

# OUR GUIDE

- ❖ **Be a helpful partner.**
- ❖ **Apply codes and ordinances in a practical, professional, consistent and fair manner.**
- ❖ **Keep our customers informed.**
- ❖ **Look at challenges from a different perspective.**
- ❖ **Focus on what is important and what really matters.**
- ❖ **Provide clear and concise communication.**
- ❖ **Keep projects moving forward and strive to meet our customer's schedules.**
- ❖ **Develop a friendly and cooperative relationship with our customers.**
- ❖ **Respond quickly to matters that are urgent to our customers.**
- ❖ **Coordinate and involve all parties in the process.**
- ❖ **Earn the respect of our customers and peers.**
- ❖ **Continually evaluate our procedures and processes to search for a better way.**
- ❖ **Implement new technologies that will improve our customer's experience.**