

Realcold - Values

Our Commitment to the HVACR Industry

We are committed to continuing Realcold's long tradition of superior service to the HVACR industry in New Zealand, Australia and the South Pacific.

Our People

"Our greatest asset and key to our success".

Our most valuable asset is the specialist and professional knowledge, skills and achievements of our people:

- Fostering a community of continuous learning
- Embracing innovative solutions for improving knowledge
- Encouraging personal growth and development
- Treating our team with respect and concern for their rights
- Providing staff with opportunities to be involved in decision-making
- Respecting our multi-cultural community in the workplace
- Providing a safe and healthy workplace
- Ensuring equity in employment opportunities
- Providing competitive reward and recognising performance
- Encouraging balance between work and home life

Customer Satisfaction

"Our business exists to meet our customers' needs".

- Providing superior products, services and innovative solutions
- Developing partnerships that add value to our customers' business
- Responsive to our customers' needs
- Friendly, helpful and knowledgeable service
- Trustworthy and reliable team

Protecting our Environment

We care about the world we live in and we champion best practices to protect the environment.

Participation in our Communities

We maintain meaningful relationships within our communities and recognise our social responsibilities as respectable citizens.

The Highest Ethical Standards of Behaviour

We treat each other with respect, honesty and integrity.

- Upholding the highest ethical and professional standards
- Behaving in an open, honest and consistent manner, with impartiality and fairness
- Acting with respect for the law and the rights of others, valuing the views and contributions of others
- Acting with courage in pursuit of the best possible outcomes for our stakeholders

Teamwork, Supportive Leadership and Collaboration throughout our Organisation

Our leaders encourage individual accountability and inspire, respect, support and empower our people. And are role models in shaping policy.

Innovation, Agility, Performance Excellence and Results

- Innovation in developing future knowledge and learning opportunities
- Receptive to new creative ideas, through discovery and research
- Agile and responsive to changing needs
- Promoting highest quality and best practices, while continuously improving processes and procedures
- Accountability and excellent results are the true measure of our success and underpin our purpose.