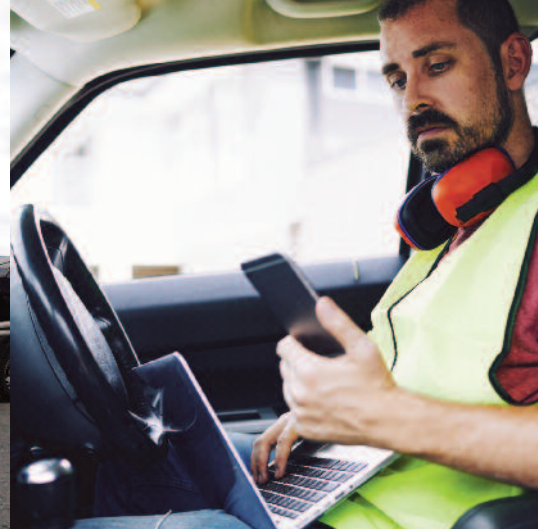


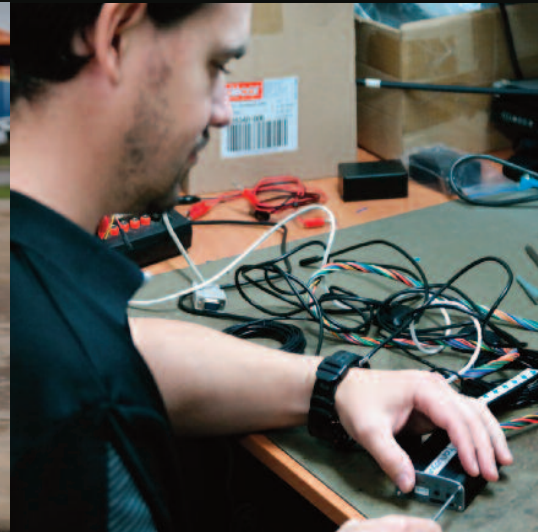
**BLACKBOX CONTROL COMPANY VALUES**

**BLACK  
BOX  
CONTROL**



## ▶ WHAT WE STAND FOR

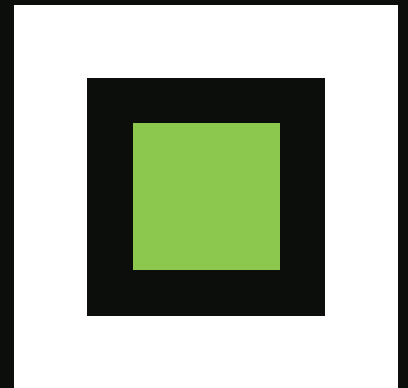
Our people at BlackBox Control are the most important assets in the organisation. These following words are the clear expression of a value, and values themselves are visible through the actions people take, not their talk.





## OUR VISION

Black Box Control is the preferred provider of certified telematics, for our innovative solutions, exceptional service and strong enduring relationships with our customers.



## OUR MISSION

Our mission is to empower our customers to have total control over their assets.

# TRUST

**We are committed** to keeping trust, internally and externally, through our conduct and effort, by acting truthfully and fairly ahead of profit and other business goals.



# RESPECT

**We treat** others the way we wish to be treated. We value everyone and treat each other respectfully through our behaviour appreciating different abilities, contributions, opinions and beliefs.



# EXCELLENCE

**We constantly** strive to create better ways of doing what we do, what we sell and offer by building on our accomplishments, both individually and collectively. We endeavour to exceed expectations.



# COMMITMENT

**We pledge** to meet our responsibilities for the success of our company, customers, partners and employees.

# INNOVATION

**We choose** to encourage new ideas and discovery and to support each other as we strive to improve the business, our skills and our product and service offerings.

