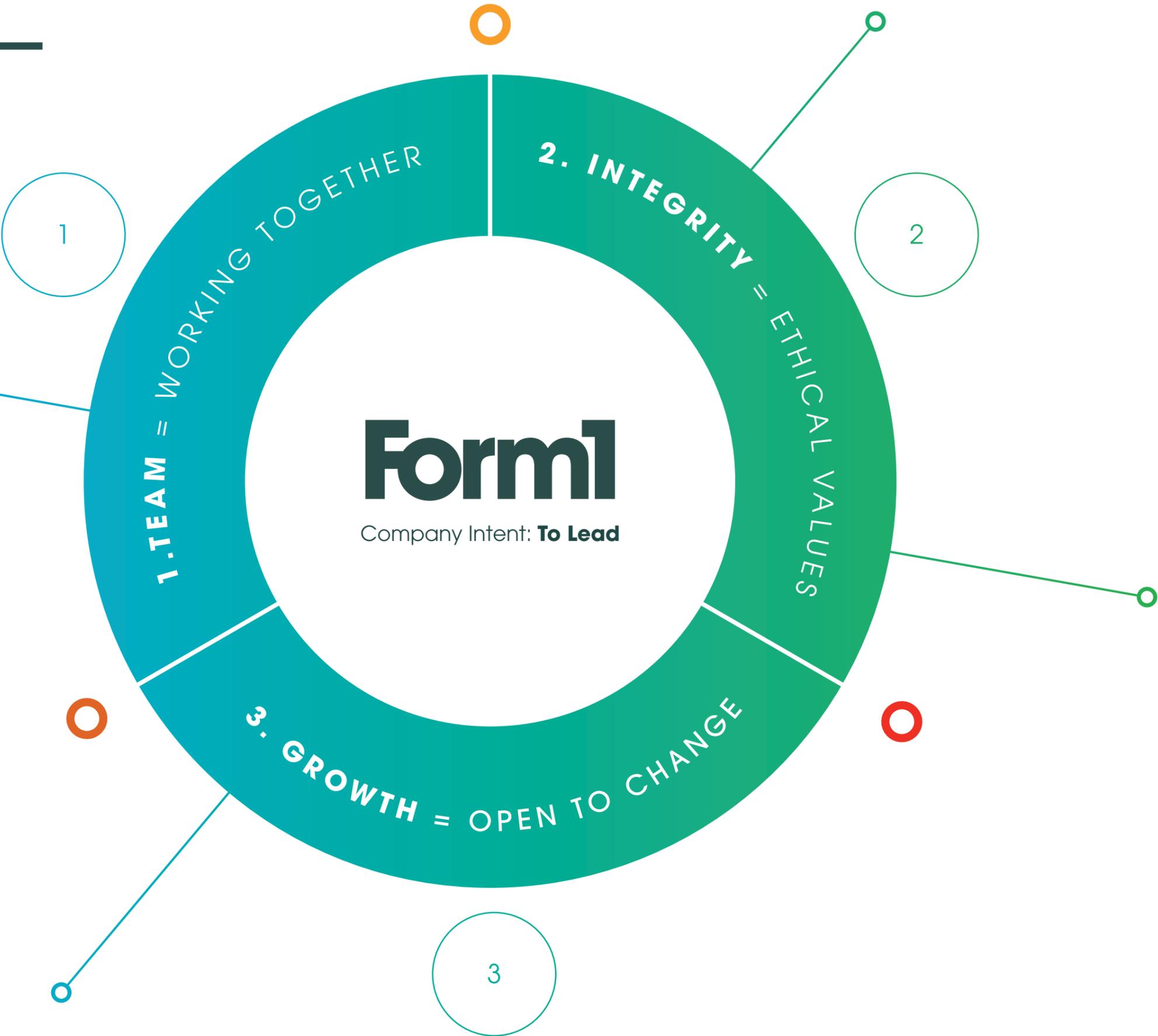


CULTURE MAP

KEY VALUES AND MEANINGS



At Form1, culture is our currency and people sit at the heart of everything we do. In 2007 we created the Form1 Culture Map, to highlight our company values. Creating the Culture Map was a team effort that included management staff, technicians and office staff. At that stage our company intent was 'To Evolve'. In 2014 the company's focus shifted to what it is today - 'To Lead'.

