



ENERGY CHARTER – WAYS OF WORKING

COMMUNICATION

We show genuine empathy through active listening. Our communication is simple, proactive and collaborative to drive better customer outcomes.

MUTUAL RESPECT

We connect as humans on common ground. We listen to understand other points of view. We collectively celebrate our wins and share our vulnerabilities.

BUILDING TRUST

We do what we say we will do. We have the courage to fail, admit our mistakes and have difficult conversations. Our leadership is built on an ethical foundation of delivering for our customers.

DIVERSITY

Our differences are our greatest strength. We are inclusive and learn from each other and actively seek wide views, including the quietest voice in the room.

SHARED VALUES

Our achievements are co-designed and co-created. The story of 'BetterTogether' is a joint experience driven by the five pillars of our Energy Charter commitments, with customers always at the centre of what we do.