



US Army Corps
of Engineers ®

REGULATORY PROGRAM

One Team: Relevant, Ready, Responsive, Reliable

Public Service Commitment

May 2007

PUBLIC SERVICE IS A PUBLIC TRUST. WE, AS U.S. ARMY CORPS OF ENGINEERS 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 of our customers, including applicants, agencies, stakeholders, interest groups, Tribal Governments and the general public.

FAIR AND REASONABLE – We will be open-minded, impartial, and consistent in our interactions with all of our customers to ensure that all actions and decisions are free from bias, and are not arbitrary or capricious. Customers will be treated equally and with respect.

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

HONEST – We will be truthful, straightforward, transparent, and candid in all dealings with our customers.

TIMELY – We will strive to provide our customers with timely responses regardless of whether those responses are favorable or adverse.

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

RESPECTFUL– We will treat our customers with dignity, courtesy, compassion, and sensitivity.