From there we agreed on 16 value words that define the business and summed them up using three key words – **team**, **integrity** and **growth**. We then gave meaning to our values using key words. On the following pages you'll discover the source meaning behind each value and the exercises we commit to each year to ensure we are living up to our culture.

In 2014 we established the Form1 Culture Team – a special group of staff committee members who are passionate about our company culture. The committee meet every quarter to discuss how we can improve the feeling and function of the business and new members are invited to join each year. Creating a Culture Map is one of the most empowering things we've done together as a team.

– Steve Shirlaw, CEO

1

Team

- Trust — **Relationships**
- Leadership — **Motivate**
- Passion — **Enthusiasm**
- Belief — **Confidence**

EXERCISE

Relationships – The Company Culture Map has been reviewed, suggesting new steps required to maintain good relationships with staff, suppliers and clients. Culture Map team will meet quarterly to review the progress of action steps, and will communicate with staff at toolbox talks. Communication builds strong relationships and needs to be constantly reinforced and supported within the organisation.

Motivate – Managers to invest one day a month working on site to support technicians. A roster is to be developed to ensure each technician enjoys some one on one time on site with a manager. Admin staff benefit from a day in the field on annual basis, to create a better understanding of the business we are in.

Enthusiasm – Enthusiasm drives excellence. To assist with employee enthusiasm, the Company will share a quarterly afternoon combined BBQ and toolbox talk. This gives the whole team connection and incentives, creating a space for the whole team to build excellent performance. We will encourage collaboration with the team building day and Christmas functions.

Confidence – Reassurance of Company growth during quarterly toolbox meetings. Leadership will provide feed- back to build belief and confidence.

2

Integrity

- Respect — **Appreciated**
- Honesty — **Fairness**
- Accountability — **Ownership**
- Pride — **Satisfaction**

EXERCISE

Appreciated – The whole team, and every team member should feel respected and appreciated. We will reward excellence, effort and performance during quarterly BBQ's. Team members who consistently display excellence and exceed customer expectations throughout the year will be recognised at Christmas functions.

Fairness – Open and honest communication between the whole team (field and office) is encouraged. An open door policy is in place for team members to approach management regarding any issues. All issues will be recognised in a fair and equitable manner with due respect and consideration.

Ownership – Team members have a duty of care to themselves, their customers, their team mates and the business. We expect self responsibility and self accountability for all areas of responsibility entrusted to them. Detailed job descriptions to be completed to ensure all team members know what is expected of them and their colleagues.

Satisfaction – Management will acknowledge excellent performance and effort in the team. This encourages pride and satisfaction by all team members. An annual talent review of KPI's and areas of responsibility will be undertaken for all team members, including management.

3

Growth

- Ambition — **Success**
- Knowledge — **Proficiency**
- Personal Development — **Self-Awareness**
- Openness — **Acceptance**
- Wellbeing — **Health**

EXERCISE

Success – Individual team member goals will be reviewed annually and every possible strategy and support will be given to encourage successful implementation and team support to achieve individual goals.

Proficiency – Provide opportunities for team members to increase their knowledge through in house and external training. Encourage technicians to read Standards and provide regular assessments and feedback on results. All team members encouraged to participate in at least one training course per year.

Self-Awareness – Team member goals to be reviewed annually, the business will help discuss strategies to implement, and support the implementation of those. Regular review of behavioural indicators to be carried out. (TFK, Pace, Risk, Stages, etc.).

Acceptance – Respecting the values and opinions of others and accepting that sometimes mistakes can happen. Using mistakes as training and learning opportunities to help avoid further occurrences. To maximise and leverage the learning experience, the team member responsible can be supported to deliver the training exercise, if appropriate.

Health - Employees are to be offered the opportunity to participate in non-compulsory wellness activities on a quarterly basis.