

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** **EMPATHIC** **CONSISTENT**
LEADING BY **HONEST**
EXAMPLE CARING **INTEGRITY** **FAIR** **SINCERE**
MOTIVATION
CUSTOMER FOCUS **PASSIONATE** **ROLE MODEL**
TRUSTWORTHY





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



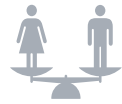
Be firm in your position that you will not be influenced by position, power or inducement.

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 customer's 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 wellbeing 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.



