NJE VALUE STATEMENT

CUSTOMER

- We recognise the trust placed in us by our Customers and how critical our services are to their ongoing operations and the wellbeing of their staff and contractors who fly on our aircraft.
- We are committed to providing our Customers with safe and reliable air travel with heartfelt hospitality
- We are committed to providing timely and regular communications with our Customers when things go wrong and work with them to mitigate the disruptions.

COMPANY

Our staff are part of the NJE family. This comes with both privileges and responsibilities.

- We expect every staff member to take ownership of issues encountered:
  - Ownership means that if something is wrong then it is everyone's job to fix it.
  - Matters that cannot be handled by the staff member ought to be pursued further with senior management.
  - Ownership also means that all staff should constantly seek to improve efficiency and reduce wastage in all their decisions and actions.
  - All staff members must embrace a 'can do' and 'will do' spirit. Past experiences, while helpful, must not limit or define the future.
  - Hard work is the cornerstone of our work ethic and all staff are expected to contribute their fair share. Slackers not only rob the Company but also their co-workers.
- We strive to be a Learning Organisation where we actively seek to identify systemic issues no matter how small in order to continually transform ourselves to a better organisation:
  - This entails a culture where issues are highlighted as learning experiences, even though they may at times place colleagues in a bad light.
  - Our Learning Culture drives us to do a thousand things well, big and small.
  - We accept that staff sometimes may make mistakes while trying to act in the best interest of the Company.
- We value open communication and will strive to create an environment that removes silo mentalities by embracing full transparency:
  - Staff members have a right to be heard, regardless of their position.
  - Staff members are encouraged to directly contact the members of the Management Committee and Board if they feel their immediate supervisors are being a barrier.

- We respect the dignity of each staff member and will treat each other with respect and fairness:
  - The Customer does not always come first and we will stand by our staff member if the Customer is unreasonable.
  - We will focus on the issue and not the person.
  - We accept that staff members may have different talents and capabilities and will strive to fit the job to the person rather than the other way around.
  - Important decisions concerning staff matters are always referred to the Management Committee to ensure transparency, fairness, and consistency.
  - We will strive to create a working environment that is supportive of the family and we are committed to standing behind our staff members and their families in times of special need. All staff members have the right to seek the support of the Management Committee if special assistance or consideration is needed.

CONTRACTORS & SUPPLIERS

- We believe that our contractors and suppliers are partners in our business.
- We believe in conducting our business in an ethical manner and In all our dealings with contractors and suppliers we will seek to be fair, reasonable and honest and will give preference to like-minded suppliers and contractors.

COMMUNITY AND THE ENVIRONMENT

- We are mindful of the tremendous importance of our services to our Customers, and in turn the important social and economic impact our Customers have on the regional communities where they operate. Where appropriate, NJE will work in partnership with our Customers in supporting their local communities.
- We are also committed to giving back by supporting worthwhile charitable causes which are focused on helping the less fortunate, supporting natural disaster recovery or supporting development of regional communities.
- We are committed to preserving the environment to the measure of our capabilities.

CAPITAL

- We believe that our shareholders' interest is best served by pursuing a path of steady but sustainable growth of its earnings.
- We believe that maximizing shareholders' returns in the long term is not incompatible with our duties and responsibilities towards our other stakeholders outlined above.