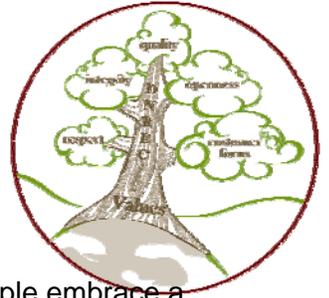


DEPARTMENT OF NATURAL RESOURCES & ENVIRONMENTAL CONTROL
Vision, Mission, Values, Organizational Practices

This document is intended to describe and show the flow and relationship of the Department's vision, mission, values and organizational practices one to the other; it is also to serve as a foundation for employees to understand the framework of their jobs and the philosophy of the Department.



DEPARTMENT VISION

The Department envisions a Delaware that offers a healthy environment where people embrace a commitment to the protection, enhancement and enjoyment of the environment in their daily lives; where Delawareans' stewardship of natural resources ensures the sustainability of these resources for the appreciation and enjoyment of future generations; and where people recognize that a healthy environment and a strong economy support one another.

DEPARTMENT MISSION

The mission of the Department of Natural Resources and Environmental Control is to ensure the wise management, conservation, and enhancement of the State's natural resources, protect public health and the environment, provide quality outdoor recreation, improve the quality of life and educate the public on historic, cultural, and natural resource use, requirements and issues.

DEPARTMENT VALUES

As employees of DNREC we pledge to keep these values in a constant state of use, challenge and renewal for the good of our colleagues and the people we serve.

1. **INTEGRITY** - We make and keep our agreements that are specific, measurable and time-sensitive. If changing situations make this impossible, we explain our inability to those concerned. We take responsibility for our actions and the quality of our work. We use our mistakes to create a learning environment.
2. **RESPECT** - We communicate calmly, openly, honestly, directly, professionally and respectfully without sarcasm, profanity and condescension. We listen attentively and without interruption. We demonstrate our commitment to understand one another by asking clarifying questions. We acknowledge and are considerate of others' points of view and are nonjudgmental.
3. **CUSTOMER FOCUS (TRUST)** - We continuously improve internal and external customer trust. We work with customers to understand and anticipate their wants and needs. We welcome customer suggestions. We make suggestions and recommendations that may better suit our customers' needs. We always keep our customers informed and acknowledge their requests promptly.
4. **OPENNESS** – We execute our duties in an open and public manner.
5. **QUALITY** – We value innovation and continuous improvement in the quality of everything we do. We encourage all Department staff to think creatively and suggest new or better processes, products, or services.

ORGANIZATIONAL PRACTICES

DNREC will utilize the following practices in managing the state's natural resources and interacting with its people.

- Management of Delaware's environment will be conducted through a holistic approach that takes advantage of comprehensive, ecosystem-based management and considers the interests of those that utilize our natural resources.
- Organizational performance will be based on clear, legitimate measures to ensure accountability and continuous improvement.
- DNREC will create and develop partnerships that integrate economic development, social policy and environmental protection and rely on clear, effective communication.
- The development, implementation and enforcement of all laws, regulations and policies will result in the equitable treatment of people of all races, incomes and cultures.
- Our employees recognize and harness the tremendous power of information to transform the organization, empower and educate the public.
- DNREC believes in the potential of people. We tap and expand the capabilities of all employees by leveraging their talents, developing their skills and setting high expectations.
- We seek to increase cooperation at all levels; with customers, within and among divisions, with local, county and federal governments, and other state agencies to achieve common objectives, with mutual accountability for achievement of those objectives.
- We create a work environment that fosters mutual respect and understanding among all employees and values diversity.