

## **Mission Statement**

*“Our principle business objective is to provide quality service across our businesses that leads us to strengthen existing relationships and develop new long term customer partnerships. We seek to be recognised for the valued services we provide.”*

### **To achieve this we will:**

- Develop and maintain close professional relationships with our customers to become a trusted, reliable and valued business partner that meets their service requirements capable of promptly responding and adapting to their needs.
- Recruit, train and develop employees that have pride and ownership of their role and who genuinely care about the quality and service standards they provide.
- Promote sustainable and compliant business practices supported by policies, procedures and systems that enhance the core business services we deliver.
- Act in a socially responsive manner, creating opportunities and support for the communities in which we operate including reconciliation with the First Peoples of Australia.
- Maintain robust, transparent and auditable business systems that ensure contracts with commercial partners are honored in a timely, honest and accountable manner.
- Focus on building an ethical, profitable and progressive business. Only by doing this can we deliver a long term commitment to our customers, suppliers and community, reward our employees for their efforts, and provide our owners a fair return on their investment.