# **MARTIN'S<sup>®</sup> CULTURAL COMMITMENTS**

**OUR MISSION:** Bake the best products & provide the best sales distribution support.

**OUR OBJECTIVE:** Generate profit & work together fairly with integrity.

**OUR STRATEGY:** Whatever it takes, God helping us.

### PYRAMID OF SUCCESS

The Pyramid of Success (pictured to the right) is a framework of successful behaviors that we believe will make Martin's® a successful business. It is representative of the company Martin's® strives to be.

An Employer of Choice: We believe treating employees well is not only a biblically correct thing to do, but a sound business decision, which is why we listed our employees as the foundation. We desire to have employees that feel supported and are successful.

A Supplier/Provider of Choice: Being a provider of choice means our team members treat the customer like we treat our employees - with love and appreciation. Outstanding service, quality, and price lead to loyal, satisfied customers.

An Investment of Choice: As a company, we are stewards of the assets that God has placed in our care. We as a company have a responsibility to use our assets and talents wisely, as do each of us individually, to be an investment of choice.

Whatever it takes, God helping us. A God-Honoring Company: At the top of our pyramid is to be a company and family that honors God. A business that desires to honor God is set apart by how its people conduct themselves, and in how they treat their employees, customers, vendors, and suppliers.

## **OUR 5 COMMITMENTS**

The Martin family and each employee play a role in maintaining a legacy of creating cherished eating experiences, as we live out our five commitments and continually do "whatever it takes, God helping us."

#### **BE A PERSON OF INTEGRITY & RESPECT**

whose actions & interactions honor God.

- 1. Be transparent.
- 2. Identify & eliminate unethical habits.
- 3. Get to know & value your family of coworkers.

#### **BE A COMMUNICATOR ON A UNIFIED TEAM**

- committed to honest dialogue & constructive feedback.
- 1. Improve communication channels.
- 2. Share helpful knowledge with others.
- 3. Openly give & receive truthful
- feedback.

## **BE A CONTRIBUTOR TO A CULTURE**

rigorously dedicated to extraordinary quality & customer service.

Pastry Shoppe, Inc

**God-Honoring** Company

Investment

of Choice

Supplier/Provider of Choice

> Employer of Choice

- 1. Be compliant & disciplined.
- 2. Go the extra mile.
- 3. Serve your family of coworkers like customers.

#### **BE A PROACTIVE THINKER**

embracing a mindset of thorough planning & continuous improvement.

- 1. Align with best practices.
- 2. Plan with the big picture in mind.
- 3. Suggest ways processes can be more efficient & effective.

#### **BE AN AMBASSSADOR FOR MARTIN'S**

proudly representing our legacy of cherished eating practices.

- 1. Share Martin's<sup>®</sup> strength & purpose.
- 2. Enthusiastically represent Martin's<sup>®</sup>.

