

VISION

VISION, MISSION AND VALUES

MISSION

VISION

To be a leading energy company in Africa, which excels in customer service, people development and technological innovation.

MISSION

To provide for the energy needs of our customers, fulfil the aspirations of our staff and satisfy the expectations of our shareholders.

VALUES

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".

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.

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.

VALUES

TEAMWORK
INTEGRITY

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 one 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.

WE DO "THE RIGHT THINGS FIRST TIME"