

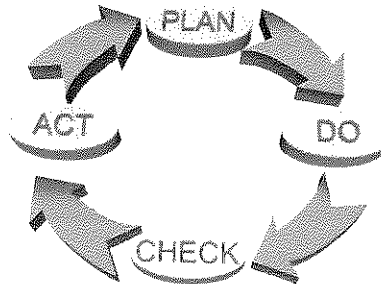
Business Management System (BMS) Policy Statement

We are committed to the following:

- Protecting the public health & safety,
- Protecting the environment,
- Providing quality service, environmental stewardship and renewable resources,
- Preventing pollution,
- Complying with all applicable legal and regulatory requirements,
- Continuous Improvement,

Field Operations Division is committed to using the Business Management System to fulfill this policy.

The framework of the BMS consists of internationally accepted business standards and practices from ISO 9001 (Quality), ISO 14001 (Environmental), and OHSAS 18001 (Safety & Health). We are committed to these standards and practices to achieve continuous improvement of our activities by business planning (Plan), setting and implementing measurable objectives (Do), regular reviewing of business results (Check), and implementation of process changes and best practices for improvement (Act).



Primary Strategies to Accomplish Our Policy

The implementation of this policy shall be accomplished using the following strategy:

- Commitment to ensure the highest quality of service by focusing on the needs of our customers.
- Commitment to achieve and maintain a reputation and image of quality by fulfilling the commitments we make.
- Commitment to the achievement of ZERO personal injuries and industrial illnesses by providing the proper training, tools, and work environment to our employees.
- Commitment to conduct our business in a manner as to have a positive impact on the environment and the safety & health of the people who live and work in our community by reducing Sanitary Sewer Overflows.
- Management will ensure this policy and associated strategy is communicated, understood, implemented and maintained at all levels within the organization.

Mike Bunch
Deputy Director, PCWMD
October 4, 2007

Core Values

Our core values reflect our character and personalities. They guide how we think, how we act and how we perform. They define the professional and personal standards that can be expected of PCWMD. They direct our business strategy and are the foundation of our culture.

As an enterprise and as Pima County employees, we are committed to teamwork, quality, safety, environmental stewardship, and trust. Our dedication to these values sets the Pima County Wastewater Management Field Operations Division apart from other organizations.

Teamwork

We work with our colleagues and stakeholders to deliver results. We accept responsibility, remain positive and cooperative, and encourage progressive thinking and creativity. We make individual commitments to the team's success and recognize the success of the team.

Quality

We have high standards and our goal is to deliver a high quality service to our customers and stakeholders. We define quality by superior performance and results while seeking continuous improvement in everything we do.

Safety

We believe in providing employees with a safe and fulfilling work environment and an opportunity to learn and grow. Protecting the public health and safety is our priority.

Environmental Stewardship

We recognize that the environmental consequences of our operations are potentially far-reaching. By continually working to improve our environmental performance and taking a leadership role beyond environmental compliance, we enhance the sustainability of our community and associated lifestyle for future generations.

Trust

Trust enhances the exchange of information and ideas while promoting innovation & creativity. We develop a reputation for being trustworthy through our actions and the commitments we make. We demonstrate trust by having confidence in the abilities, reliability, and competence of our employees and our organization.