

10+1 CULTURE COMMITMENTS

1 CAN DO ATTITUDE

You can inspire and achieve by your attitude and actions.

2 CUSTOMER EXPERIENCE

Customer satisfaction and perfect performance. We exist to satisfy our customers and do everything in our power to add value to the customers' experience.

3 RESPECT

We treat everyone with respect and dignity. We don't call our people 'staff', they are part of the 'team'. All ideas are encouraged and every individual counts.

4 CONTINUOUS IMPROVEMENT

We strive for excellence and are never satisfied – always raising the bar to keep improving, even if it means changing everything we do. We don't get complacent and have never arrived.

5 COMMUNICATE

Communication is both direction – listening as well as talking. Get communication going continuously and in as many ways as you can.

6 COSTS

We continuously find ways to reduce expenses, cut our shrinkage and improve productivity.

7 ACCOUNTABILITY

Commit. Take ownership. Be responsible for your actions and results. 'Do or do not – there is no try'.

8 TEAMWORK

Depend on others and others must be able to depend on you. Teamwork means supporting and coaching all around you. We succeed through the effort of our teams not through individual performance.

9 TRUST

Act in a manner that instils trust in all our team, customers and partners.

10 INTEGRITY

Operate with honesty and integrity. Never tolerate a breach of integrity.

+1

DO IT NOW

Make decisions, take action, and get the right things done. Everything we do, we do with a true sense of urgency. Do the right thing now.

Lovisa