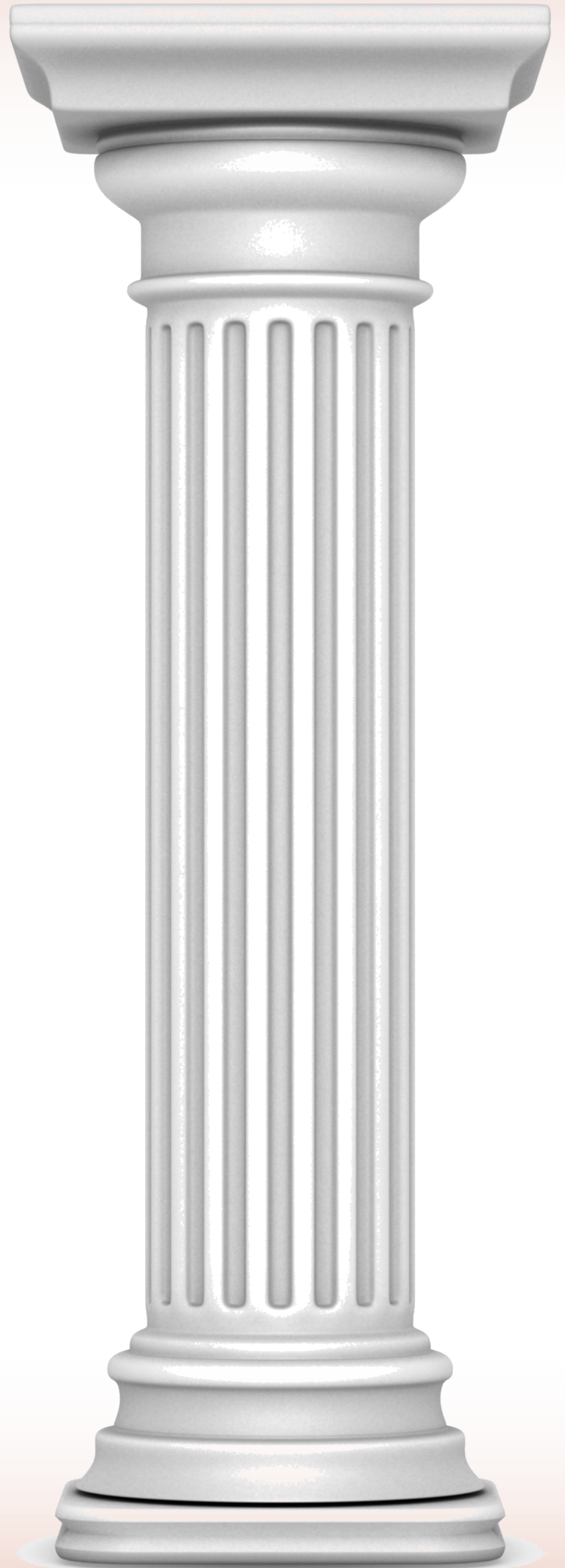


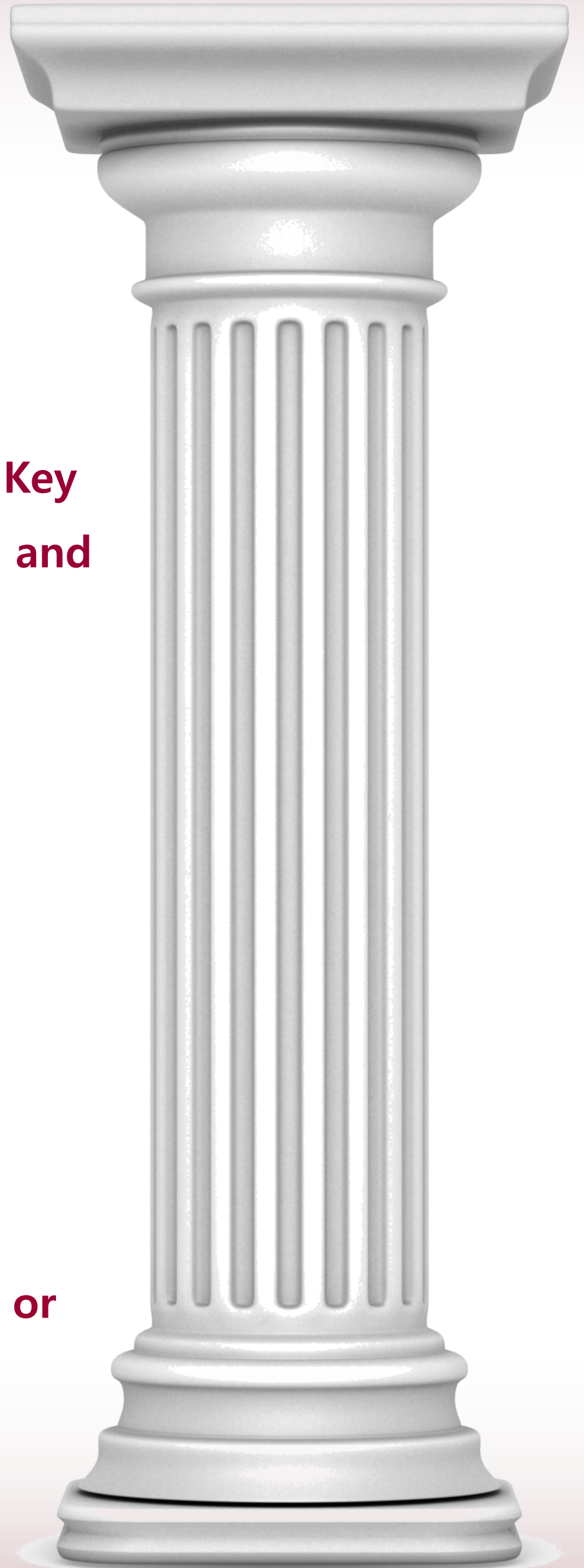
PLANNING, EXECUTION & FOLLOW UP

- We Understand Expectations
- Identify Areas of Opportunity
- Develop a Plan for a Desired Outcome
- Execute the Plan
- Follow Up and Assess the Outcome Achieved
- We Learn From our Mistakes



