



# Portable Sanitation Association International

## Excellence at a Glance

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### Excellence in Our Actions

- We take seriously our responsibilities to customers, employees, and the world at large.
- We conduct our businesses and ourselves in a legal and ethical manner; we do the right thing.



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### Excellence in Our Reputation

- We maintain certified and qualified personnel, all of whom adhere to professional standards for technical operations and personal conduct.
- We provide clean portable sanitation units and equipment, and we maintain our equipment to the highest standard.
- We listen to our customers, taking the time to understand their expectations, wants and needs. Then, we identify effective means of addressing them.

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### Excellence in Our Relationships

- We serve others with dignity and treat everyone with respect.
- We promote equal opportunity and diversity in the workplace, as well as an environment free of harassment.
- We follow good business practices with customers and suppliers.
- We engage only in fair business practices with respect to our competitors.

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### Excellence in Our Operations

- We professionally and courteously transport our equipment.
- We keep accurate records.
- We monitor and audit activities as requested.
- We continuously train and improve our personnel to perform at the highest standard with consistency throughout the organization.

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### Excellence in Our Environment

- We protect the health and safety of others.
- We handle spills with the utmost care and urgency.
- We properly handle and legally dispose of waste.
- We protect the environment.



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### Excellence Acknowledgement

- We sign an acknowledgement that demonstrates our commitment to the PSAI Code of Excellence for the Portable Sanitation Industry.
- We hold ourselves accountable for failures that cause harm to the public or the image of the industry.