

# ASPIRE

The values by which we operate our business.

**PORT NELSON**

*The Region's Gateway to the World*



## ACCOUNTABILITY

To be accountable for our actions, our performance and the outcomes of these

- Adopt appropriate responsible behaviour at all times
- Clearly communicate operational objectives, ideas and/or concerns
- Accept responsibility for your own work area
- Admit your mistakes



## SAFETY

To act in a manner that prevents the risk of injury or danger

- Take responsibility for your own safety as well as others
- Use correct PPE at all appropriate times / places
- Report incidents asap - especially near hits
  - Take the initiative on safety issues - if it's not safe, make it safe
- Be aware of hazards from other areas and contractors



## PASSION

To maintain a powerful and compelling enthusiasm about what we do at Port Nelson

- Come to work with a positive attitude, add value, have fun
- Convey a positive attitude to those around you
- Go the extra mile to service and liaise with internal /external customers



## INTEGRITY / HONESTY

To be truthful, upright and act according to what is right

- Always turn up for work in a fit and ready state
- Report any faults / concerns / damage
- Express concerns you may have openly when the opportunity arises
  - Maintain confidentiality



## RESPECT

To hold the people around us in high esteem and show consideration

- Work closely and co-operatively within your team and the wider PNL team
- Respect the environment in your day to day work
- Demonstrate the behaviour you would expect of others
- Speak up on issues and listen to points made by others
- Communicate with all customers, peers, service providers and contractors in a polite and professional manner



## EXCELLENCE

To continually strive to be the best at what we do

- Recognise and understand we are in the customer service industry
- Respond fully to customer needs in a timely but cost-efficient manner
- Always analyse performance and strive for continual improvement
- Show initiative and be enterprising in improving productivity and safety
- Strive for highest quality in your work

