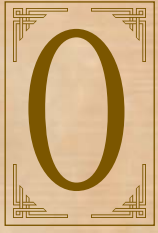


Henry's Legacy



ur company's core values are Integrity, Innovation, Involvement and Customer Success. These must be foremost in your mind as you represent our organization. As an employee, your actions reflect on our entire organization. Henry Wurst, our founder, was a man of unquestioned integrity. He developed the "Henry Wurst, Inc. Policies and Shop Rules" many years ago to provide guidance to HWI employees on his expectations. The following are adapted from the original guidelines Henry set forth.

Give every customer, every day, the highest level of attention and interest in keeping with our mission statement.

Never make promises you and HWI can't keep. Our reputation for dependability is critical to our current and future success.

It is our policy not to lie to anyone. We keep ourselves out of positions in which it seems easier to lie than to tell the truth. All it takes to be truthful is a little guts.

Always strive to give the customer better quality and service than he or she expects.

We do not show samples to anyone except the buyer until the job is public property or our customer has given us permission to do so.

We do not take advantage of the ignorance of any customer to misrepresent or overcharge.

We try to be courteous to everyone – delivery boy or Governor – regardless of how we may be treated. "Treat everyone with politeness, even those who are rude to you. For remember that you show courtesy to others not because they are gentlemen, but because you are one."

Every person in our organization is in an important, necessary and honorable capacity, or he or she wouldn't be here – and no job done by anyone in our organization is too menial to be done by another member. In other words, if anyone, including the boss, thinks he or she is too good to do whatever is done here, he or she is in the wrong place.

We consider every member of the organization to be a representative of it and believe it is part of everyone's job to reflect credit on the group at all times, including his or her appearance, behavior and communication. We show respect for our customers and our co-workers by always maintaining a professional and well-groomed appearance.

We believe that "waste not, want not" applies to companies as well as individuals. As an organization, we strive to minimize waste and inefficient spending. Employees are expected to do likewise.

We believe that a company and its employees go up or down together. Our interests are identical. Loyalty to management and other employees includes keeping busy, giving an honest day's work for an honest day's pay and trying to be first-rate, mature, responsible people.

Customers choose to do business with HWI because of the quality and value we offer and the service we provide.

We believe that all of us have an obligation to be contributing members of our communities and encourage employees to be involved in community affairs.