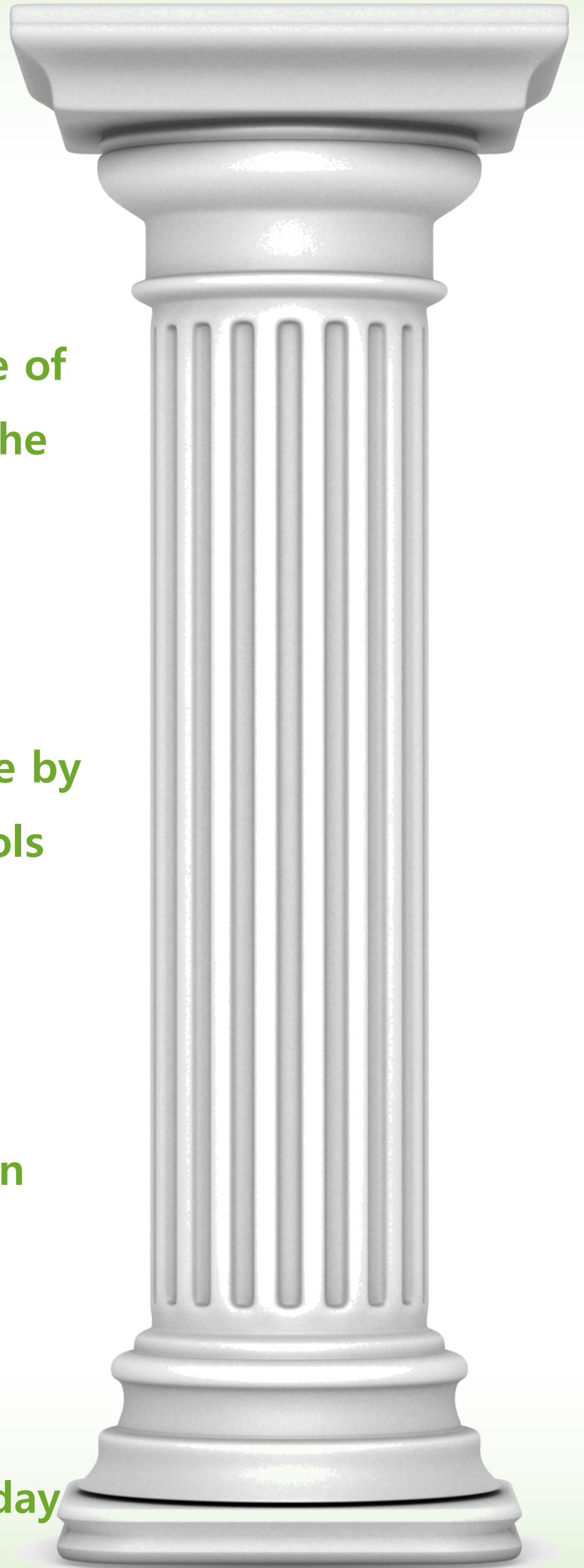
COMMUNICATION

- **Follow Effective Communication Plan**
- **Ensure All Staff are Aware of Key Organisational Developments and Strategies**
- **We Don't Grandstand**
- **We Don't Over Communicate or Complicate Messages**



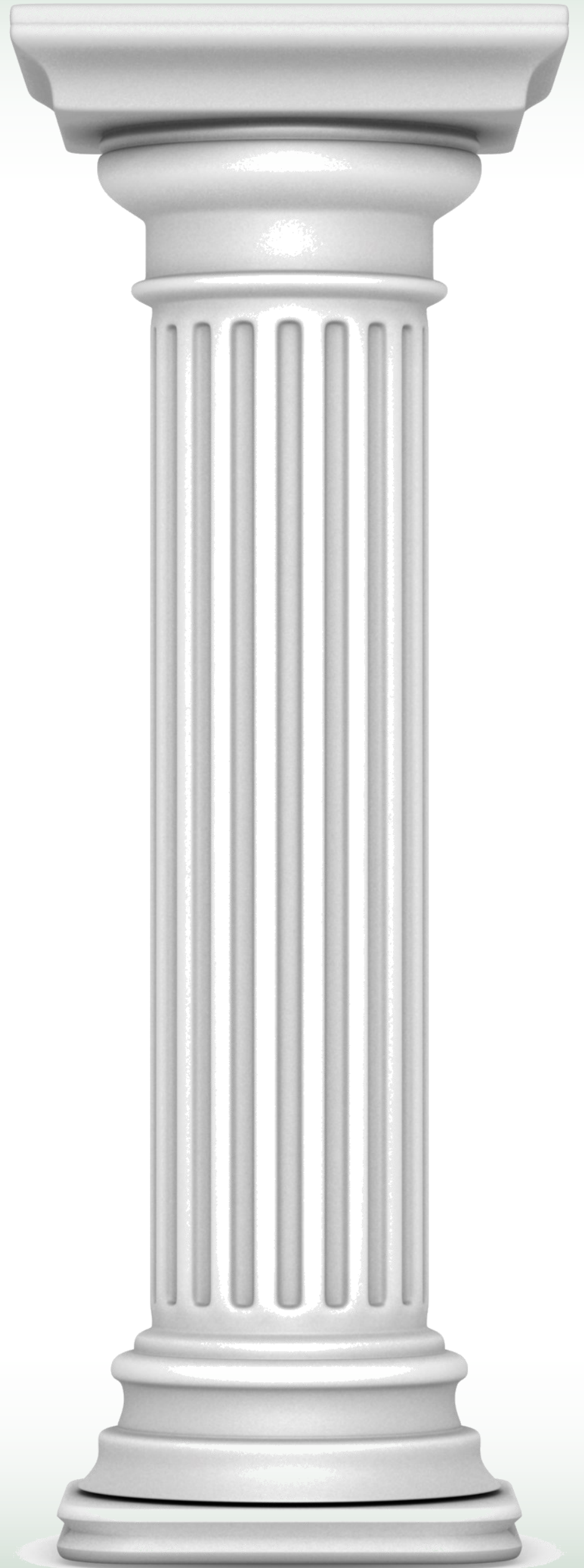
SAFETY

- We Identify Hazards in the Stores and Fix Them
- We Ensure all Staff Are Aware of Risk Assessments and What the Requirements Are
- We Have Risk Control in Place by Using the Hierarchy of Controls
- We Follow-up and Assess, Ensuring Outcomes Have Been Achieved
- Everybody Goes Home Everyday



