



## Company values

### Introduction

A company's values are critical for its result and success. The values state what's expected from each employee. Thus, the values signal the company's profile, both internally and externally.

The company values of NTT Group should be a tool to support the daily work, when decisions are taken and when meeting customers, suppliers, coworkers and partners.

Our definition of "customer": A customer is either external (companies outside of NTT Group) or internal (companies within NTT Group).

### Values

The company values of NTT Group merges three different core values:

- Reliable
- Available
- Cooperation



## **Reliable**

### *Our definition*

Reliable means that our customers can rely on us to always offer the exact product needed. It also means that we deliver price worthy articles and services right on time and at the expected level of quality. In order to be reliable we have our own, advanced production sites, the widest range on the market and a large storage of articles. To be reliable, the staff is demanded to rely on each other and trust that each and every one in the company takes responsibility for making the customers feel safe with us as a partner.

### *Our behaviours*

- I perform my duties with accuracy.
- I respect confirmed delivery times.
- I do my outmost so that the result of my work live up to customers' quality expectations.
- I share my knowledge with my colleagues. My knowledge benefits NTT Groups customers by useful support and guidance.
- I work according to given instructions and set routines.
- I keep my promises and do not promise more than I can live up to.
- I plan my work and communicate eventual deviations as soon as possible.
- I find out about the customers' needs and requirements properly.
- I take responsibility for my work and for the result of my actions.



## **Available**

### *Our definition*

We are always available for our customers. We are easy to reach and easy to communicate with. Thanks to our knowledge and experiences, we explore new solutions. We are alert and always willing to help and to quickly offer the best solution for the customer. Available means that we listen to and care about customers, suppliers and staff. It also means that we give exemplary customer service. We are a Swedish corporation with Swedish, Polish and German production sites.

### *Our behaviours*

- The customer is always in focus during work and I treat him/her as I want to be treated myself.
- I respond quickly by phone and e-mail.
- I respond respectfully to customers, suppliers, colleagues and partners.
- I listen attentively.
- I deliver first class and fast service to all NTT Group customers.
- I am flexible because I understand that customer's conditions can change, as well as their needs and demands.
- I communicate to my manager/colleagues if I am not available and secure that there are others to help out instead.
- I am proud to represent NTT Group and to be able to contribute with my work skills and to make our customers satisfied.



## Cooperation

### *Our definition*

To us, the relationship with our customers is a cooperation. Cooperation means that we always focus on our customers' needs and demands, in order to help them reach their goals and visions. In order to succeed we are responsive, innovative and flexible. The best cooperation is when we are acting so proactively, that we apprehend the customers' needs before they are aware of them. Internally we cooperate for the common purpose of helping our customers.

### *Our behaviours*

- I always seek the best solution for the customer – preferably a better solution than asked for and with products and service from all companies within NTT Group.
- I am distinct and consistent in my communication. I talk with my colleagues – not about them.
- I ask for help if I feel unsure. I help others when needed.
- I always do my outmost to get the best information possible from customers and suppliers, so that we can live up to customers' expectations.
- I cooperate with colleagues in all companies within NTT Group, in order to have satisfied customers.
- I respect customers' and colleagues' differences and seek solutions that benefit all parts.
- I contribute with constructive suggestions of improvements if I find weaknesses in routines/systems.
- I listen to information about company targets and work together with my colleagues in order to reach them.