MINESCOPE SERVICES

# VALUES HANDBOOK



# What is MineScope?

MineScope is a bespoke consulting company providing subject matter experts, project development & delivery services, and specialist operational support, to augment and strengthen our client's owners teams.

We believe in adding value in everything we do: for our clients; for our team; and, for MineScope.

This handbook explains the essence of what we value, what motivates us, who we are, and how we work together as a team.



# Our Purpose

## MineScope supports mining executives to make informed decisions about their assets.

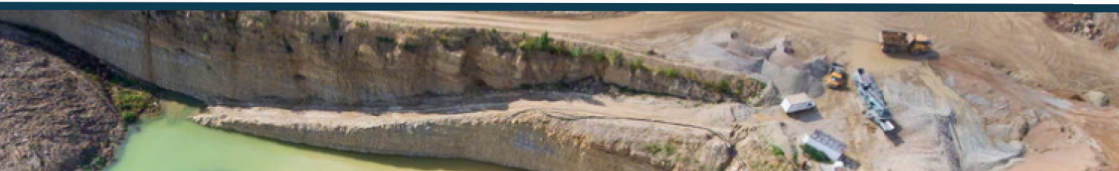
We have a global business and we strive to continue to innovate in decision support for our clients.



# Our Story

Michael Davis and Royce McAuslane founded MineScope in 2017 after working together periodically since 2005. By leveraging their complementary operational and engineering experience, combined with their diverse geographical experience and broad commodity exposure, Michael and Royce are building MineScope as a resilient, global business.

Their vision is to build a company that is enduring but agile, which can adapt to the changing mining landscape; a company where everyone can grow their careers as the business grows.



# Our Team

MineScope's greatest asset is its people.

Since MineScope was founded, the team has supported its clients to deliver nearly 200 studies, projects, or operational optimisation assignments across Africa, Asia, the Americas, Australia and Europe.



# Our Values

Our Values lay the foundation for the way we work and operate at MineScope. They provide a common understanding to guide our interactions within our team and our clients.

Our Values guide the decisions we make within the business, help our employees and clients understand what MineScope stands for, and helps to define our “Why”.



# Our Values

- SHARE KNOWLEDGE
- BE ACCOUNTABLE & TAKE OWNERSHIP
- ACT WITH INTEGRITY
- EMBRACE HARD CONVERSATIONS
- MAXIMISE ASSET VALUE



# SHARE KNOWLEDGE

## Our Meaning:

At MineScope we are a diverse team with different experiences, skills, and expertise. We are open and willing to share knowledge, so don't be afraid to ask questions and seek assistance.

How we collaborate within MineScope is critical to our long term success.

We share our knowledge freely and willingly, whether it relates to “how we do work”, current or past experience (where confidentiality permits), or through mentorship and guidance.



# SHARE KNOWLEDGE

## Ask yourself:

- Do I know who, or where, to go to for information?
- Do I seek knowledge & mentorship to support me in completing work and progressing my career development?
- Do I assist teammates with learning, regardless of their role in the company?
- Do I share tasks, knowledge, and place trust in others to improve the overall team's effectiveness?
- Am I curious about our industry so I keep up with changes, and share this with the team?
- Have I spoken with my team leader about learning new skills?
- Have I given feedback to the team about my findings from a completed job?



# BE ACCOUNTABLE & TAKE OWNERSHIP

## Our Meaning:

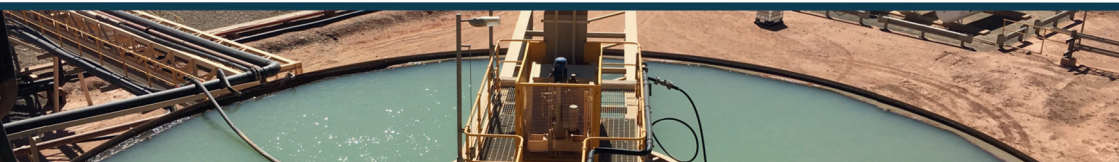
Our goal is to exceed expectations in delivering exemplary service to our clients and the team. To achieve this, we must be accountable and take ownership of our deliverables (schedule, quality and budget).

At MineScope, we focus on the reasons *why*, & *how best*, something *can* be done, not on any reasons why it *can't*.

Setting correct priorities for tasks is vital to MineScope's success.

We ensure our workplace is a safe place for all, without politics, where people are treated with respect and without blame.

