

# our values

## Sustainable Development

We will achieve our corporate objectives and deliver shareholder value by managing a competitive and economically sustainable company, adopting innovative business solutions that help satisfy society's needs.

Consequently, our management practices and operating philosophies are based on the following principles:

- We have a clear policy that shares responsibility and accountability at all levels, fully involving our employees through good training and communications
- We commit to deliver the guiding principles of Responsible Care™ in our performance
- We optimise our use of natural resources
- We ensure that we have taken all reasonable steps to prevent harm to human health and the environment
- We demonstrate good practice in ethical behaviour
- We respect the culture and rights of individuals
- We adopt high standards of corporate governance and accountability

## Customer Focus

We will achieve our corporate objectives, deliver shareholder value and meet our business and financial expectations by ensuring that the customer is the most important person to our organisation.

Consequently, our management practices and operating philosophies are based on the following principles:

- We work to meet the needs of our customers
- We develop quality relationships with our customers
- We listen and respond to our customers
- We understand our customers' markets and objectives
- We add value to our customers by being innovative and flexible
- We are clear about the standards we require on all aspects of dealing with our customers
- We structure our organisation, systems and procedures to deliver what the customer wants



## Innovation

We will achieve our corporate objectives and deliver shareholder value through innovation by challenging the norm and commercially exploiting new ideas.

We will strive to deliver creative solutions to market by turning new ideas and knowledge into profitable products and services which create or meet a customer demand in the marketplace and which will differentiate us from and allow us to leap ahead of our competition.

Consequently, our management practices and operating philosophies are based on the following principles:

- We create a supportive environment for innovation through which we inspire our people and encourage the creation of innovative products which satisfy customer and market needs
- We encourage each other to look for innovative ideas
- We turn good ideas into profitable products
- We develop new and improved processes and services
- We see opportunities and manage risk in the face of uncertainty to open new markets, invent new products and develop new processes
- We view balanced risk as an opportunity to learn and not as a reason for criticism
- We recognise that to innovate is to change and we embrace the need to change ourselves
- We develop and exploit our knowledge to deliver high value-added solutions to market

## People

We will achieve our corporate objectives and deliver shareholder value with and through our people making a difference and achieving superior performance. It is the application of their energy and commitment that helps us achieve our business targets.

Consequently, our management practices and operating philosophies are based on the following principles:

- We are courageous and professional about taking responsibility and willingly accept accountability
- We treat people with dignity and respect
- We are honest and open and behave with integrity
- We support people to reach their full potential
- We value teamwork and identify and use the skills of others to achieve improved results
- We respect the diversity of each other's ideas and opinions and value those who speak their mind, with sensitivity to others
- We coach and support each other, and ask for help if we need it
- We enjoy what we do, take a sense of pride from our achievements and celebrate success
- We have the confidence to learn from mistakes
- We value giving and receiving feedback