# INTEGRITY

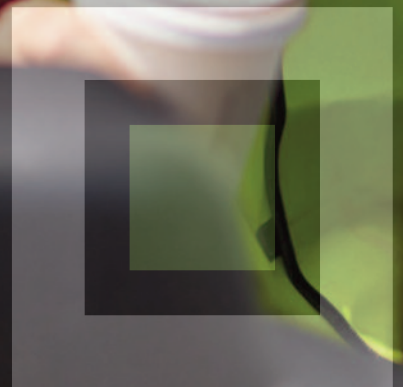
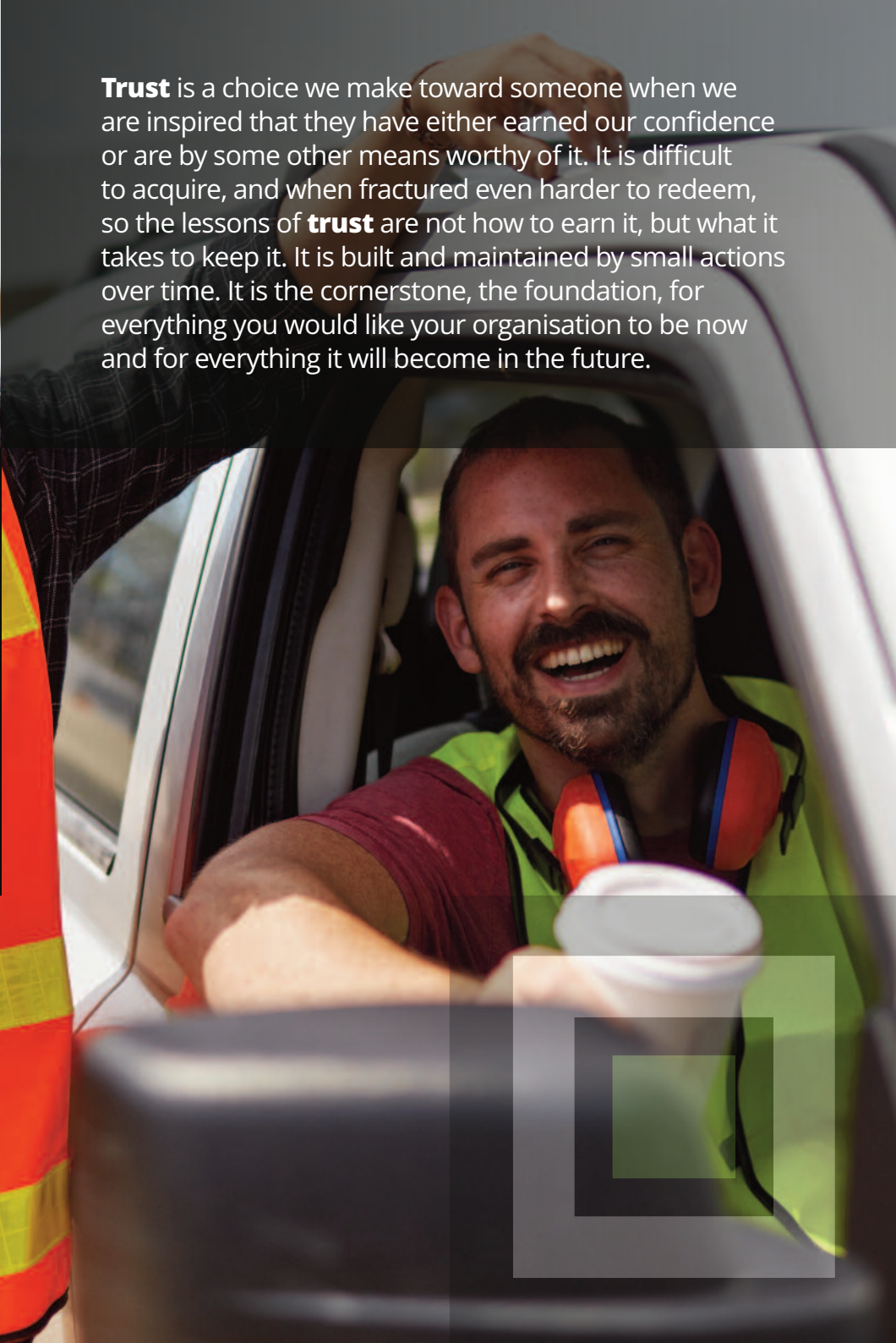
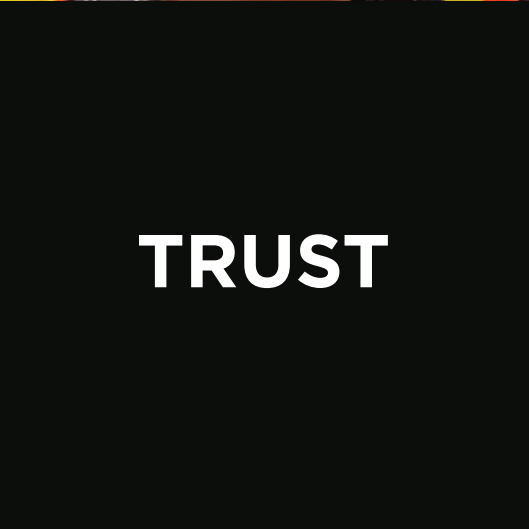
**We demonstrate** reliability through adherence to strong moral and ethical principles to act in the best interest of our customers, our colleagues, ourselves and the company.