We stay **"Above the Line"** *(see last page)*.



# BE ACCOUNTABLE | TAKE OWNERSHIP

## Ask yourself:

- Do I understand what I am accountable for in my role?
- Am I doing my best for myself, my team and my client?
- Am I being proactive and asking for what I need?
- Do my words and actions align?
- Do I take responsibility for my actions, especially when I make a mistake?
- Do I learn from my mistakes through honest analysis, and innovate to do it differently next time?
- Is my behaviour **"Above the Line"?** *(see last page)*



# ACT WITH INTEGRITY

## Our Meaning:

MineScope's reputation as a company is critically important, and we hold ourselves to the highest professional standards to maintain it. We 'walk the talk' with our values at all times.

We are reliable, dependable, and trustworthy, particularly given the confidential, commercially sensitive information we regularly deal with.

In the mining industry, the risk to people's safety, health and wellbeing is real. We will not take short cuts that compromise safety for any reason.

We look out for each other and are not afraid to speak up.



# ACT WITH INTEGRITY

## Ask yourself:

- Have I taken any short cuts?
- Do I have the courage to speak up if something doesn't look or feel right?
- Can I sleep easy at night with the decisions I have made?
- Do I strive to produce high quality work consistently, even under high stress situations?
- Can I be relied on to deliver what I say I will?
- Am I proud of the work I have contributed at MineScope?



# EMBRACE HARD CONVERSATIONS

## Our Meaning:

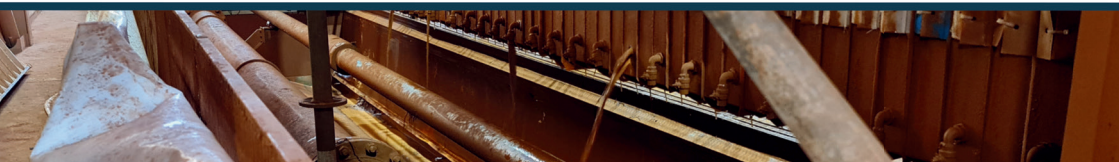
We value critical thinking, diversity of thought, & authentic communication with clients and within the team. We are open to new ideas and opinions. While we might be challenged by a colleague's or client's views, opinions or actions, we have the courage to hold difficult conversations authentically and with understanding. We are considerate, respectful and open-minded to individual situations and the bigger picture.
We are prepared to offer solutions to resolve conflict.
When we communicate we can be assertive and considerate as needed but never aggressive or passive.
We admit our shortcomings and are not defensive when others help us with them. We listen to understand, with patience, giving people time to convey their message. We don't jump to conclusions, instead we provide considered deductions to ensure mutual comprehension.



# EMBRACE HARD CONVERSATIONS

## Ask yourself:

- Have I assessed, analysed & evaluated all the data to support my thinking, before engaging in discussion with clients or peers?
- Have I reached consensus with my teammates internally, before communicating externally with the client?
- Have I considered an integrative solution that potentially merges different perspectives to the issue at hand?
- Am I able to collaborate or compromise to find a mutually acceptable solution?
- Am I considering the other person's circumstances and being considerate when communicating?
- Am I communicating openly and honestly about my thoughts & feelings with my teammates?
- Have I shared the problem with a Cultural or Team Leader?



# MAXIMISE ASSET VALUE

## Our Meaning, Internally:

MineScope's vision is to build a sustainable company with a team who want to contribute value for the long term. When we work as a team towards this common goal, there is very little we can't achieve. It requires each of us to have awareness of our actions and behaviours and how they affect the reputation and future of MineScope.

## Our Meaning, Externally:

MineScope operates a relationship-based business where our reputation is dependent on the quality of the service we provide. To build a sustainable MineScope, we believe it is critical to exceed our client's expectations and maximise the value of their asset.



