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## Our Vision

Our vision is about what we're here to do, and that is ...

**... to be the world class supplier of choice for builders and DIY project customers**

Our vision is our goal, so it's the same for all of us! And if we know what our goal is, together we can make a huge difference. Believe it or not, the smallest things we do can make it happen, because they all add up.

We want to become so good at everything we do that going anywhere else just isn't an option for our customers. Each day we need to look at improving how we do things. We should always be asking ourselves: is this the best I can do?

## Our mission

... is how we make our vision happen. It is;

- To serve our customers with the right attitude and provide the right product at the right price at the right time and with the right advice.
- To strive to excel in meeting the needs of builders and DIY project customers as a specialist and market leading retailer
- To build lasting relationships with customers by using our 'know how, can do' approach to go further, to achieve the best and help our customers succeed.

## Our values ...

... are about how we do business in PlaceMakers – how we treat everyone around us and the things we do that make us PlaceMakers people – and part of the PlaceMakers team.

So our values are World Class, Success, Teamwork, Honesty, Know How, Can Do and Safety. Read on to learn more ...



# Our Vision, Mission and Values



- World Class**    **Being the best in the business**  
When it comes to retail building solutions, we want to be the ones setting the standards – the word on everyone’s lips when they’re talking about ‘how it’s done really well’. We’ll get there by seeing how we can do better every day, lifting our game and making it happen.
- Success**        **Helping others to achieve success**  
Success is a great feeling isn’t it? And we want to feel it all the time within our teams, within each store and within PlaceMakers as a whole. Above all, we want our customers to feel it every time they work with us. That way, they’ll keep coming back for more of the same!
- Teamwork**      **Willing to help each other, both internally and externally. Asking questions and sharing knowledge with each other.**  
Whether we’re talking teamwork between JV Partners and National Office, or between people working at a particular site, we all have a part to play with our unique skills and know how. Any why keep it to ourselves? PlaceMakers is all about sharing that knowledge so that each of us learns more and gives the customer the best solution and service.
- Honesty**        **Being true to our word**  
If we’ve got something to say, we front up. Ours is a plain talking business where we owe it to each other to tell it like it is. When things don’t go to plan, we own the problem and find the best solution. It’s just easier that way. And it shows respect; respect for ourselves, for each other, for our customers, for quality and for our trade.
- Know How**     **Taking pride in our industry knowledge and being keen to keep learning**  
Often it feels like building is our sixth sense. We know the products, the processes and people in the industry. We’re proud of our knowledge and we’re happy to share it as often as possible – with customers and with colleagues in store and with National Office. If we all share what we’re good at, we all benefit!
- Can Do**         **We get on sorting things out and getting the job done right. Being friendly, helpful and positive is how we get things done.**  
Builders pride themselves on pushing the boundaries to see what can do done. At PlaceMakers, we’re the same. We do everything we can to make it happen for people, for our customers, for each other and for ourselves. Sometimes we even manage to make the impossible happen!
- Safety**         **Taking care and not getting injured in the process.**  
If building is our sixth sense, safety is our seventh. We all know how dangerous our business can be. No one wants to get hurt or see a team mate or a customer get hurt. Which is why we never compromise on safety. We don’t apologise for our hard line. Doing things safely, first time, every time is the only option.

