



NRG Gladstone Operating Services Pty Ltd
(Operator for the Gladstone Power Station Joint Venture)
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Environment and Sciences

Team Charter

We will strive for excellence, demonstrated by:

- *Providing a service that exceeds the expectations of the station, in relation to water and steam quality and the monitoring of environmental parameters*
- ~~Supporting each other and having a strong and trusted team throughout the station~~
- Creating inge happy stakeholders, by doing a great job of what we do

We will do that by:

- Staying 'within the box' in relation to individual and team safety; and operational parameters
- Aiming to be technically correct in all our plant operations, monitoring, Reports generated, and advice provided.
- Rewarding vulnerability by helping others to feel safe to seek help
- Providing the ability to report mistakes with the intent of sharing the learnings for everyone (to prevent recurrence)
- Ensuring a consistent approach to relationships
- Ensuring a consistent standard of work quality (to eliminate unpredictability of outcomes, and to prevent chaotic)
- Supporting each other and having a strong and trusted team throughout the station
- Being kind and considerate to others, by understanding their perspective and showing compassion and generosity
- Striving towards a trigger free environment, by presume positive intent
- Being present and inclusive

- Creating a respectful working environment, by supporting each other
- Dealing with challenging conversations respectfully
- Expressing gratitude to each other (and acknowledging what we are fortunate enough to have)