



**THIS IS THE WAY
LOC8 DO IT**

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LOC8 COMPANY CHARTER

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ISSUE TO

THIS IS THE WAY TO DO IT

BY

LOC8 prides itself on being the best on the market. Those standards also apply to the way in which it does business and what it aims to achieve. Every company has certain values: this booklet sets out in writing what those who already work for us know, and tells new employees what standards are expected of them.

DATE

INTRODUCTION

Without a common goal for the future, a company has no purpose to work towards and achieve. Without values, a company has no framework from which to make judgements, decisions and take action when circumstances are always changing. **LOC8** is committed to doing business honestly and fairly, guaranteeing reliability and using methods which generate mutual respect and trust. We believe this is the right way to run the business, and firmly believe that everyone involved - customers, suppliers, distributors, employees, shareholders and the local community, stand to benefit when these standards are used. We consider our reputation for integrity to be one of our most important assets.

HIGH PERFORMANCE BUSINESS

Our task is to lead this operation to a high performance culture. We believe that the only way to survive and prosper is to do this.

It is a mutual objective that we must all share. It is not possible to achieve unless we are all prepared to understand what it means for us, what we must do, and how to do it. It will take continuous hard work that is rewarding and personally beneficial, for us and our families.

It is not a process that can be packaged in a Total Quality manual, it is a process ensuring that our deepest desires and values are aligned so that every day, in every way, we are naturally all walking towards the same vision.

KEY ELEMENTS TO OUR BUSINESS

This booklet sets out the key elements and standards that everyone is expected to support and maintain. It sets out

- Our **Culture** - the sort of company we aim to be
- The **Vision** which defines our common goal; what we are trying to achieve
- The **Mission Statement**, which is how we intend to achieve our goal
- The **Critical Success Factors** which are crucial issues to tackle before we can reach our goals
- **Code of Conduct**

If we use them, we are more likely to achieve our aims of excellence and therefore ensure the continuing success of the business.

OUR CULTURE

We strive **to create a culture where a natural hunger for improvement thrives through creativity & innovation.**

OUR VISION

Our common goal for the future is **to be recognized as an innovative organization that makes creative solutions that meet and exceed our customers expectations.**

MISSION STATEMENT

Our mission, i.e. how we are going to achieve our vision, is **to use our expertise, energy and passion to provide products and services of superior quality and efficiency with due regard to safety and the environment, thereby creating value for our customers and our shareholders.**

LOC8 CRITICAL SUCCESS FACTORS

These are the values we apply to reaching our mission of constant pursuit of total customer delight:

1. Delighting customers
2. Top performing people
3. Fast effective business process
4. Honesty and fairness in all our dealings
5. Value for money partner
6. Strong financial discipline
7. Simplify, focus and have a sense of urgency
8. Be creative & innovative at all times

CODE OF CONDUCT

Integrity

This is essential to the way we work. It means trustworthiness, incorruptibility, moral soundness, and steadfastness to a purpose, responsibility or promise. It also means consistency in values, how we carry out our daily work, and organisational goals.

We can maintain our integrity by:

- Keeping our word and not making promises or commitments we don't intend to keep.
- Consistently treating customers fairly and with the service they deserve.
- Maintaining a working environment and culture in which all employees feel valued and free from harassment.
- Delivering an honest day's work for a day's pay.
- Complying with the law.
- Treating our larger environment - the world and its resources - with respect.

OUR RESPONSIBILITIES TO CUSTOMERS

- To be fair, helpful and accessible.
- To listen, be patient and understand their requirements.
- To be courteous and respectful.
- To be honest and transparent.
- To acknowledge complaints within 2 hours of receipt and to work efficiently and with determination to resolve each complaint to the customers full satisfaction.
- Routine quotations to be provided within 48 hours.

Creativity is better than knowledge.

Albert Einstein