

For our clients, for your co-workers, for ourselves and for CARCO

CARCO Pledge

- 1) *Provide the highest integrity and reliability of professional services.*
- 2) *Provide superlative, personal and individual services.*
- 3) *We recognize that every service we provide for our customers is a function that they could do for themselves. **We have to do it better.** Better means the 4 "E"s: more efficiently, more effectively, more expeditiously, and most of all, we make it easier!*
- 4) *We are each responsible for our own happiness as individuals, and the success of CARCO when we collaborate as teammates.*
- 5) *Communication is an integral part of our success.*
- 6) *To create pride and joy in the workplace, all employees have the right to be involved in the planning of the work that affects them.*
- 7) *Each employee will continuously identify opportunities to enhance service, process and product development to ensure the success of our clients and our company.*
- 8) *It is the responsibility of each employee to create an environment of teamwork and lateral service so that the needs of our clients and each other are met.*
- 9) *Each employee who identifies a problem is empowered to own that problem, even if it is not his or her area. There is never an occasion when saying "that's not my job" helps a co-worker, a client, or their employees.*
- 10) *"Smile - we are on stage." Always maintain a positive attitude when speaking with clients and co-workers.*
- 11) *Be an ambassador of CARCO in and outside of the work place. Take pride in your work, your team, your product, and your company.*
- 12) *The Pledge is the principal belief of our Company. It must be known, owned and energized by all.*

The Employee Promise

At CARCO Group, Inc., our teammates are the most important resource in our service commitment to our clients.

By applying the principles of trust, honesty, respect, integrity and commitment, we nurture and maximize talent to the benefit of each individual, the company and our clients.

CARCO Group promises to foster a work environment where diversity is valued, quality of life is enhanced, and individual aspirations are fulfilled.



Remember... We make it easier!