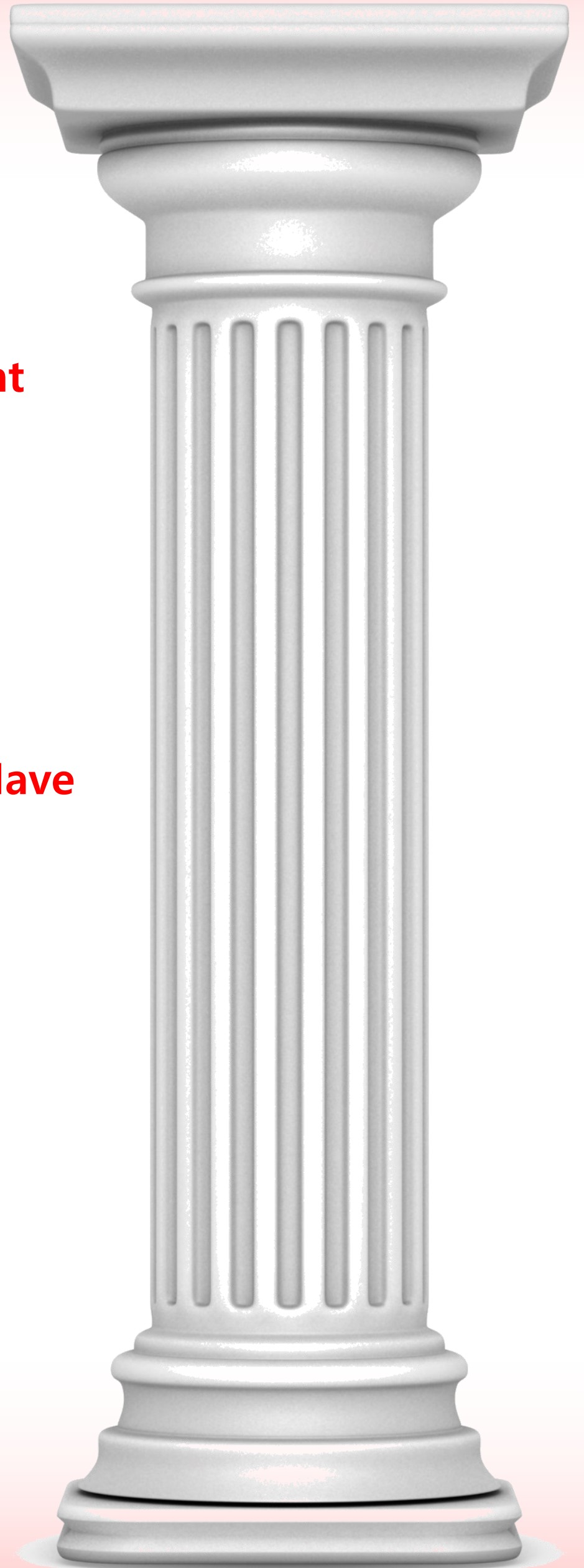
TRAINING AND DEVELOPMENT

- Induction Structure
- Operations Manual
- Train for Relief or Permanent Roles
- Flexibility in Instore Training
- Allocate a Mentor
- Follow up and Assess



