

# ROAD RANGER'S CORE VALUES & EMPLOYEE PROMISES

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**“We hold dear these values and commit to hold one another accountable to them in attitude and in conduct.”**

## **ROAD RANGER'S CORE VALUES**

1. We conduct ourselves with integrity and respect – we do what we say and we are truthful in saying it.
  2. We have a passion for our business and our customer.
  3. We operate with efficiency, excellence, quality and thrift (ensure excellence as inexpensively as possible).
  4. We execute with speed, offer value and pursue volume.
  5. We promote and encourage open communication throughout all levels of the company.
  6. We build meaningful relationships with our fellow employees - to create a culture of loyalty and commitment to one another.
  7. We are accountable for our actions and hold others accountable for theirs – we are a team.
  8. We do what is right, not just what is easy – always with a duty of care for what is best for the company.
  9. We are performance driven, we measure, rank, remove and replace - celebrating and rewarding achievement.
  10. We are retailers; it's about our stores which are to always look and function as if they just opened yesterday.
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## **COMPANY PROMISES – To You**

1. Pay you competitively, accurately and on time for 100% of hours worked.
2. Post a set schedule three weeks in advance.
3. Give you your Scheduled vacations (full time).
4. Provide an on-time performance review.
5. Properly and adequately train you to win.
6. Ensure a qualified, fair and encouraging manager and supervisor.
7. Ability to transfer to another store if you are unhappy.
8. Listen to your opinions in a safe environment, without fear of being terminated or other reprisals.
9. Have access to the next level of management if your manager does not or cannot resolve a problem.
10. Inform you of company policies, benefits, advancement opportunities, and company direction.
11. Provide proper and adequate equipment to do your job well.
12. If you are full time status, you will be scheduled at least 36 hours every week.
13. Treat you and others with respect at all times.

## **EMPLOYEE PROMISES – To the Company**

1. Integrity - that you will not steal or permit others to do so.
  2. To care for our customers by giving them the superior services they expect at Road Ranger.
  3. That you will take care of our store so that it meets our standards at all times.
  4. To treat your co-workers with the respect and courtesy that you expect.
  5. Give open and honest feedback and complete a survey so that we can correct any issue and ensure success.
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**If you believe that any of these values or promises are not being honored or followed you can contact the HR Hotline at [hrhotline@roadrangerusa.com](mailto:hrhotline@roadrangerusa.com) or call (815) 387-1700 x.330.**