**Trust** is a choice we make toward someone when we are inspired that they have either earned our confidence or are by some other means worthy of it. It is difficult to acquire, and when fractured even harder to redeem, so the lessons of **trust** are not how to earn it, but what it takes to keep it. It is built and maintained by small actions over time. It is the cornerstone, the foundation, for everything you would like your organisation to be now and for everything it will become in the future.

**TRUST**



## Trust in Action

- 1 Knowing that you can rely on colleagues to support you when you are within the office environment and offsite, experiencing up to date and clear communication within the office and offsite. Cooperating with and experiencing teamwork within a group meeting or workshop.
- 2 Telling the whole truth, even when it is difficult amongst your work colleagues, staying authentic at all times and trustworthy in your dealing with customers.
- 3 Doing the right thing even when there is pressure not to do so.



## Example


A salesperson was working with a customer and was uncertain about whether BBX could offer a solution that could meet the customer's needs. He had to take unexpected leave and another BBX salesperson was able to step in and progress the opportunity seamlessly because her colleague had been truthful and absolutely trustworthy. ***The result was a happy customer that did proceed with a significant opportunity.***



## Lack of Trust

- 1 When communication is misunderstood; a customer order is misdirected and no one questions an obvious mistake.
- 2 When you don't understand why or when something does or doesn't happen, doesn't mean that a valid reason doesn't exist. Don't assume.

# TRUST



We treat others the way we wish to be treated. We value different cultures and beliefs and show this in our everyday words and actions. We display respect and awareness of individual differences. We seek to listen and **respect** ideas and opinions of others whilst engaging in honest and direct communication at all levels.

**RESPECT**



## Respect in Action

- 1 Being prepared for meeting early and in the right frame of mind, a positive attitude.
- 2 For decisions that affect all staff within the office every attempt is made to give people the option to have their point of view heard. Thus, the adoption of the core office values was only done after every staff member was given the opportunity to contribute and debate their case.
- 3 Within BBX there are experts within their own right, seek out and listen to their area of expertise. You don't have to know everything as you are supported by a team.



## Example


When an employee had an unexpected home emergency the company permitted the employee to attend to the priority in his life and adjusted the work demands to accommodate this. ***On return to work the following day the employee brought his colleagues morning tea to thank them for the support and stayed back late to complete a task useful to many of his team.***



## Lack of Respect

- 1 Employee disregards other departments and only considers their own and not willing to assist other departments.
- 2 When we fail to acknowledge the contributions of others and make assumptions about others and work ideas or aren't prepared to listen to different points of views.

# RESPECT

A high-angle photograph of a person's hands typing on a silver laptop. The laptop screen displays a map with various blue markers and yellow lines. To the right of the laptop is a pink ceramic cup filled with dark coffee. In the background, a green pen holder with several pens is visible. The scene is set on a light-colored wooden desk.

In every situation we find ourselves we strive to do the best that we can and then to do better the next time. It is what happens when we do the little things well.

**EXCELLENCE**



## Excellence in Action

- 1 BBX has developed a culture of going above and beyond when dealing with customer requirements, e. g. always giving full time and attention to a customer however small and always trying to find a way to provide a solution when asked and delivers more than was asked for.
- 2 As a team we encourage, support and motivate each other. The sharing of stories and examples of good or bad experiences within our day let us learn, teach and improve knowledge for the future.
- 3 We take pride in doing a good job regardless of the task.

BLACK  
BOX  
CONTROL

## Example

A technician completed a deployment such that it met the requirement, however added an additional feature that went beyond the scope of work that through his experience he knew would be advantageous and incurred no additional cost to the customer. ***The result was a customer who was extremely satisfied with the solution provided and referred another customer to the company as a result of the better than expected solution.***



## Lack of Excellence

- 1 When an employee does not advise internal or external customers of when activities will occur and not following up with them and advising them of what to expect.
- 2 Employee only performs to extent of the task they are being scrutinised for.

# EXCELLENCE

When we decide to do “whatever it takes” to reach a goal sets in motion an energy field that propels us forward on our path. At each step along the way, our **commitment** inspires us to take positive action and overcome obstacles and pushes us on until we “make it happen.”

