

Purpose

GTNT Group is committed to striving for excellence and drive the company's culture to deliver sustained growth through empowering employees by providing excellence in customer service, respecting each other, being accountable, being innovative, demonstrating integrity and being safe.

This is achieved by promising to uphold the following values:

1. Customer Service Excellence

We will:

- Be dedicated to satisfying customer needs and honouring commitments that we have made to them;
- We always strive for excellence and quality in everything we do;
- We always provide the best quality services, being reliable and responsible; and
- We are friendly and make positive first impressions

2. Respect Everyone

We will:

- Treat our team members, customers, partners and suppliers with mutual respect and sensitivity, recognising the importance of diversity;
- Always deliver on our promises;
- Always be on time to our appointments and meetings;
- Always communicate in clear, concise and honest ways; and
- Be inclusive of all team members in activities we do

3. Be Accountable

We will:

- Accept responsibility for our actions;
- Always act with integrity in everything we do;
- Always take pride and ownership in all that we do and say; and
- Make and support business decisions through experience and good judgment.

4. Think Safe, Be safe

We will:

- Always remember that safety is a key part of our business success and it is in everything that we do;
- Always ensure that our workplace is a safe space for all who use it – staff, contractors, suppliers and visitors; and
- Always communicate safety as an important factor in all apprentices/trainees workplaces and work practices.

5. Integrity is Everything

We will:

- Demonstrate a commitment to uphold the highest standards of integrity and ethics in all our actions
- Show respect for and value all individuals for their diverse backgrounds, experiences, styles, approaches and ideas

6. Be Innovative

We will:

- Endeavour to think outside the box
- Continuously improve processes and service provisions
- Always recommend system improvements
- Promote efficiency and effectiveness