



## MCS CODE OF ETHICS

At Metal Cutting Service, we will constantly strive to follow the code of ethics as established in April 2001. We realize this code will apply to all employees of Metal Cutting Service, whether they are management or shop employees. We also realize that the ideals expressed in the code of work ethics apply to all the individual constituents we deal with on a daily basis: customers, vendors, and co-workers alike.

### #1 INTEGRITY

Integrity is the first and most important member of our code of work ethics. The Bible states in Titus 2:7 "In everything set them an example by doing what is good. In your teaching show **integrity**, seriousness and soundness of speech that cannot be condemned, so that those who oppose you may be ashamed because they have nothing bad to say about us." If we could **always** follow this passage, what a wonderful way to run a business it would be!

How do we follow a code of ethics that models this integrity? The following items demonstrate the honesty at Metal Cutting Service. We realize we cannot "rest on our laurels", but must continue to live up to the standards the company has set.

**Longevity:** Metal Cutting Service has been in business for forty-five years.

**Quality:** We have and always will stand 100% behind every order we cut.

**Delivery:** We do not falsify delivery estimates in order to receive an order.

**Capacity:** We have a larger **size capacity** in our equipment than any competitor in the U. S.

**Knowledge:** During our forty-five years, we have accumulated an enormous amount of information on how to cut material properly.

**Nesting:** We show our customers ways to save money wherever possible. By putting material closer together (since a saw blade only removes 1/16" of material, the parts can be very close together), we have saved customers considerable sums of money.

**Identification:** We have never lost the identity of material in our possession.

**Competing with Customers:** Steel and aluminum service centers that sell material are a large part of our customer base. Many of our competitors also sell material, in addition to cutting services. We feel this is a conflict-of-interest, and refuse to sell material.

**Training:** The size of our workforce is larger than any competitor in the United States and better trained as well.

### #2 CUSTOMER SATISFACTION

Customer satisfaction is the second ethic that needs to be applied to everything we do at Metal Cutting Service. Philippians 2:4 states "Each of you should look not only to your own interests, but also to the interests of others." At Metal Cutting Service, we are trying to do exactly this. By looking after the interests of others, we will focus on **their** satisfaction, with each and every order.

The subjects we need to consider in meeting this standard can include price, quality (which we cover below), delivery, communication, prompt service while at MCS, telephone skills, paperwork, openness and customer relations. All of these need to be met with each and every order. We need to consider each of these from when we are in the quoting stage all the way through delivery and subsequent follow-up.

### #3 BIBLICALLY BASED/SERVANTHOOD

Third, operating as a biblically based organization belongs in our code of work ethics. We realize that we need to be the servant of those who we deal with at work. We believe this means that we put others before ourselves. The Bible says in Matthew 20:25-28 "Jesus called them together and said, 'You know that the rulers of the Gentiles lord it over them, and their high officials exercise authority over them. Not so with you. Instead, whoever wants to become great among you must be your servant, and whoever wants to be first must be your slave - just as the Son of Man did not come to be served, but to serve, and to give his life as a ransom for many.'"

Metal Cutting Service strives to manifest the "fruits of the spirit" as outlined in Galatians 5:22-26 "But the fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control. Against such things there is no law. Those who belong to Christ Jesus have crucified the sinful nature with its passions and desires. Since we live by the Spirit, let us keep in step with the Spirit. Let us not become conceited, provoking and envying each other." If we can **truly** follow this passage, we will be "... the light of the world...In the same way, let your light shine before men, that they may see your good deeds and praise your Father in heaven" (Matthew 5:14-16).

### #4 QUALITY

At Metal Cutting Service, we also acknowledge the need to give our customer the best quality we are capable of providing at all times. In pursuing quality, we are again following biblical principles. Since we always expect the best from others when they serve us, we should do the same for those we serve. The Bible says in Matthew 7:12 "So in everything, do to others what you would have them do to you, for this sums up the Law and the Prophets."

Doing a quality job every time is also an important factor in customer retention and customer service. A customer must have the confidence in our knowledge of how to cut material, otherwise we would not receive many orders. With today's cost of material, which can be extremely high (especially compared to what we may get to cut that material), a customer has to know ahead of time that MCS can be trusted to cut it correctly. We have had single pieces of material that have cost in excess of \$400,000! So, getting the material cut correctly is something we value very highly.

### #5 DEPENDABILITY / RELIABILITY

The fifth and final area in our code of work ethics is dependability and reliability. In order to meet the first four criteria, we must be able to do them **all the time**. Our customers, vendors and co-workers must be able to count on us in every situation. In other words, we must be dependable. There is no faster or surer way to disprove a code of ethics than to espouse the philosophy and not follow through with it. We must "talk the talk", **AND** "walk the walk", otherwise the whole concept of a code of ethics becomes a sham.