



Scott O'Reilly - CEO

## Introduction from our CEO

At iPi, everything we do is guided by seven core values: response to client needs; continuous improvement; professional ethics; providing shareholder return; respect for our people; innovation; and a supportive and productive corporate culture.

These core values guide our everyday relationships with our colleagues and clients and also provide the foundation for all decision making in our business.


We have a clear vision for the iPi Group's future in which we are the premier diversified industrial group in PNG and have already begun to implement the changes necessary to achieve this goal. At the same time, we strive to be recognised as an employer of choice and are establishing a corporate culture designed to attract and retain a highly skilled and motivated workforce. Within the iPi Group we're well aware that our people are our greatest asset!

Each of us at iPi has an obligation to know and understand the core values so that we can put them into practice in our day to day decision making.

**To be responsive to the needs of our clients:** Our success is dependent on understanding and meeting our clients' expectations so we aim to get it right the first time, every time. We do this by encouraging our managers to get to know our clients and rewarding employees who suggest ways of improving customer satisfaction through goods and services.



**To continually improve our performance:** Business improvement is central to enhancing our shareholder value. This is achieved by following the right processes and systems, maintaining and improving employee skills and encouraging an innovation culture which rewards successful ideas.



**To conduct our business in a professional and ethical manner:** We commit to conducting our business in a way that complies with regulatory requirements. As well, we aim to ensure that everyone in the iPi Group acts in the best interests of the company, clients and shareholders at all times.

**To provide our shareholders with a sound return on their investment:** We are committed to maintaining our financial strength and improving our market positioning by putting our people and our clients first. We believe that this is the best way to provide long term shareholder value.

**To recognise the contribution of our people to our success:** Our employees are our greatest assets and to retain them we must value their efforts by providing praise for their achievements and constructive feedback and support when things don't go as planned.

**To build on our experience using innovative technology and strategic planning:** We continue to learn by sharing information, being open to different points of view and by embracing change. This is reflected in the iPi Group's ability to swiftly implement advances in technology in the workplace and to modify our plans to take advantage of an ever changing environment.

**To uphold a supportive and productive corporate culture:** We do this by appreciating our employees and ensuring that they in turn respect each other's talents and ideas. While this manual provides a broad range of guidance about the standards of business conduct, it cannot address every situation. It is by no means a substitute for our responsibility to exercise good judgement and obtain direction on appropriate business conduct.

We're encouraged to seek additional guidance and support from those designated as responsible for business conduct matters.



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*integrity...Proactive...innovative*