

CULTURE STATEMENT

A culture defines who we are. It sets forth aims and principles of a united group. Our success is based on the shared values and commitment of the men and women who are building our company for the future, on developing new technology, on discovering creative and innovative ways to do things, on improving the value of our services to our customers, on building strong relationships with our customers, and on seeking excellence in everything we do.

HONESTY AND INTEGRITY

Integrity is our guiding principle. We stand behind what we say we will do for our customers, our investors and our people. We meet the world head-on as upright, honest and sincere business people. We always turn square corners even if it means that we do not maximize the financial reward.

FAMILY FIRST

We must take care of our families first. This does not mean that there will not be inconveniences but we must balance our priorities between family and work.

CREATIVITY

Creativity and independent thinking are the entrepreneurial way. Embracing change and opportunity is what brought us to where we are today. Take personal responsibility for searching out a better way, for achieving higher quality. Let solutions start with you. Receptivity to new ideas means totally eradicating philosophies such as: "That's not the way we do it around here." And "That's the way we've always done it."

CUSTOMER SERVICE

Continually ask our customers what they want and how we are doing. We must know our customers intimately; so well that we can anticipate their needs, their likes and dislikes. A strong relationship with our customers guarantees their satisfaction and keeps our company profitable. Search out ways to exceed our customers' expectations. If we don't meet their needs, someone else will.

POSITIVE ATTITUDE AND EXCELLENCE

Our Company is a place for "Can-Do" women and men. A positive attitude empowers us. A negative attitude drains precious energy and destroys self-confidence. There is no room for negativism in our company. A positive attitude is the foundation for excellence. Excellence is an individual attitude, which defines how successful we will be. Adopt a positive attitude and lifestyle.

TAKE PRIDE

What we do affects who we are. Each of us brings special talents and areas of expertise to the company. The company's values grow out of each individual's values. The company's results are merely the accumulation of our singular results. You make a difference. Take time to feel good about what you do.

KNOWLEDGE AND SKILLS

It doesn't take long for skills and knowledge to become outdated in a fast-changing world. We must constantly retool ourselves, become perpetual students. Delve deeper. Keep learning. Share your knowledge. Our company believes training our people is the key to successful careers.

CORPORATE CITIZENSHIP

Get involved. Being a good corporate citizen means we don't just stand on the sidelines and observe. Being a valued member of a community means giving something back to it.

CARE ABOUT OTHERS

Strong teams are built on personal relationships and genuine caring for each other. Ask co-workers how they are doing and listen to what they say. Clear communication and a sense of teamwork is critical in a competitive environment. Our commitment to our culture and to our people is our key to success.