

# Vision, Mission and Values

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## 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.

### **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.

