



**KLINGE**<sup>®</sup>

# THE KLINGE GROUP OF COMPANIES

## MANNER & SPIRIT

Treat other people as you would like to be treated.

### **...is how you treat**

- Yourself
- Fellow team members
- Clients
- Potential Clients
- Everyone you Meet

### **...underpinning processes**

- 1) If you need help then "Put your hand up" (ask for help), and do not expect other people to read your mind.
- 2) Defend fellow team members.
- 3) Assist team members "in trouble".
- 4) Never knowingly position someone to be "out over a cliff".
- 5) Being "straight off the shoulder, i.e., if you have an issue with something that is said of done, talk about it as soon as you can.
- 6) Be a KLINGE team player/member.
- 7) Conduct, attend & participate in weekly team meetings.
- 8) Provide options to issues rather than pass on problems.
- 9) Show interest and gain context to a situation by asking "three questions".
- 10) KLINGE Fan Club consist of employees and their families, suppliers and clients.  
You can't have a successful team without a fan club.
- 11) Never disclose information about the business of KLINGE or clients.
- 12) Do not "get mad so you can leave" – refer putting your hand up and being straight off the shoulder.
- 13) KLINGE policies – The Management Team see our Policies & Procedures as a form of protection, whilst working under them you are supported and protected by our organisation.

**Revised:  
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*Safe Tyres Produce More  
& Last Longer*