# MAXIMISE ASSET VALUE

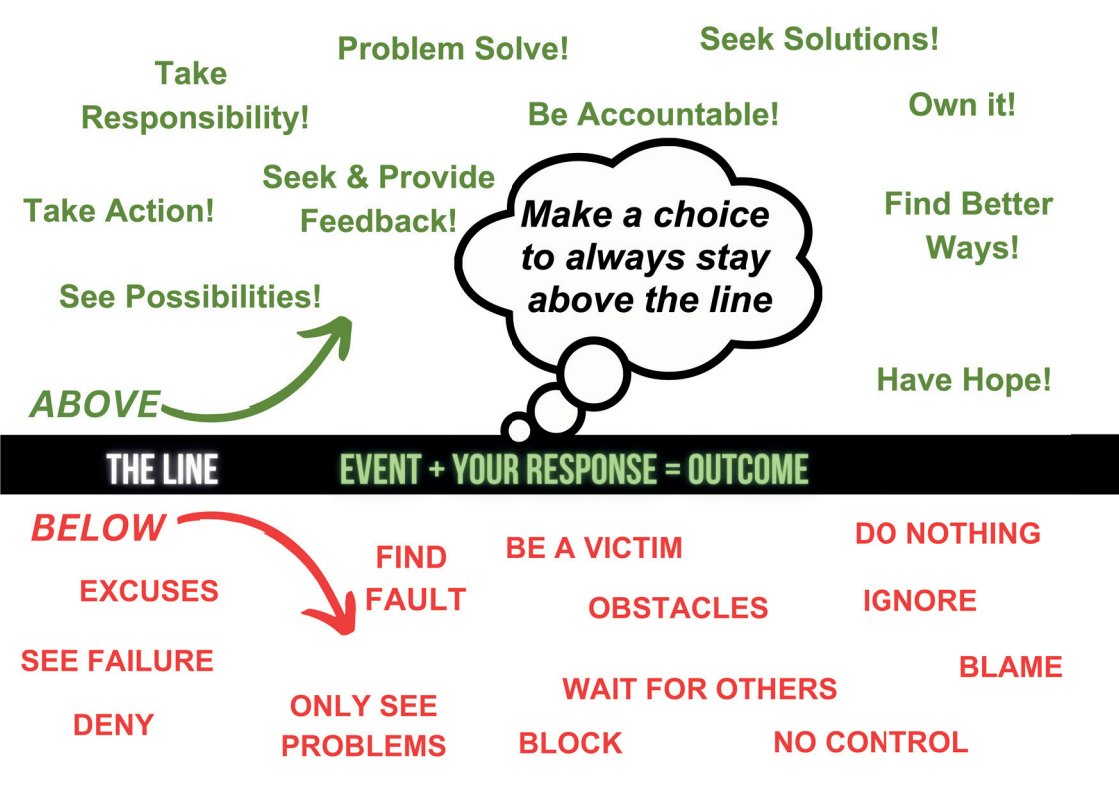
## Ask yourself - Internal:

- Am I willing to give more than I take?
- Is my effort is balanced with the commercial outcome?
- Are my actions contributing to a sustainable MineScope?
- Have I sought to understand the ramifications of the financial decisions that MineScope makes?

## Ask yourself - External:

- Do I understand what our client's expectations are?
- Do I have ideas how MineScope can exceed these expectations?
- Can I identify and accomplish ways to maximise value to our client?
- Can I confidently explain to the client their 'actual need' may be different to their 'stated need'?




Problem Solve!
Seek Solutions!
Take Responsibility!
Be Accountable!
Own it!
Seek & Provide Feedback!
Take Action!
Make a choice to always stay above the line
Find Better Ways!
See Possibilities!
ABOVE
Have Hope!
THE LINE
EVENT + YOUR RESPONSE = OUTCOME
BELOW
FIND FAULT
BE A VICTIM
DO NOTHING
EXCUSES
OBSTACLES
IGNORE
SEE FAILURE
BLAME
WAIT FOR OTHERS
DENY
ONLY SEE PROBLEMS
BLOCK
NO CONTROL

# Joint Values Constitution Agreement

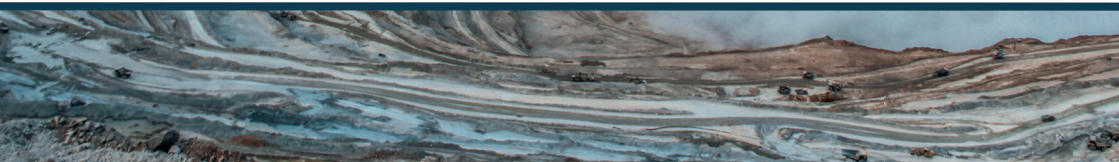
*I commit to the MineScope Values Constitution and, as a MineScope team member, agree to work by and be held to account by these Values.*

**Name:**

**Signature:**

**Date:**

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Level 2,
15 Ogilvie Road
MOUNT PLEASANT WA 6153
MineScopeServices.com.au

