

CULTURE
COMPANION



**TOGETHER
WE CAN**

PROSO

SOLVE IT

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.**



ProSolve



**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, products
ProSolve name are
quality, and we're p
creating and grow**

**ucts bearing the
e 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, shelving and trailer 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
ur 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
are underpinned by
ability and positive
partnerships.**



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 two organisations whose work is making a difference:



Learn more at
bhf.org.uk

The
Children's
Hospital
Charity.



Learn more at
tchc.org.uk

**At ProSolve, we
of ourselves as p**

ve like to think
people-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...**

- 1 We're a responsible employer and a responsible business**
- 2 We're more than a team, we're a family**
- 3 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 zero-
llying 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**

**me to our
e family**