# COMMITMENT

TRACK YOUR VEHICLES  
WITH GPS!  
1300 766 764  
blackboxcontrol.com.au



## Commitment in Action

- 1 We continuously look for better ways to deliver our products and services.
- 2 When doing or completing a task, ask is there any-more I can do for you.
- 3 Employees do all that they can do to see other employees succeed.
- 4 Frequently inform and track milestones of a project or a task with the people involved to show the act of commitment to the delivery of the work.



## Example


When IT fixed an obvious issue for their colleague they asked the question 'is there any more I can do to support you?' and it led to the identification of a fault on the employee's PC that was causing a number of other issues. *The one extra question asked led to a saving of a lot of wasted time by their colleague that had been unknown previously.*



## Lack of Commitment

- 1 Employee attends a meeting late and has not read minutes.
- 2 When we tolerate under performing in self and in others and find reasons why things can't be implemented.
- 3 Employee does not support other employees to achieve an outcome.

# COMMITMENT

A man is seen from the side, looking at a whiteboard. A green sticky note is attached to the board. The background is slightly blurred.

The same old way will not work in the future,  
we bring out of the box thinking to work.

A man in a black and white polo shirt is pointing at a whiteboard. The board is covered in red handwritten notes and diagrams. The man has a focused expression.

**INNOVATION**

## Innovation in Action

- 1 We continually strive to better all aspects of our business by welcoming feedback, improving current processes and procedures, encouraging new ideas and input from team members challenging it with the mindset of innovation.
- 2 We look out for new opportunities and smarter ways of doing things for our customers and our company.
- 3 We seek to identify and develop forward thinking solutions with the inclusion of our team members. Effectively communicating at all stages of the process with each other.



## Example

On many occasions our sales team have listened with an ear for innovation and encountered a requirement from a customer that appeared challenging and brought back the requirement and discovered that the issue was already under investigation by the BBX technical teams. ***This has enabled the sales person to position strongly with the customer to ultimately secure the business of some of our biggest customers.***



## Lack of Innovation

- 1 Stalling implantation of processes and procedures after agreements have been signed off.
- 2 Old habits, beliefs and assumptions cloud openness to new ideas and overpower creative and innovative initiatives.

# INNOVATION

This quality is being honest and having strong moral principals to remain whole, and undivided, when working towards a common goal. Its how we build and have effective inter-personal relationships.

# INTEGRITY





## Integrity in Action

- 1 Team members adopting a positive attitude with change within the organisation, we all demonstrate a commitment to teamwork and sharing knowledge and skills.
- 2 We take personal responsibility for our actions and behaviours and deliver on actions promised.
- 3 Employee makes an error and promptly informs appropriate person.



## Example

A BBX team agree to a course of action, which was not the way one person would proceed. That person spoke up, sometimes this leads to a better outcome overall, but on this occasion the agreement was to proceed the way already agreed. *The individual supported the agreement in full as though it was his idea.*



## Lack of Integrity

- 1 Constant undermining from work colleagues doesn't allow us to innovate or progress, chips away at the quality of our teamwork. It takes being courageously honest to address and unless we do we will be held back as a result.
- 2 When team members deliberately withhold information from other team members.

# INTEGRITY



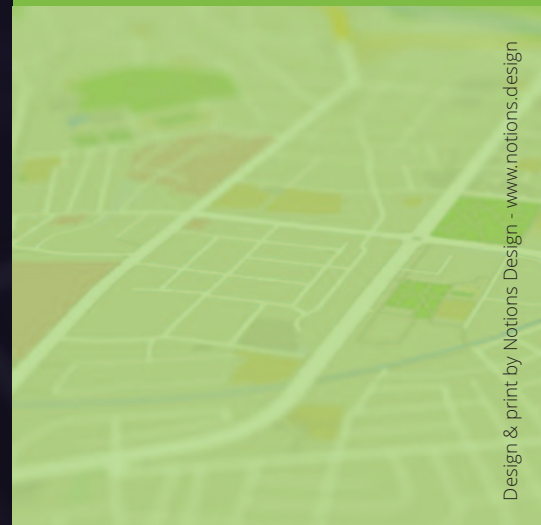


# MORE THAN JUST A PLACE TO WORK

**BlackBox Control** puts data, control and detail at your fingertips to give you the information you need, when you need it.

**1300 766 764**

[www.blackboxcontrol.com.au](http://www.blackboxcontrol.com.au)



Design & print by Notions Design - [www.notions.design](http://www.notions.design)

**BLACK  
BOX  
CONTROL**