



A WIN WIN BUSINESS

We have confidence in our ability to provide value. Our customers, suppliers, colleagues and others, all receive a fair share of the value created when we work together.



CUSTOMERS COME FIRST

We develop long term relationships with customers who have similar values to BNL, so looking after customers means we are looking after our business and making it sustainable.



WE ARE INNOVATORS

We are constantly improving our products and our processes. Long term improvement goals come from all areas and consistent small gains add up to big improvements.



A LONG TERM BUSINESS

We are all responsible for long term, sustainable excellence; proactively managing risk, caring for our people and not cutting corners so BNL is a better organisation going forward.



WE AIM HIGHER

We can only have a constantly improving business if we challenge each other to be self-aware, work on weaknesses and aim high.



LEADERSHIP & SUPPORT

Leaders challenge teams to achieve more, whilst providing space and support for personal growth and ownership. We all commit to and are accountable for agreed strategic plans.



BLAME LESS, LEARN MORE

Mistakes are opportunities to learn and make improvements. We all make mistakes but we work together, communicate and focus on creating solutions.



COLLABORATION & TEAMWORK

We can only meet our challenges if we respect, listen, collaborate and learn with each other and with our customers and suppliers.



STAY POSITIVE

Being positive and passionate when we face challenges, staying open and cheerful gives us all a better chance of contributing more to our success as a team.