

Who We Are: The Hajoca National Support Center Video Script

Welcome to Hajoca. I'm Chris Pappo and I have the pleasure of greeting you from here at the National Support Center in Lafayette Hill, PA. We have over 400 Profit Centers located around the country as well as National Support Centers here and in Baton Rouge, LA. We also have NSC teammates located around the country. In this video, I want to talk to you about the NSCs, about what we do, who we are, and how we enable the success of our Profit Centers.

The business model our company operates around is based on these four key business principles.

Our Profit Center Managers are the heroes of the business. Our Profit Center Managers truly run their business and drive their team's success. They determine what products they are going to sell, who they are going to sell them to, what prices they are going to charge, who they are going to hire, what they are going to pay to those teammates, what building they are going to be in, etc...

Our Profit Centers are the heart of the business. Every decision we make comes back to what is best for the Profit Center.

We allow our teammates to change their own and each other's lives, by sharing success. One big way we do that is through our Profit Sharing program that you will learn a great deal about.

And we strive every day to create an environment in which our teammates have the freedom to live into their dreams, to create the roles and businesses they want.

The National Support Center is dedicated to enabling the success of those Profit Centers. We provide services that are essential for our Profit Center Managers to have a playing field on which they can succeed through their own efforts and ideas.

We support the strong – which means that we tailor the services we provide to those things that our best Profit Center Managers want and need us to do.

We nurture the potential – which means that we are at our absolute best when every person at the National Support Center is an effective teacher and trainer.

We don't prop up the weak – which means that what you may see us choose not to do is as important as what we decide to do. We don't add new services where our best Managers are better handling that task on their own.

In short, we are an essential professional support organization ... we take pride and measure our success by the value of our services to our Profit Centers.

Consistent with our key business principles, we have a formula for success, one which we believe works in our business all of the time!

Our Profit Centers succeed when we select and develop world class leaders. Our Profit Center Managers are the heroes of the business who drive the culture and actions of their business. That is the L. Any success we have stems from selecting and developing these great leaders.

What we have found that our best leaders do consistently is they hire and inspire a great team of people, a dream team so to speak. The quality and passion of our teammates is our true competitive advantage. That is the P.

What great Profit Center teams do is add value to the customers and suppliers they do business with. They build powerful relationships and build a foundation of mutual business success with these channel partners. That is the C.

And world class leaders working with a dream team to add value to successful customers leads to outstanding results. Results in Profit Sharing and results in market leadership. The R.

We come to work to drive results, for the R, but we know that this is just an end product, that our job is truly in the L, the P and the C.

At the National Support Center, it is also the team of people that leads us toward success in achieving our mission.

When we have a problem to solve, the first thing we do is evaluate if we have the right people involved. And if so, do they have the right training, right experiences, right motivation, right tools, right support, right leadership? Without the right people, we cannot move forward with confidence.

There are many paths to success at NSC. Careers can evolve and grow with teammate. It is not at all uncommon for a teammate to start in finance, move to audit, and wind up in IT as someone's knowledge, interests and abilities to add value to our Profit Centers evolves. We need teammates who can grow into Managers who develop the next group of leaders and we equally need teammates to grow into the kinds of world class experts who our Profit Centers rely on for coaching and advise in their area of expertise. For us to be effective, every single person at NSC has to constantly learn and be adaptive and eager to find the next improvement. You can change the world and you have the freedom to live in to your dream.

Once we have the right people, we then ask if we are using the right process. Is how we do it simple, effective, and repeatable. If not, we fix the process and ensure it is standardized, trained, and documented.

Once we have the right people following standardized processes that work every time, then we can apply technology to lower costs and reduce errors.

We follow a People .. Process .. System line of attack every time. It works.

None of what I have talked about matters, though, if we are not the people we want to be ... for ourselves, for our families, for our communities and for our teammates. For us, that means living by our core values, it means clear and consistent adherence to the highest ethical standards as laid out in our Code of Conduct and it means following the important policies and legal requirements set out in our SPIs.

I hope this video helped you understand more about the National Support Centers, about the people who work here, and about their roles in supporting the success of our Profit Centers.