

# ALMI'S VALUES & BEHAVIOURS

## OPERATIONAL INTEGRITY

Committed to the highest operational standards as embodied in our Integrated Management System, working at all times with diligence and staying firm to the tanker industry's collective mission to complete the trajectory to zero incidents, protecting the safety and security of life, property and the environment.

- ▶ I always maintain and strive to exceed industry standards by consistently following and improving our procedures.
- ▶ I meet commitments/deadlines and deliver what I have promised, even in case of additional cost, without cutting corners to save time, workload or money. When this is not possible I communicate it promptly.
- ▶ I take responsibility for my actions and I'm not afraid to admit a mistake.
- ▶ I don't skip processes if I believe they are not very useful; instead I suggest an improvement.
- ▶ I don't delay task completion or avoid decision making without communicating a valid reason.
- ▶ I don't cover up problems and faults.

We are a company with a winning corporate culture based on integrity, good networking across the globe, and long-lasting relationships with our partners, providing high quality services. We value transparency in all aspects of our operations, from Head Office to vessels, something that is proven by our willingness to hear and respect opinions and ideas from our people at all levels, encouraging innovation and continuous improvement. We have the essential leadership and managerial skills to efficiently manage and motivate our people by showing high levels of teamwork, professionalism and commitment to our values and the requirements of the tanker industry.

**Almi's Values and Behaviours are at the very heart of our Company. They underpin everything we do and represent what we stand for and what we value. Each of our values below has a definition as well as examples of dos and don'ts, the list is not extensive. The behaviours explaining each of our values are a direct result of collective participation and work from the whole of the Head Office team.**

## TRANSPARENCY

Lack of hidden agendas and conditions, accompanied by the availability of full information required for collaboration, cooperation, and collective decision making.

- ▶ I am completely honest and open to sharing "know-how" and methodology.
- ▶ I am accessible, I communicate openly (e.g. if I have a problem with a colleague, I speak to the person directly prior to going to his/her line manager).
- ▶ I am open to feedback, auditing and benchmarking and create an environment of trust.
- ▶ I don't hide and/or manipulate information.
- ▶ I don't hide mistakes, omissions and problems on purpose for any reason, e.g. in order to avoid being blamed/ avoid workload and conflicts.

## QUALITY

The standard of something as measured against other things of a similar kind; the degree of excellence of something.

- ▶ I deliver work of high standards, within deadlines in accordance with procedures.
- ▶ I work with well-established and certified suppliers and service providers.
- ▶ I assess what other parties (internal or external) expect, or offer to the market (competitors), while maintaining compliance with industry requirements and all applicable regulations.
- ▶ I pay attention to detail and aim for flawless results. I always develop a "Plan B" in case my initial plan fails.
- ▶ I don't oppose to suggestions for improvement.
- ▶ I don't allow over-eagerness and overconfidence to lead me into delivering substandard results. I don't fail to identify my shortcomings or shy away from seeking improvement.

## PROFESSIONAL CONDUCT

Professional conduct involves ethics, morals and standards of behaviour in a workplace.

- ▶ I don't avoid responsibilities.
- ▶ I don't miss deadlines.
- ▶ I support and promote teamwork by sharing information, knowledge and experience.
- ▶ I behave in a fair and polite way with everyone, keeping aside personal issues.
- ▶ I assess every situation with emotional intelligence, listening carefully and applying diplomacy in my responses.
- ▶ When meeting with 3rd parties I represent the company as its ambassador and behave accordingly.
- ▶ I don't make decisions based on personal interest and ambitions that pose a threat to the company's interests.

## RESPECT

Showing due regard for the feelings, wishes and rights of others.

- ▶ I listen to my colleagues' ideas and proposals without prejudice and regardless of their position in the company.
- ▶ I don't speak about someone else who is not present and cannot defend him/herself.
- ▶ I don't interrupt my colleagues.
- ▶ I consciously keep my noise levels low when working in the open space.
- ▶ I don't behave in a rude and arrogant way/manner.
- ▶ I don't highlight the mistakes of others for my benefit.
- ▶ I don't consciously ignore my colleagues' priorities/workload for my own benefit.

## TEAMWORK

The ability of a group of people to work well together increasing efficiency, effectiveness and collaboration.

- ▶ I listen to and try to understand my colleagues' point of view. I ask for feedback before making a decision in order to improve cooperation.
- ▶ I am willing to sacrifice personal gain for the benefit of the team.
- ▶ I am ready to stand by my colleagues when needed.
- ▶ I motivate team members by promoting their ideas.
- ▶ I don't avoid decision making and delay task completion that could affect the team's performance without proper justification.
- ▶ I don't have an "it's not my job" attitude.
- ▶ I don't avoid sharing information.

## DILIGENCE

The quality of working carefully and with a lot of effort.

- ▶ I care to finish my job on time, by preparing, planning and putting effort into every project. People can count on me knowing that I do my job thoroughly and well.
- ▶ I organize and maintain my records so that I can easily and timely respond to requests.
- ▶ I am always up-to-date regarding the most efficient methods and other industry feedback on carrying out my daily role. I always verify the data I submit. In case of mistake I take action to avoid re-occurrence.
- ▶ I don't leave out any possible aspect of the task or work without a plan and miss deadlines.
- ▶ I don't procrastinate or submit incomplete work, which could undermine my colleagues' work.
- ▶ I don't lightly touch upon subjects.

## CUSTOMER CENTRICITY

Putting our customers' expectations and their satisfaction at the core of our activities. We aim to consistently understand, meet, anticipate and exceed internal and external customer needs, in order to build a competitive advantage and long-term relationships, as well as create value and a positive impact. Our core value of commitment to operational integrity has been serving customer centricity since day one.

- ▶ I listen carefully to and consider thoughtfully all suggestions made by customers for changes (e.g. to our IMSM) using risk-based thinking.
- ▶ I don't assume; I am open to listening to, asking for and recording our internal/external customers' feedback.
- ▶ I respect and consistently meet deadlines set by internal/external customers.
- ▶ I approach all requests with a positive attitude and without prejudice.
- ▶ I always stand by my colleagues whenever something goes wrong, towards identifying a possible solution together.
- ▶ I respond in a professional way and I am available 24/7 for urgent requests, prioritising and organising all tasks.

## ACCOUNTABILITY

An assurance that an individual or an organisation will be evaluated on their performance or behaviour related to something for which they are responsible.

- ▶ I accept ownership of my tasks and mistakes, take corrective actions and avoid repetition.
- ▶ I don't hesitate to communicate my mistake with honesty.
- ▶ When leading a group I stand by my colleagues when things go wrong.
- ▶ I don't cover up problems and mistakes.
- ▶ I don't make up excuses.
- ▶ I don't pass on responsibilities and tasks I don't want to carry out to a colleague.