

'The Henry Boot Way'

A DIFFERENT PERSPECTIVE

We have been in business for over 130 years and our financial results and performance have always been, and will continue to be, dependent on our people.

We often use the phrase **'The Henry Boot Way'** to explain how we work and to describe what's expected of us and others. We started the 'One Henry Boot' Project so we could capture what **'The Henry Boot Way'** is about. We have defined three core elements of **'The Henry Boot Way'**: **Our Purpose**, **Our Vision** and **Our Values**.



Watch the video explaining our culture and the **'One Henry Boot'** Project on our corporate website



Read more about the **'One Henry Boot'** Project on pages 14 and 15

Our Purpose

To empower and develop our people to create long-term value and sustainable growth for our stakeholders.*



Our Vision

Our people, partners and communities continue to trust our reputation, respect our expertise and value us for our forward-thinking approach.



* Our stakeholders are our shareholders, employees, pensioners, customers and suppliers. More broadly, we recognise our duties to the environment and the communities in which we operate.



WHAT WE BELIEVE IN

Our Values

Respect

- We treat everyone in the way they **wish to be treated**.
- We **think about what we do**, how we do it and how it will impact others.
- We recognise and value **difference**.
- We recognise and value everyone's **individual contribution**.
- We foster two-way, clear and **constructive communication**.
- We strive to always meet our **commitments** and **obligations**.
- We put **sustainability** and **safety** at the heart of what we do.

Integrity

- We **do what we say** we are going to do.
- We **keep our promises**, stay true to our word.
- We do **what is right**, not what is easy.
- We **tackle problems** head on.
- We operate with the utmost **professionalism**.
- We champion **ethical** working.
- We operate **fairly and equitably** in everything we do.

Loyalty

- We **celebrate our heritage**, our history and our achievements.
- We are committed to **giving back to our communities**.
- We build our reputation on **strong relationships**.
- We build our reputation on **repeat business**.
- We **value the longevity** of our relationships with our business and our partners.
- We are **totally committed** to our people's learning and development.
- We place great value on "**growing our own**".

Delivery

- We are **relentless** in delivering for our customer.
- We **thrive on our customers'** success.
- We deliver our **best quality work** for everyone, no matter what.
- We **get things done** properly.
- We are **skilled and resourceful** problem-solvers.
- We are all **self-motivated** to deliver.
- We set **ambitious goals** and meet them.

Adaptability

- We **welcome change**.
- We are **open to opportunities** to do things differently.
- We share our **knowledge and experience** for the greater good.
- We seek to **positively challenge** what we do and how we do it.
- We always think about **how we could do things better**.
- We stay **ahead of the game**.
- We are **resilient**, have staying power.
- We are **straightforward** to do business with.

Collaboration

- We set **clear mutual expectations** and strive to achieve them.
- We **work in partnership** to make things happen.
- We promote **cross-team working** always.
- We are a **friendly** and open bunch.
- We **look out for each other** and want to get to know people.
- We have **time and patience** for people.
- We **share our financial rewards** with our people.



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