

CORPORATE CULTURE

A corporate culture that requires the total commitment of the entire team for success
“The TEAM is more important than any individual, Together Everyone Achieves More.”

People

Management priorities - Safety, Environment, Quality, People & Partnerships, Innovation & Profitable Growth.

People are our greatest asset, also our most expensive, therefore:
“Treat people as an investment.”

Make informed decisions with facts and figures not only gut feel.

Set concrete objectives with achievement and progress dates.

Make recommendations not observations.

Set and accept high standards of excellence.

Management will be solution facilitators, not problem solvers.

Muscle-build the company through quality recruiting and relevant training.

We would rather train our people & risk losing them,
than not train them & keep them.

Coach people to succeed, rather than coax them to achieve.

Communication

Ask once and expect it to happen.

Trust yet verify, delegate don't abdicate.

No surprises.

Performance management - Key Personal Indicators (KPI's) & regular appraisals.

Small is beautiful - reports, letters and memos - aim for one page.

Encourage an open door and approachable style.

Talk to your colleagues face to face.

Be prepared to give and receive candid feedback.

Attitude

Be, “can do” and just do it, with a positive attitude and pro-active actions.

Achieve growth to survive.

Encourage dissatisfaction with the status quo, look for continuous improvement.

Respect each other and always work within the management structure.

Support each other to survive, not survival of the fittest.

Ethics, Integrity, Honesty, Pride in the Team & having fun in business are paramount.

Expenditure will always be kept tight, controlled and authorised.

Mistakes may happen - not stupid ones - not the same one twice.

Pride in the Company results, not divisional focused.

Seek to win but never unethically.

Aim for zero defects, “Right First Time, Every Time.”

Customers

Everyone we interact with externally and internally is a customer.

Encourage regular and focused interaction not reactive contact.

Never over promise, or under deliver.

Be exceptional at gaining new customers & even better at retaining existing ones.

Listen openly and value people's opinions.

Develop solutions with measurable value and deliver them swiftly.

Adopt a pro-active, customer driven culture.

“Within Fenner Dunlop, if you are not serving a direct customer,
you must be serving someone who is, and doing it well.”