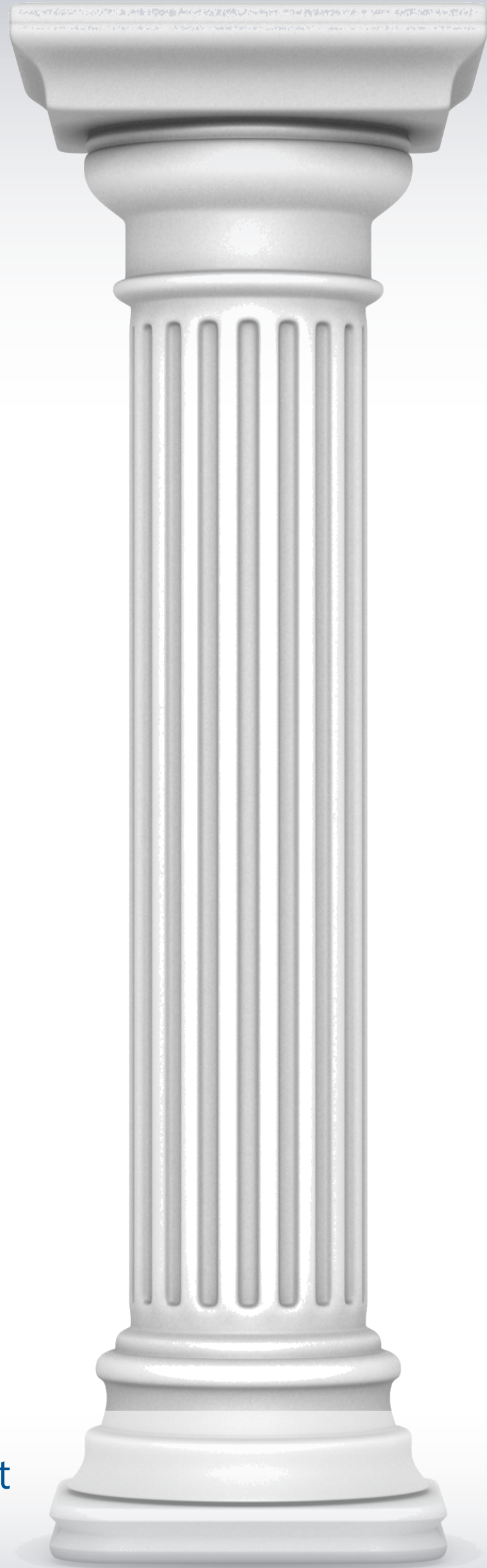
POLICY & PROCEDURE

- **We Have Simple and Relevant Procedures**
- **We All Have Access to Current Policy and Procedure**
- **Ensure All Our Managers Understand the Reason We Have These in Place**
- **We Follow Up and Seek Continuous Feedback**
- **We Expect 100% Compliance**



