



grapevine

Co-owner Charter

We have a legacy of **integrity, respect, honesty and trust** at Grapevine, built through the hard work and commitment made by staff over 33 years. It's our responsibility now as Co-owners to honour and continue it.

- Grapevine has an excellent record on staff tenure, as an Employee Ownership Trust, we seek to go even further on this, providing long term opportunities and stability for our Co-owners to build rewarding careers and personal lives.
- The key differentiator between us and other businesses providing similar services is our people and culture. We are all responsible for maintaining a positive and inspiring working experience for our Co-owners and clients alike.
- We are committed to supporting the growth of our fellow Co-owners, through the time allocated and support shown for everyone's individual learning plan. As we each succeed, so does the company.
- Grapevine has always been a considerate employer, allowing flexibility wherever possible to accommodate life's challenges faced by all. As Co-owners, we respect this flexibility shown and reciprocate in our personal contribution to the business.
- Feedback is encouraged from everyone at Grapevine. We have a variety of constructive options for all Co-owners to put forward ideas or raise issues. Co-owner feedback informs the development of our company strategy.
- At Grapevine we are one team. As a small business, Co-owners are able and expected to have an understanding and appreciation of the work that takes place across the business. Company information is made available (as freely as is possible) and shared regularly.

The pledges in this Co-owner Charter have been identified as core values to our company. By upholding them each working day without fail, we are all able to focus on our business objective: to provide our clients with an impeccable level of service and foster a culture of innovation and agility that benefits both their organisation and ours.

..... Signature Name Date