

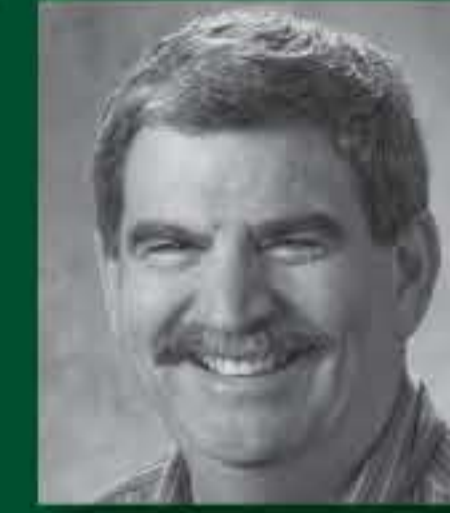


THE NEXT FIVE YEARS

I WILL

coach, develop and motivate my team

- > I will make time to provide constructive feedback to improve performance
- > I will ensure development plans are created for each individual
- > I will create space to put development plans into action



build an organization that is capable of dealing with the future

- > I will create an organization that is open to change
- > I will identify and recruit talented people
- > I will confront and address poor performance

create a collaborative environment that inspires innovation

- > I will treat people with fairness and respect
- > I will proactively encourage fresh ideas and creative solutions
- > I will create a spirit of openness



develop strong internal and external customer/partner relationships

- > I will deliver the highest level of customer satisfaction
- > I will engage business partners to create mutual value
- > I will create and sustain long-term relationships

set and articulate a clear and compelling purpose and direction

- > I will articulate the vision and strategy
- > I will call others to action
- > I will set clear goals and objectives