



What it means to work for SRT
Understanding our Values

“Our purposes is to provide leading, end to end supply chain services”

SRT VALUES

CUSTOMER FOCUS

We see the opportunities that others don't and understand the value of service. We listen to our customers needs so that in the future as in the past we continue to be the innovators in our industry. We are and have always been creative and resourceful in the way we meet customer needs.

PROFESSIONALISM

We prioritise safety and security above all else. We strive to deliver consistently high levels of service. We thank our customers by our actions and repay their faith in us by ensuring that our employees, fleet and buildings portray a positive image in the community.

RESPECTFULNESS

We treat our customers, co-workers, visitors and the wider community and environment with respect. We are courteous, honest and thoughtful and follow the chain of command.

We treat the freight we manage and equipment we use with respect and operate as if it is our own.

COMMUNICATION

We listen to customers and co-workers to understand their needs. We respond quickly to requests and proactively seek solutions to problems. We work as part of a team and keep all customers and co-workers informed of issues. We take responsibility, show initiative, actively offer assistance and see through our promises.

WHAT YOU SHOULD DO

Act with uncompromising **integrity**

Display a “**Can Do**” **flexible approach** and always exceed customer expectations.

Take Responsibility for your job. Always perform your job safely, to the best of your ability. **Be prepared to be held accountable** and learn from your mistakes.

Adhere to safe work practices. Act with energy and enthusiasm.

Maintain a high level of compliance to QA & food Transport Safety **accreditation**.

Keep yourself, our fleet and equipment well presented, **clean** and hygienic.

Display co-operation by offering help.

Assume the best and **speak positively** about others. Keep work related information confidential.

Be **punctual** in your tasks and if delayed let your co-workers / customers know with as much notice as possible.

Always acknowledge customers and co-workers. Smile, identify yourself and make eye contact.

Anticipate customers **needs** and take responsibility for getting the job done.

Give and receive **honest feedback** both good and bad. Pro-actively recommend suggestions to resolve issues and become part of the solution.

HOW YOU CAN DO IT

- ▶ Display our service focused culture by ensuring a strong consistent performance

- ▶ Know our customers. Deliver efficient services that cost effectively meet their needs.

- ▶ Regularly review the level of services you provide to keep pace with any changes in the customers needs.

- ▶ Report all Hazards and minimise risk wherever possible

- ▶ Present ourselves and our vehicles in a professional manner at all times.

- ▶ Seek and actively participate in training.

- ▶ Embrace the performance review process and take ownership of your own professional development, knowledge and skills.

- ▶ Recognize and respect differing cultures, viewpoints and beliefs.

- ▶ Create a positive environment where good employee performance is recognized and rewarded.

- ▶ Exceed co-workers expectations.

- ▶ Take pride in your workplace and assist in making SRT truly the employer of choice in the marketplace

- ▶ Only engage in ethical conduct.

- ▶ Encourage two-way communication to ensure understanding and improve outcomes.

- ▶ Keep communication positive, transparent and take a big picture view of issues. Always respond with empathy, even if you disagree.

- ▶ Assess the impact your communication has on SRT and the customer – keep it positive!