NATIONAL PERFORMANCE REVIEW

Corps Of Engineers Regulatory Program

PUBLIC SERVICE COMMITMENT

Public Service is a Public Trust. We, as Corps Regulators, Must Earn This Trust, and to Keep This Trust, We Must Conduct Ourselves in a Manner That Reflects the Following Principles:

Professional -We will conduct ourselves in a professional manner in dealings with all our customers, including applicants, violators, agencies, interest groups and the general public.

Fair and Reasonable -We will be open-minded, impartial, and consistent in our interactions with all our customers to ensure all actions and decisions are free from bias and are not arbitrary or capricious. Customers will be treated equally and with tolerance.

Knowledgeable - We will remain knowledgeable of applicable laws, regulations, and scientific and technical advances which affect our program.

Honesty - We will be truthful, straightforward, and candid in all dealings with our customers.

Timeliness - We will strive to provide our customers with timely regulatory responses regardless of whether those responses are favorable or adverse.

Accountability - We will be decisive in all actions and accept responsibility for any of our decisions and resulting consequences. All decisions will be factual and properly documented.

Respect - We will treat our customers with dignity, courtesy, compassion, and sensitivity.