

## **TRANSPARENCY SEAL**

The **CITY OF SAN FERNANDO WATER DISTRICT (CSFWD)**, by virtue of P.D. 198 (March 7, 1977), was formed in order to acquire, install, improve, maintain and operate water supply and distribution system for domestic and industrial use of residents within its franchise area. Among its objectives is to improve, maintain and operate waste water collection and treatment. The CSFWD also performs the functions that are necessary and/or incidental to water resource development and utilization.

Over the years, the management of water has taken different facets – from being a publicly-run corporation to becoming quasi-public; and eventually permanently placed under public hands up to the present.

The administration, as well as the operations of CSFWD is guided by its vision, mission and core values as follows:

### **Vision**

The CSFWD envisions itself to become a pillar of sustainable development in the City of San Fernando, a globally-competitive provider of safe and potable water managed by highly competent people in the service of its stakeholders by 2021.

### **Mission Statement**

We are committed to the efficient and effective development, utilization and disposal of water resource to make it available and accessible to the City's constituents.

### **Core Values**

To attain our vision through fulfillment of our mission we must establish a corporate culture deeply characterized by our core values. Everything that we do in the office and in the field must be imbued by the force of these core values:

#### **1. Professionalism**

Professionalism and ethical behavior in the workplace can benefit career and improve working environment.

- Being conscious of how we treat co-workers and our workplace attitude and improve your productivity and effectiveness.
- Let us create and maintain a culture where respect for work standards is paramount and where we help one another in striving for excellence.

## **2. *Selfless Service***

Anchored in the belief that our major reward in work consists in making people happy because we serve them well.

- Our spirit of service must go beyond responding to the customers' complaints by providing them with prompt service and accurate information.
- Let us be accessible to all customers and serve them with sincerest and honest intention.

## **3. *Integrity***

It is the quality of being honest and having strong moral principles; moral uprightness. It is generally a personal choice to uphold oneself to consistently moral and ethical standards.

- Avoid all use of influence and connections to get undue favors for oneself or for others, and refuse to influence one another negatively.
- Encourage a lifestyle that is truly respectful of a person's dignity.

## **4. *Competence***

Linked to our ideal that it is through excellence in our performance that we best serve the people.

- The ability to do something successfully or efficiently.
- Conscious of the need for goal setting at all levels of the organization, we need to be forward-looking and review our goals often.

## **5. *Patriotism***

A cultural attachment to our homeland or devotion to our country. It is a set of concepts closely related to those of nationalism.

### **Value Statement**

Bringing the finest quality service in every household.