

**OUR GROUP**

# Team Principles

# CHARTER

**PRINCIPLES**
**GROUP STATEMENT**
**AGREED BEHAVIOURS**

**NO SHORTCUTS**

We never compromise our standards

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We strive for the best in everything we do and continue to raise the bar in safety, performance and transparency every day

- ✓ We ask questions and challenge the status quo
- ✓ We do things right the first time


**NEVER WASTEFUL**

We make every moment count

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We operate as efficiently as possible

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We plan effectively, make full use of our assets and always spend our money wisely

- ✓ We understand the impact of the resources we use and plan accordingly
- ✓ We work together to ensure that our processes are fit for purpose and achieve the outcomes we desire


**WALK IN THEIR SHOES**

To win new clients, keep existing clients and to ensure everyone benefits, we have to really know them – not just who they are and what they're asking for, but what really matters to them

- ✓ We invest the time getting to know our clients in the ISG's, our peers and other team members across the Group functions
- ✓ We prioritise face to face communication across our teams


**SMARTER TOGETHER**

None of us is as smart as all of us. By valuing our diversity, working together, sharing knowledge and supporting each other, we're capable of exceptional things

- ✓ We are empowered to share our ideas and thoughts and work together to make things happen
- ✓ We acknowledge the strengths and abilities of team members and enable each other to play to those strengths


**ENABLE TOMORROW**

We actively embrace change, enabling new technologies and smarter ways of working, so the mine of tomorrow is safer, more productive and more reliable than ever before

- ✓ We come to work each day striving to do things better than we did yesterday
- ✓ We support each other to take risks and try new things
- ✓ We focus on providing quality input into our systems – so our outputs can deliver better business decisions