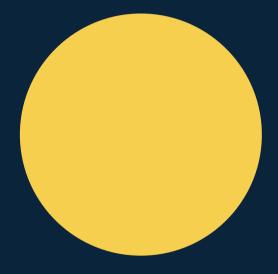
### CULTURE COMPANION



### TOGETHER WE CAN

## 

### WHAT IS A CULTURE?



Noun: culture; Plural noun: cultures

Definition:

# A set of core beliefs and values that define the behaviour of a group.

Similar: civilisation; society; family



At ProSolve we're different and that's because of who we are, not just what we do.





We believe that there is a better way to supply the construction and civil engineering markets.

## We offer high performance consumables to some of the biggest names in the industry.

We truly believe that through our diverse product range, competitive pricing and superior service, we can make a difference to those who partner with us.

### Since 1982, prod ProSolve name are quality, and we're p creating and gro

### ucts bearing the synonymous with roud to be a part of wing this legacy.

### WHO ARE WE?

On one level, we're a company offering consumables and hardware to the construction and civil engineering industries. But we're much more than that...







# We pride ourselves on understanding our customers' most fundamental needs

From providing specialist advice and project support, to delivering competitively priced and superior consumable and shelving products, we're passionate about helping our customers to thrive.



We don't want to be "just another supplier" to our customers. They're an extension of our business, and us of theirs.







And we don't want to be "just another employer" to our staff. We want them to feel part of the ProSolve family.



## We believe in the power of ou

### e transformative ır business.



At ProSolve, we're passionate about what we do and the products that we supply.

Yes, we want to improve our customers' profitability but we want to improve their industry experience, too.

Our commitment to our customers –

# We deliver on the make, all of which a integrity, accounta working pa

# commitments we re underpinned by bility and positive rtnerships.



The feedback we get from our key partners, lets us know that we're on the right track.

Always had an excellent mutual relationship with ProSolve. They are a great business and great people. A company that offers more than just fantastic civil consumables products, and a fantastic service at the right price. They work to gain an understanding of the client's objectives to facilitate consolidation and efficiencies in a frictionless manner.

James Clewer **Jewson** 

The team are always professional, helpful and good fun to deal with.

Amanda England **Morplan** 



### What sets us apart

### No MOQ

With no Minimum Order Quantity, our customers only buy what they need, and our industry is less wasteful in a world that could use less surplus.

### **Free Advice**

When our customers need us, we'll be there. We answer questions free of charge because we value our relationships.

### A responsibility to the wider world

We want to be sure that we're doing good for the world around us. That's why we support and raise awareness for the charity

Bluebell Wood Children's Hospice.

Learn more at bluebellwood.org

## At ProSolve, woof ourselves as

## re like to think beople-oriented.



Our focus isn't simply how staff can be the best for our customers, but how they can be the best for themselves too.

Life is about the people you meet and the things you do with them – that's why we're passionate about making sure our whole team thrive. From the directors to the sales team, and the marketing manager to the warehouse staff, we're a family.

### A ProSolve family.

### Our commitment to our staff -

- We value our ProSolve people.
- We're committed to encouraging your development.
- We promise to recognise and acknowledge your achievements.

We're a responsible employer, caring about the health and wellbeing of all. We strive to ensure the safety and security of our staff, customers and end users.



# At ProSolve, we have three key principles that run through our business...

- We're a responsible employer and a responsible business
- We're more than a team, we're a family
- A growth mindset underpins everything we do



## We have dedicated breakout areas designed for comfort and practicality





#### Guidelines, policies and a dedicated mental health awareness phoneline.

If you're struggling, we're here to help you every step of the way.



Helping staff further themselves.

With our workspace redesign, we dedicated a set room for training and workshops.



### Seeing and creating value for all, in all that we do.

Our staff are the beating heart of what we do. It's why we refer to our employees as "the ProSolve family". We arrange regular team building sessions so departments can engage (with snacks, of course) and discuss the growth of the company.



# We aim to create an inclusive workplace where every member of staff feels valued and seen.

"It is clear that you have a company with strong personable, family values when it comes to colleagues and customers and clearly the can-do attitude of your team at all levels of the business shines through."

Emma Ward Head of Supply at C&L

Our staff are our biggest asset. We are proud to employ some of the best and brightest talent in the industry.

# Newcomers are orientated, trained and paired with a "buddy" to help them settle in.

We strive to cultivate a close-knit, family atmosphere through training sessions, group lunches and an open, positive mindset that feeds down from our leadership team.



### We listen to every idea.

Whether you're a manager or an intern, a salesperson or a security guard, if you have ideas to help us grow or improve - we want to hear them.

## Made a mistake? Don't worry, we'll ProSolve it.

#### We deal with issues or problems as they arise and encourage openness and honesty.

When mistakes happen, we support staff with new processes or additional training so that they can feel confident in their work and provide actionable insights to help them make different decisions next time.

## We opera tolerance bu

#### te a zerollying policy.



### Growth matters. It's why we invest in our team.

From the right kit, to the correct training and mentorship, we're here to support, advance, and nurture you.

#### Welcom Prosolv

# eto our efamily

