**Tangibles**

In the 2024-2025 Financial year we will have

Annual turnover of 18M

21% GP

Average Quotes per week 200

Conversion rate 52%

Annual growth rate of 10%.

**Our Brand Promise**

In every interaction with our business our customers know that they are working with the best – they will not find better service or overall value anywhere else – and this gets reinforced by every interaction they have with us. As well as the physical products they are buying peace of mind.

We define being the best in terms of Knowledge, Responsiveness, Accuracy, Competitive pricing, Consistency and Understanding

**Core Values**

Our core Values:

**Commitment to Excellence -** we turn up every day ready to be the best person we can be and deliver the best possible outcome and experience for our customer. Set a high bar and always seek to improve.

**Accuracy -** how we do the little things is how we do everything. Detail matters. We never assume…we make certain

**Growth –** our knowledge, Experience, and Skills. Personal & professional. Be curious and interested.

**Respect** – Listen first and understand. Everyone is valued.

**Culture**

We pride ourselves on a collaborative and harmonious work environment where we support each other respectfully. Every team member feels seen, heard, and understood. Team members must love the company before the clients can love the company. Our team members truly want to work here…not because of the paycheck but because they feel valued, enjoy what they do and are making a difference to our clients’ businesses and lives.

Our Team members are confident enough to have hard conversations while always assuming the best intentions of their fellow team member. Team members hold each other accountable for what they are supposed to be doing because it is the right thing to do. Team members can honestly tell their family and friends that they love working for our company. Team members give more effort than expected because they want to, not because they must, or for a reward. All team members feel seen, heard, and understood

**At EagleXP we are committed to….**

Compensating team members well.

Making the highest priority our team members’: health, family, and growth. These three all come before work.

Providing coaching and other forms of self-improvement.

Having a friendly and welcoming environment.

Having clarity around roles and responsibilities including regular mentoring

Hiring and retaining the right team members that align with our values

Our goal is for team members to say: “I love working here” I enjoy working with our clients and suppliers and I know we are making a difference. I enjoy doing meaningful work. I am paid well for the work I am doing. I enjoy working with my colleagues and talking to them about what is happening in their personal and professional life. We have a great work environment. We work hard and have fun together.

Everyone who works here contributes to creating the culture we want.

**“A” Team Member**

We have “A” team members in every seat…..

Mindset

* They have a “can do “attitude and are always ready to go the extra mile for our clients
* They are always friendly & respectful to everyone else in the team, our customers & our suppliers. They turn up each day eager to make a positive contribution to the work environment
* They speak up when something could be improved.
* They do what they say they are going to do
* They will do something they don’t like doing because that is what the company needs
* “A” team members seek continuous improvement
* “A” team members self-reflect and evaluate themselves.
* They live the company’s core values at work
* They always strive to provide the best possible customer experience – Empathy, Knowledge, Responsiveness (speed), Accuracy, Competitive pricing, Consistency

**Great Relationships**

We are a business built on great relationships….. with each other, with our customers and with our suppliers.

Our customer relationships are built on a foundation of consistently delivering outstanding service – they come to first because they trust us.

Our suppliers help us because we value them and treat them fairly with respect and we always pay on time

We pay attention to and nurture these relationships – they are what drive our business

**Client Experience**

Our client experience is our competitive advantage. We cannot totally control our suppliers service level – but we can control everything that we do ourselves.

* Responsiveness – speed of communication, speed of quote,
* Empathy – how we communicate with customers and suppliers, tone, Our ability put ourselves in our clients shoes and understand their needs
* Accuracy – attention to detail, make certain, clarify, lead times
* Product Knowledge – what we know + how we learn, share & store sourcing and product knowledge to provide a faster and better outcome for our customers
* Competitive pricing – how well we source and negotiate discounts
* Consistency – when our clients know they will get a great experience every time and trust us accordingly

We will have unsurpassed expertise in locating and supplying machine components & parts from mining and earthmoving companies as well as extensive wholesale supplier relationships and supplier knowledge in Australia and overseas.

**Markets Served**

Our primary market is **Papua New Guinea** where approx 90% of our revenue will come from. We will work with every mine in PNG (There are currently 8 operating and one due for construction. We deal with 6 of them now)

The balance of our revenue will come from **Australia, Indonesia and New Caledonia.**

We will continually seek and assess potential import & distribution opportunities that further enhance our offering to clients, drive GP growth and create a competitive advantage.

**Team – 2024-2025**

13 staff plus CEO

CEO role will be more involved with networking, strategic direction and less on-site  
Ops Manager responsible for all day-to-day business activities  
3 Managers – Customer Service, Finance, Warehouse  
Mentoring program for staff for professional growth (product training; negotiating; Excel) and personal growth  
Each role will have a Position Agreement, KPIs and commercial confidentiality agreement

**Operations**

Modern Office with great work environment

300sqm warehouse

Best Practice systems and processes for all components of the customer journey and warehousing operations with a fully trained and committed team.