



## **ORGANIZATIONAL VALUES**

*Our Organisational Values set guidelines for the way we operate and measure our performance against organisational goals. These values shape how we are perceived by staff, customers and the industry.*

### **1. Customer Service**

- a. A customer is someone from within or from outside our company who legitimately seeks our services.
- b. We listen to our customers and seek to understand and serve their needs.
- c. Not all customer needs are the same and the needs of one customer may vary from time to time. We build our business with flexible structures so that we can cost-effectively serve as many needs as practical.
- d. We make commitments to customers in the normal course of business and build trust through effective fulfilment of these commitments. Where circumstances prevent fulfilment we communicate promptly and, where practical, offer alternative solutions.
- e. The aim of our service is to build long term mutually profitable business relationships. Our behaviour and our decisions must be consistent with this goal.

### **2. Quality**

- a. We are an aftermarket company selling both genuine and non-genuine quality. We seek to understand and communicate the “value” in quality and, where appropriate, offer choice.
- b. We do not sell products that may compromise the safety or integrity of our customer’s business.

### **3. Teamwork**

- a. An effective team is essential for consistent and professional service. Every staff member must understand their role in the team and contribute positively to the team result.
- b. The management of our complex work environment is also a team effort. Appropriate delegation and sharing of management responsibilities and accountabilities is an essential component of team leadership.
- c. The management team is responsible for nurturing team spirit. Managers must show balance between motivating individuals and motivating the team and between acknowledging individual achievements and the critical support of other staff.
- d. Individuals are focused on actions but must be aware of when to escalate issues to the broader team. Team management is focused on outcomes and these outcomes are unachievable without effective and timely escalation by individuals.
- e. We support a work culture that is cooperative, consultative, positive and respectful.

#### **4. Improvement and Innovation**

- a. We value staff knowledge and skills and we are committed to training and developing individuals.
- b. We encourage individuals to participate in the setting of team goals and to embrace continuous improvement in their own work systems with the aim of increasing productivity, reducing costs and increasing profitability.
- c. The path to improvement requires considered commercial risk-taking. The fear of failure must not be allowed to stagnate the process of change. Individuals are encouraged to take intelligent commercial risks within their area of responsibility and to be constructive about risk taking in the broader business.

#### **5. Communication**

- a. We are all conduits in a chain of essential business communication. In view of this we must treat regular, timely and effective communication as a responsibility.
- b. Our communication must be open, honest, focused and readily understood. Effective communication helps customers, suppliers and other stakeholders understand our capabilities and it improves the capacity of staff to contribute to our immediate needs and our long term goals.
- c. The management team is pivotal to ensuring that communication serves our staff, customers and business objectives. Managers have an obligation to ensure staff understand their role in the communication chain and are given appropriate guidance and opportunity to contribute.
- d. Our communication style must reflect our Management Charter and our Organisational Values. In particular, we must use communication to make a positive and respectful contribution to organisational goals.

#### **6. Reward & Recognition**

- a. We encourage management and staff to recognise and acknowledge good performance and exceptional service.
- b. We believe acknowledging the effort of staff is an investment in our future. It reinforces our values and supports a positive work environment.

#### **7. Profitability and Sustainability**

- a. We are a sales organisation that is committed to growth as a path to improved profitability and long-term sustainability.
- b. A diverse portfolio of customers and customer development strategies is critical to our long-term stability.
- c. We respect the valid goal of all investors to receive profitable returns. We aim to deliver good returns through our clearly articulated organisational goals.

#### **8. Ethics**

- a. We will comply with the laws governing our operations and conduct our business with high legal, moral and ethical standards.
- b. At all times we aim to act honestly, professionally, responsibly, diligently and in the best interests of our employer. We commit to full disclosure and open discussion of any conflict of interest that may arise.