

# Perkins**Values**

What matters to us



# Our Principles and the Per



## Forward

Family owned and operated since 1915, Perkins is one of New England's largest independent distributors of foodservice and sanitary supplies. We understand that you have distribution choices, and we strongly believe that the people who work with us are what make Perkins different and better than its competitors. At Perkins, the slogan "Our People Deliver More" is not just a saying; it truly represents the culture and daily life of our company.

More than a distribution company, we are committed to our customers, our employees, our vendors and to the communities in which we live. If you are an existing customer, we extend our heartfelt thanks for your patronage. For those new to Perkins, we welcome you to our company and encourage you to give us a call any time you have questions or comments.

Sincerely,

*Larry Perkins*  
*Gary Perkins*

Larry Perkins and Gary Perkins  
President and CEO



# kins Corporate Culture

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# QUALITY

**Every aspect**  
of our business provides  
customers with the  
utmost quality.

All Perkins' employees are enrolled in the Total Quality Management process, which is rooted in a philosophy of constant improvement and backed with one of the industry's most progressive employee recognition and incentive programs.

“ After renovating my establishment to create a fun new look, I realized that I needed china to match. Perkins presented me with samples from two Oneida collections. The colors and shapes fit perfectly with the new décor and helped me create a more upscale presentation of my menu items. As a result, I was able to increase prices by ten percent. ”

Ken Mosher,  
Owner  
Red Rock Bar and Grill



T-1463-A-124



126"

A-M

100%

# SERVICE

**Only one** company can provide the best service.

You should expect great service from every person you interact with from your supplier's organization. Take drivers for example – Perkins drivers are acknowledged as experts in their field. They pride themselves on delivering your order with accuracy, courtesy and professionalism.

“ *The service is what has kept me loyal to Perkins when other providers have attempted to lure me away. For the past ten years I have been a customer of Perkins, I have had the same sales rep who has remained true to the promises he made when I started with him. If I have a problem he resolves it, if I have a question he answers it, and most importantly when the phone rings he answers it.* ”

Peter S. Femino Sr.  
Owner  
Boston Common Coffee Co.



# PROFESSIONALISM

**In today's** business climate, you need your salesperson to be more than just an order taker.

Everybody has products - we provide solutions. Our professional sales force comes prepared to assist you in all matters. They are equipped with the very latest technologies, including the ability to take orders, access product and account information, and create quotations - all in record time. You can also expect the same professionalism from every department and every employee that works here.

“ We called in Perkins on a mill renovation project that incorporated sustainable energy into a mixed-use community that included residential, retail, commercial and educational clients. Their experts found smart “green” solutions for our needs - everything from Green Seal certified toilet tissue and cleaning products to compostable hot cups. Perkins helped us maintain our mission, which was key to our marketing efforts. ”

Robert Ansin  
Owner  
Monarch on the Merrimack



# INTEGRITY

**Operating with integrity** is essential to us, and this philosophy starts at the very top of the organization.

Our senior management team brings many years of industry experience to the table. They are passionate about doing business the right way, imparting character and leadership to a company dedicated to the customer.

“Roche Brothers Supermarkets has enjoyed a long standing relationship with Perkins. Perkins has always conducted business with the utmost integrity. We work together to drive cost out of the system while adding value. In difficult contract negotiations, you can always count on honesty, a spirit of cooperation, and real feedback on the issues and obstacles each of us face in achieving our mutual goals. Together, we continue to excel, providing the best products for our customers.”

Gary Pfeil  
V.P. & General Manager  
Roche Brothers Supermarkets



# VALUE

**Price** is what you pay,  
**value** is what you get.

We supply value that goes beyond price.

Our seasoned team of Product Managers are skilled marketers with superior product knowledge, providing our sales force and you with value added products, programs and services. They have the experience and expertise to assist operations of all sizes.

“ We began using Perkins as our primary source last summer. The salesman told us about trans fat free fry oil. We made the change, informed our customers of the value and sold more fried food than ever before. I recently read that all the fast food giants are making the same change. Perkins put us ahead of the curve. ”

Dorothy Phillpot  
Owner  
Green Harbor Lobster Pound



# EFFORT

**Our people** understand that it is their individual and collective effort that determines our success.

Without extraordinary effort, we would be viewed as just another distributor. We maintain our reputation and unique company culture by seeking out people who are hard-working and great teammates - people who are willing to go above and beyond to satisfy both their internal and external customers.

“ *The employees at Perkins all did their parts from knowing what I wanted for my kitchen, going over and above, working to address problems and they all spent the appropriate time on the job. These men were instrumental in designing the facilities, ensuring constant communication, resolving any issues, while keeping the job on time and on budget. They went out of their way to make sure that my needs were met and that we were satisfied with the solutions and products. The sub-contractors and delivery men were efficient, professional, and nice to deal with. It would be my pleasure to welcome anyone who is considering Perkins to my restaurant for a tour and to speak with me directly for a recommendation.* ”

Emilio Cubellis  
Owner  
Mezza Luna Restaurant

# **PERKINS**

*OUR PEOPLE DELIVER MORE<sup>®</sup>*

