

TrailLite Group

Your journey  
starts here...



## **Our story**

It was the 1950s and everyday Kiwis were venturing beyond their backyards; latching caravans to their cars and hitting the road in droves to discover our country's most picturesque spots. And so it was that a couple of cabinetmakers saw an opportunity to turn their skills and family business towards a new manufacturing venture.

More than 65 years on, we're still family owned, but we've grown to become New Zealand's leading motorhome and caravan manufacturer and retailer.

At TrailLite Group, we believe the people who walk through our doors are only a customer the first time we meet. Our friendly service and genuine advice tends to build long-term relationships with them. Pretty soon, they're part of the TrailLite Group family – a community of motorhome and caravan owners all over New Zealand.



## **Our purpose**


This is the reason we do what we do.

We create  
dream  
lifestyles

## **Our promise**

This is what we strive to deliver on every day.

Exceed all  
expectations



We have the expertise and passion to deliver on this promise. Whether we are talking about our craft, our customer experience, or our portfolio of brands, everything we do is about going beyond the obvious.

## **Our values**

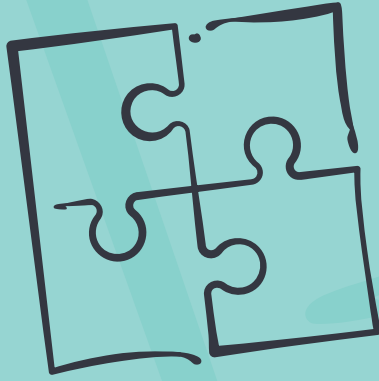
This is how we do things at TrailLite.

Follow these  
every day



# Let them guide your actions and attitudes

Because if you live them,  
you can expect the same  
from your colleagues.



Together  
stronger

## **We're in it for the journey together.**

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We make time to help each other out

We care intently about our customers  
and teammates

We all get involved and participate

We care about TrailLite Group's success

We have tough conversations with  
respect and kindness

We help our colleagues with problems  
in areas they are not confident



Always  
improving

**Big or little, if there's a better way to do anything, we'll find it.**

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We learn from our mistakes, aren't afraid to fail once, and own every solution

We take initiative in finding a better way rather than waiting for direction

We take risks but are prepared to learn from all shortcomings with an open mind

We listen to our customers and act on their feedback



Pride in our  
reputation

**Proud of what we do, continue to  
earn our reputation of quality.**

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We always have the customer at the  
forefront of our minds with everything we do

We take responsibility for our  
customer's experience

We approach work with a sense  
of possibility and positivity

We speak out about behaviour  
inconsistent with our values

We celebrate success together and  
honour personal achievements



We're  
craftspeople



**From the first enquiry to handover  
and beyond, we create outstanding  
customer experiences.**



We focus on quality and insist  
on only the best work

We look for solutions, not problems

We are open to feedback and  
want to learn and grow

We're proud of our work



# How we make it happen

**At TrailLite Group we know that engaged and enthusiastic staff produce higher quality results, are more productive and produce better outcomes for the business. So, we're committed to your wellbeing, fulfillment and growth to help you exceed expectations, go further and create dream lifestyles.**

- Offer challenging and meaningful work
- Hire and retain great people
- Provide competitive compensation
- Value and reward employee contribution
- Invest in training and development
- Guide, support and develop top performers
- Encourage work/life balance
- Invest in employees' health and wellness
- Involve and empower employees
- Share information about the business's performance
- Encourage innovation and growth
- Create and sustain a unique culture
- Serve the community

### **Breakfast and customer experience**

Exceeding expectations goes both ways. So to help you understand what makes TrailLite Group special and why we go to great lengths to create dream lifestyles, we let you experience it too.

Once a month the TrailLite Group shareholders take a group of eight staff out for breakfast followed by the TrailLite Group customer experience. You'll be taken on a tour of our product and go through the consultation process so that you know what our customers expect and how we go above and beyond that.

### **Training and development**

**For all staff** – Annually, each of us gets together with our manager to determine career and performance goals for that year, including working out a training plan and how to facilitate growth for you.

It's an opportunity for both parties to share what's working well and where there is room to improve. If you identify any learning opportunities that would benefit both you and the business, we're interested to hear about them.

To stay on track, you'll also have one-on-one catch ups every couple of months.

**Specialised programmes** – We also prepare a specialised training programme for our leaders and future leaders, high performers, apprentices and brand and customer experience champions. It's designed around personal and professional growth to develop the skills of those who make an important contribution to the strategic direction of our business.

## **Events and social stuff**

There's always something to look forward to at TrailLite Group:

- Morning teas to welcome new arrivals, farewell old friends, and celebrate great wins
- Regular opportunities to catch up and socialise over a drink and some food
- Quarterly get togethers with food and drink to check in and update everyone with what's happening
- A mid-year fun night out
- An awesome Christmas party
- End-of-year-end celebration for families on our last day
- Plus other one-off events as they pop up

## **Big life moments**

Births, marriages, graduations, loss of a loved one, first homes... Life is a journey full of occasions worth recognising and times we need to support each other. So whenever something big happens, we mark it with a gift. Don't be shy when you have news to share. Let us know so we can pay it the respect it deserves!

## **Recognition**

Without great people we can't achieve our goals. So staff at TrailLite Group are recognised, valued and rewarded for the contribution you make.

We try to foster a culture of appreciation that goes full circle. Because when you feel appreciated for what you give, you get more back from your work. Look for people living our values and say something when you see it.

### **OFl scheme**

At TrailLite Group, one of our core values is 'always improving'. Our opportunities for improvement (OFl) scheme is designed so that anyone across the business can submit their ideas for ways we can better ourselves, whether it be our product, brand, design or sales process, service offering or anything else.

Share your ideas at [tlofi.co.nz](http://tlofi.co.nz)!

### **EAP programme**

We offer an employee assistance programme for you and your family. Simply call 0800 327 669 and let them know you are a member of an MTA organisation to access free support from trained professionals.

You can access the services for a range of things including:

- Conflict with colleagues
- Coping with illness, trauma or grief
- Life coaching
- Career development
- Budgeting support
- Legal support
- Stress
- Depression and anxiety
- Relationship and family matters

### **Serving others**

If there's a cause that is close to your heart, you can submit a request for TrailLite Group to donate money towards it.

Plus, once a year we're also given the opportunity to head out into the community and volunteer.

### **Employee referrals**

We look to employ exceptional people and many of our best employees have resulted from staff referrals. Good people attract good people and therefore we encourage staff to refer potential employees to TrailLite. To thank employees for their efforts we offer a finders fee.

Are you  
ready?  
Let's go!

TrailLite Group