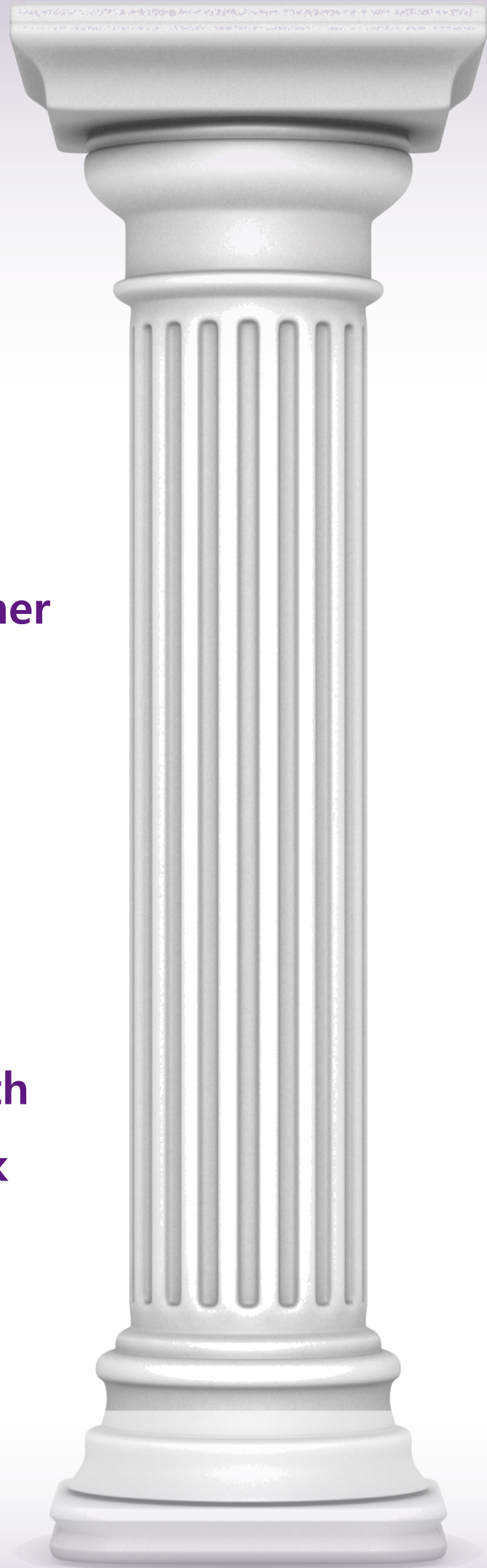
SOUND RECRUITMENT

- **Retail Knowledge and Experience**
- **Physical Ability**
- **Fits Our Demographic Range**
- **Personality**
- **Willing to Learn**
- **Career Path**
- **Computer Skills**
- **Process:**
 - 1st Interview** - HR Manager
 - 2nd Interview**- Ops and Area Manager
 - 3rd Interview** - Store Visit With Area Manager
- * Followed by Honest Assessment



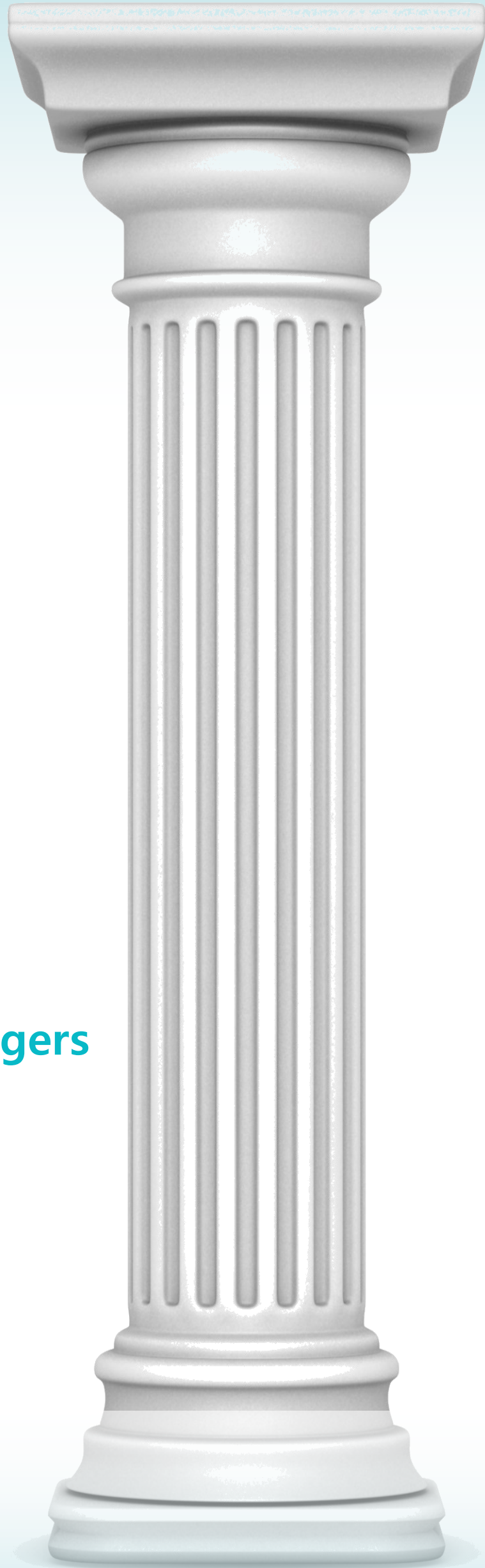
TEAM WORK

- **We Are the Best Communicators in the Business**
- **We Respect and Support Each Other at All Times**
- **We Network With Each Other and Other Departments**
- **We Stay Positive and Are United as a Group**
- **We Provide Each Other With Honest and Open Feedback**
- **We are Not Afraid to Have Our Say**



RESULTS

- **Budget is King**
- **We Deliver For Our Clients**
- **No Surprises**
- **We are Proactive**
- **We Work With Store Managers to Get Results**
- **We Deliver For Our Share Holders**



NUTRITION

- **We Ensure Compliance With Policy**
- **We Actively Support the Nutrition Program**
- **We Support and Assist the Nutritionist**

