

MLG OZ - OUR WAY OF DOING BUSINESS POLICY

Our way of doing business is what makes us a diverse, sustainable and long term organisation where we pride ourselves in services, innovation and support to our growing customer base. MLG Oz recognises as a business in the community, our social obligations and that Corporate Citizenship is important to have a healthy and growing business, we need the communities we serve to be healthy and sustainable. MLG Oz constantly strives to provide our customers with a professional and reliable service exceeding our agreed targets. It also provides the framework for our operations and the know-how and passion to deliver effective, cost-competitive services for our customers.

Our primary purpose:

We exist to deliver a broad range of mining and hauling services unique to customer operational environments

Mission:

We consistently fulfil the needs of our customers in a timely, safe and efficient manner, and we are constantly striving to deliver our services with zero negative impact on our customers operations.

Vision:

We are committed to providing an industry leading standard of service, allowing our company to grow organically to the benefit of our employees, customers and the communities in which we operate.

Core Values:

- **Integrity and trust** - Being honest, fair and ethical in the way we work
- **Leadership, Passion & Courage** - We are passionate about leading change. We deliver and perform with enthusiasm, energy and conviction
- **Customer Service** - We employ the right people and deliver exceptional service.
- **Teamwork** - We view our customers as partners and focus on building long-term relationships
- **Safety & Environment** - Our number one priority – it underlines every activity we undertake
- **Continuous improvement** - We deliver first class performance with value and always look to be better.
- **Performance** – Optimising assets and people to ensure competitive efficiency



Our Core Beliefs

We believe that:

- all incidents and injuries are preventable and everyone has a right to go home safely
- when we show people and customers respect, we will be respected
- people perform best when they are empowered, accountable and recognised
- sometimes when we don't get it quite right, we learn from our mistakes and is part of our journey towards excellence in customer service delivery
- we must act ethically and within the law
- Our customer's success establishes our journey to success.

Our Employee Promise

To build a sustainable and diverse, collaborative and innovative business operation where people know what they are accountable to do and can count on having what they need to succeed. We value diversity and individual aspirations and continual support our local communities.



MURRAY LEAHY
Managing Director
02nd January 2015.

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