



TO BUILD A BETTER BUSINESS TOMORROW

We will:

- * Commit to achieve higher **output**
- * Manage Active's and our customers' **risks**
- * Always provide **value**
- * Consider, involve and develop our **people**
- * Promote and encourage **learning**

Highest Output

- We clearly communicate expectations down to day to day targets & ask for feedback.
- We ask for & listen to the things that get in the way & sort them as quickly & as well as we can.
- We continually consider the best methods to do the work & where we do not have the expertise, we ask.
- We prioritise tasks & apply urgency when required.
- We minimise wastage of time, tools & resources.
- We encourage & motivate our people to continuously improve.
- We do everything we can to understand the things that drive our business.

Lowest Risk

- Safety is our priority and everyone must ensure that no one is at risk of injury.
- We work hard to identify and address any risk to our business success.
- Where we cannot manage this risk we get expert advice.
- We encourage innovative ideas that look at better or improved ways of doing things.
- We take care of our equipment and machinery and we replace these when required.
- We expect everyone to follow policies and procedures.
- We act responsibly on all environmental matters.

Best Value

- We ensure we record the things we do well and the things we do poorly and act on these to give improved value.
- We communicate these to our customers with a view to continual improvement.
- We look to matching our business to our customers costs, the community cost and the price we charge.
- We act to ensure our customers can expect no surprises.

People

- We encourage and support our people and listen to understand.
- We treat our employees and sub-contractors as a part of the Active team.
- We value and respect ideas and views and will consider and debate these.
- We are very positive about our future and seek out ways to invest in that future.
- We recognise that our future success will be achieved through investment in our people as well as resources.
- We encourage a plan to develop people and we encourage staff to take initiative and give this a high priority.
- We look out for our colleagues and we provide an effective Employee Assistance Program.
- We recognise achievement and acknowledge exceptional performance in a tangible and open manner.

Learning

- We learn from all our actions, our successes and our failings.
- We act to learn from others and seek information to improve our business.
- We take time to teach people what we know and assist them in problem solving.
- We take responsibility and acknowledge when we have made a mistake.
- We must learn from mistakes and make sure this learning helps us to avoid future mistakes.
- We will remain as the industry's innovator through the support of all our people.

We expect all team members, employees and sub-contractors to show, by their actions that they genuinely support these behaviours and when the situation arises, apply them consistently.