Active Membership, but to succeed they must maintain a mutually beneficial relationship with dealers, suppliers, manufacturers, consulting engineers, and our other Associates.
- * Regulations. We hold that the aspirations of our society are manifested in the legislation and regulations of government. We commit ourselves to be good citizens and to comply responsibly.
- * Technology. We are committed to the advancement of the industry and to the use of new technologies towards that goal. We accept the responsibility to review new technology before we embrace it.
- * Community. We as Members of NASSCO accept the responsibility that we must uphold these values and principles to further enhance the reputation of NASSCO. We accept and recognize that the enjoyment of association with that reputation is not only a benefit of membership, it is a revokable privilege.