



### Welcome to the Active Away Family.

Unique Tennis Experiences that unite like-minded individuals through impeccable service delivered by truly knowledgeable hosts in excellent locations.

### Let's Start With Why?

To unite individuals who love Tennis by creating experiences and memories that will last a lifetime.

### What Are Our Values?

Like any family, here at Active Away we have shared values that guide us as we live, travel, learn and experience together.

#### 1. The Active Away Family

For over 15 years we've welcomed over 3000 people into the Active Away Family. Being part of a family means we care for each other & support each other through trust, honesty & respect. We know how to get along with people.

#### 2. Becoming Better

"Everyday is a learning day." We want everyone to constantly challenge themselves to become better after every experience.

#### 3. The Ultimate Standard

We have a vision of being the best Tennis Experience provider in the world. Based on our immaculate reviews, we are working our way there, however we're never complacent. We must continue to develop every aspect of what we do by listening to everyone around us. We aim to always inspire, motivate and empower our people.

#### 4. Fulfil Dreams & Create Lasting Memories

Tennis, passion, quality & fun. The art of knowing & understanding our guests & team. We must try to understand the needs, wants, perceptions & emotions of the Active Away Family. By doing this we are able to fulfil the dreams of our family.

#### 5. Whether you think you can or think you can't - you're right!

Optimism & Positivity is at the forefront of everything we do. We work together with enthusiasm, drive and a relentless optimism.

#### 6. 100% Responsibility

Our achievements, results, quality of relationships & experience is our responsibility. We make no excuses and no qualms around anything we get wrong.

### Our Culture

1. What If I mess up? - No one will ever lose their job at Active Away for making a mistake. Providing you've followed the systems & processes in place and given it your best, learn from it and move on!

2. Honesty, Always - We want you to be thoroughly honest in your communication with every Team Member.

3. High Performance - Ask yourself - "What Is High Performance." That's what we want.

4. Be Responsible - Self Motivate, be Self Aware, be Self Disciplined, Act like a Leader, Pick Up the Rubbish from the Floor and Behave like you are an owner.

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5. We love the process! - Focus on the process, rather than the end goal. Take on manageable chunks and enjoy the process.

6. You have Freedom - We absolutely have systems and processes in place to make sure Active Away runs as smoothly as possible, but please feel empowered to make decisions. We absolutely love initiative and never want to stifle that.

YOU CAN TALK ABOUT CULTURE & VALUES ALL YOU WANT. YOU HAVE TO LIVE, BREATHE AND MAKE DECISIONS BASED ON THEM!!