

## A J BAKER & SONS

### MISSION STATEMENT

*To be Australia's leader in commercial refrigeration and air-conditioning solutions.*

### COMPANY VISION

We will be the sector leader by providing excellence and value to our customers through our quality products, and the way we supply, install and maintain them.

We maintain and foster high levels of trust, show respect to everyone, work together as a team and perform with integrity at all times.

### OUR CORE VALUES

- **Customer Service**
  - We are committed to delivering excellence in customer satisfaction
  - We listen to our customers, respecting and responding to their needs fairly
  - We make it easy for our customers to do business with us
- **Quality and Innovation**
  - Quality is an integral part of everything we do. We strive for excellence
  - We continue to bring to market the most up to date industry technologies
- **Employee Development**
  - We listen to our employees and treat each other with respect
  - We care for our employees' health and safety
  - We are committed to employee training and development
  - We value diversity in individuals
- **Performance**
  - We work together to achieve more through our unified culture and shared knowledge
  - We strive for continuous growth to reinforce our position in the market
  - We continuously improve the productivity of our assets and resources, and use them responsibly
  - We will achieve outstanding financial performance
- **Responsibility**
  - We will provide a safe and healthy workplace.
  - We continue to maintain the highest ethical standards
  - We will be environmentally responsible
  - We will have strong inclusive partnerships with the communities in which we do business