

# the Punchbowl difference

To be the highest performing personalised service provider, making a value difference for our growers.



## CUSTOMER FOCUS

### Grower Service Excellence

Know our customer, understand their business and their needs.

### Clear Communication

Communicate clearly, comply with industry standards and focus on quality outcomes.

### Politeness & Equality

Treat our customers and your fellows with politeness and respect. Build and maintain relationships.

## EFFICIENCY

### Effective Efficiency

Be effective and efficient in achieving the best possible outcomes - planning, training, systems and time management.

### Innovation

Introduce new and creative ideas to improve efficiency.

### Communication

Encourage team members to openly share their opinions and views.

## ATTITUDE

### Passion

Show pride, enthusiasm and dedication. Be committed to delivery of high quality outcomes.

### Positive Workplace

Build a team focus. Take pride in the company and your fellows.

### Motivation

Celebrate success. Recognise and reward individual and team achievements.

## INTEGRITY

### Responsibility

Accept responsibility for ones actions. Use your experience and good judgement to achieve good business outcomes.

### Ownership

Take ownership of your actions that influence our customers and fellows.

### Honesty

Act with honesty and integrity in all matters.

## SAFER WORKPLACE

### Personal Responsibility

Health and safety is everyone's responsibility, always look out for yourself and your fellow team members.

### Step up, Speak up

If you don't think it is safe, say something.

**Dedicated to a Safe Work Place** Employee safety is an integral part of our responsibility and we work hard to provide a safe and healthy working environment.

make a difference

PUNCHBOWL

