

CUSTOMER FOCUS

- > Our customers, both internal and external are our business.
- > We must be friendly, courteous, helpful and prepared to listen.
- > The customer comes first.
- > We must fulfil our duties timeously with customer satisfaction as our aim.
- > We keep our promises.
- > We do "the right things first time".

ACCOUNTABILITY

Each of us, irrespective of our level accepts and owns:

- > Our responsibility as it relates to our job.
- > Our contribution to effective teamwork.
- > We conduct ourselves in a manner which is consistent with the position entrusted to us.

TEAMWORK

- > We work towards a common goal and we must fulfil our commitments to each other.
- > We respect each other's time, person and background.
- > We value team members who complete their jobs to the best of their ability.
- > We value a sense of pride in our work.
- > We undertake to provide others with feedback to help them be better team members.

INTEGRITY

Each of us, irrespective of our level, undertakes to conduct ourselves in the workplace in such a manner as to ensure honesty in all our business dealings and the soundness of the NamPower's corporate governance.

EMPLOYEE EMPOWERMENT

- > Each of us will be given the opportunity to be trained and developed and transfer this knowledge into the workplace to improve standards.
- > We welcome constructive criticism from all stakeholders as it helps us grow.
- > We are all encouraged to participate and learn from every situation without fear of discrimination or retribution.
- > Everyone of us is responsible for improving communication.
- > We are all entrusted with appropriate levels of authority to encourage our value adding contribution in the workplace.