

Statement from the Chairman

Business Principles Survey



I was very pleased to read the results of our recent Business Principles Survey. We are a small, yet growing, organisation and we pride ourselves on the manner in which we seek to conduct our business.

We recognise, however, that good intentions presented in a visually appealing way, are often shown up as nothing more than 'corporate wallpaper' under the cold hard light of business reality and public scrutiny.

We needed to be sure that all parts of our organisation understand our Principles, and seek to live up to them – from the Boardroom to the 'workshop floor' and even into the offices of our strategic partners.

The survey has shown us that:

- Our employees, contractors and external business partners generally consider that we are living up to our Business Principles, and
- They believe that we will meet our short and long term goals and targets

Particularly revealing the comments that adherence to our Principles does, indeed, make our organisation a preferred workplace for those who are involved with us.

We have also learnt that we could do better in the following areas:

- We need to be sure that people who work with us clearly understand “What they can expect of us” and “What we expect from them” – particularly our contractors and strategic business partners.
- People have reported potential breaches of our Principles in the survey, but have not used our process for dealing with such potential breaches.

In response, our 2004/2005 business plan requires that we will implement the following actions:

- Make specific reference to our Principles in the employment contracts of all staff, and in agreements with contractors and strategic business partners.
- Use our staff development process to communicate and reinforce our Principles.
- Finalise the process for dealing with suspected breaches of our Principles and communicate it to all staff, contractors and strategic partners.
- Communicate the results of the survey to all staff, contractors and strategic partners.

A handwritten signature in black ink, appearing to read "A. Mull", located at the bottom left of the page.