

Polaner Selections Company Culture Statement

To work for Polaner Selections requires a special commitment.

The commitment is both professional and personal, and entails a fundamental belief in the power of a team. While we recognize and encourage individuality and individual achievement, it is the daily steadfast awareness of one's role as part of a larger culture and communal effort that makes the team even stronger. Together we comprise a collective group, one where people not only perform with excellence and professionalism but also have made the decision and commitment to perform fully to their potential.

The core values and key principles that define the Company Culture stem from four fundamental principles: Vision, Alignment, Commitment and Leadership. Everyone who works for Polaner selections lives, eats and breathes this same *Mantra*, and shares a common vocabulary for the principles they embody. It emanates from the inside out, and sends ripples into the pond to all those with whom we interact, both internally and externally.

While the company encompasses and embraces a large diversity of people and jobs, there is a basic understanding that one part of the system cannot work optimally without the full support of the other. When two people or departments are at odds, the system weakens and can break down. Conversely, when someone on the team goes the extra yard for someone else, is accommodating in times of need, or extra patient even when they are under immediate stress, the strength and achievement of the whole group increases exponentially.

Once every member of the Polaner team knows they will have the full support of the rest of his fellow company members, they can focus on doing their jobs most effectively and efficiently. They don't need to waste time on the internal "minefields" stemming from unprofessional behavior, but can dedicate their full attention and effort where it is needed most. This in turn will increase productivity and profitability of the team and create additional opportunities in the long run for all involved.

And once the team is watertight, the products and service that we provide can be delivered in a way that creates a positive and seamless experience for our customers. We cannot exist without our customers, and everything we do should create some value-added for them and help make them feel better about their relationship with the company. This begins with an underlying commitment to integrity and professionalism, whether servicing their basic needs, responding immediately to their issues and questions, or simply treating them politely and professionally on the phone or in person. They need to know that a Polaner employee will go the extra yard for them.

This doesn't mean that there will never be issues or points of contention, but it is how we deal with these that distinguishes us. There are times when flexibility and compromise are required, or appropriate boundaries need to be drawn. However, in doing so, it is crucial that people understand the

context for our decisions and policies, and that we display empathy, honesty and emotional intelligence when communicating them.

So, every day, take a moment to stop and think about what you are doing and how you are doing it. Think about how it can ripple out to your fellow employees, to your customers, and the world at large. In the end, everything that you do or create for others is really only an investment in your own future well being and success.

We at Polaner are looking for those who have the special and dedicated commitment to make this investment every day.