

THE NGC GROUP OF COMPANIES

CORE VALUES MANUAL

DEPENDABLE
TRANSPARENT COMMITMENT TO QUALITY
RESPONSIBILITY **BEST IN CLASS**
OPEN COMMUNICATION
ACCOUNTABILITY ADHERENCE TO POLICY
ETHICAL **PASSIONATE** **CONSISTENT**
LEADING BY **HONEST**
EXAMPLE CARING **MOTIVATION** **FAIR**
CUSTOMER FOCUS **TRUSTWORTHY** **ROLE MODEL**





VISION

To be a recognised global leader in the development of sustainable energy-related businesses.

MISSION

To create exceptional value from natural gas and related energy businesses through our people and strategic partnerships.

CORE VALUES

- Safety & Environmental Preservation
- Integrity
- Employee Engagement
- Excellence
- Transparency
- Customer Focus
- Corporate Social Responsibility

DEFINITIONS & BEHAVIOURS

1

SAFETY & ENVIRONMENTAL PRESERVATION



A commitment to high standards and a culture of no harm to people, preservation of our assets and the environment, and the continual improvement of our processes.

Behaviours

1



Be passionate about safety as the number one priority in our business.

2



Always acknowledge safe behaviours, and be respectful to others when correcting unsafe behaviours and actions.

3



Be caring in whatever you do to preserve safety and the environment.

4



Be a role model by advocating and adhering to safety and environmental policies, procedures and standards.

5



Be constantly aware of your surroundings and be alert to the changes in your environment.

DEFINITIONS & BEHAVIOURS

2 INTEGRITY



Consistently doing the right thing - reflecting values of trust, fairness, customer satisfaction, professionalism and commitment to excellence at a minimum, adhering to relevant laws, regulations, company policies and procedures.

Behaviours

1



Be honest and trustworthy in your dealings with internal and external parties.

2



Always assume accountability for your actions regardless of the consequences.

3



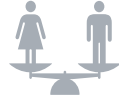
Be firm in your position that you will not be influenced by position, power or inducement.

4



Be authentic in your interest and concern for others and the company.

5



Be fair and equitable towards your peers and direct reports when you assess issues and performance.

DEFINITIONS & BEHAVIOURS

3 EMPLOYEE ENGAGEMENT



The creation of an environment in which people at all levels feel valued; display commitment and dedication; take ownership of their decisions and actions; willingly participate in core and non-core activities; and contribute consistently in the best interest of the Company and Group.

Behaviours

1



Be an inspirational team member and leader, thereby moving others to adopt your positive approach or way of being.

2



Be passionate towards your work and the company by showing interest and willingness to contribute.

3



Operate in such a manner that others will know they can rely on you to consistently honour your commitment.

4



Be involved in company activities directly or indirectly related to your job.

DEFINITIONS & BEHAVIOURS

4 EXCELLENCE



Building a high-performance culture of individuals engaged in continuous learning, knowledge sharing, embracing best practice, and delivering exemplary customer service, with a passion for innovation.

Behaviours

1



Demonstrate consistent achievement of above average results in the delivery of work plans and goals.

2



Be rational in how you plan and deliver work products and assess situations.

3



Be creative and innovative in finding solutions to problems even if they are unconventional.

4



Be keen to learn and develop yourself and others through formal and informal methods.



DEFINITIONS & BEHAVIOURS

5 TRANSPARENCY



The application of good governance standards by leaders and employees which promote accountability, open, honest and timely communication, and which build collaboration with relevant stakeholders.

Behaviours

1



Share pertinent and timely information with relevant stakeholders.

2



Practice open and honest communication.

3



Be faithful to one's word by doing what you say you'd do.

4



Conduct your business affairs in accordance with 'good governance', processes and best practices.

5



Be collaborative with stakeholders, especially in matters that directly affect them.

DEFINITIONS & BEHAVIOURS

6 CUSTOMER FOCUS



Anticipating, evolving and responding to internal and external stakeholders' needs in a dynamic environment in order to build people-centric relationships that derive acceptable mutual benefits.

Behaviours

1



Respond quickly to internal and external customer requests and feedback always seeking to achieve satisfaction.

2



Consistently observe ethical standards as outlined in company policy.

3



Show empathy by assessing a situation from the customers' viewpoint.

4



Be alert to the changing environment and changing customer expectations.

5



Have an open mindset in addressing customers' needs.

6



Be flexible and creative in meeting customers' needs.

DEFINITIONS & BEHAVIOURS

7 CORPORATE SOCIAL RESPONSIBILITY



Engaging in internal and external CSR, ensuring our employees and our business contribute consistently to the social, economic and environmental causes and the well-being of local and national communities within which it operates.

Behaviours

1



Be passionate about the company making a positive contribution to the wider society.

2



Building sustainability into internal and external CSR programmes.

3



Explore creative solutions to generate positive social, financial and environmental impact.

4



Ensure that all internal and external CSR initiatives are transparent from the selection/design to execution.

5



Be consistent in the application of CSR policies and procedures.

6



Participate enthusiastically in – and contribute to – your company's CSR programmes, including employee volunteerism.



