

Family Fare is proud to be locally-owned and operated and commits to the following Code of Values

INTEGRITY

- We do what we say we will do.
- We are honest and tell the truth.
- We are dependable. We work hard so that others can count on us.
- We take responsibility for what we do.
- We acknowledge mistakes and make things right.

RESPECT

- We treat everyone fairly and respectfully.
- We value and welcome people with different ideas, strengths, and cultures.
- We act professionally in everything we do.
- We use authority in an appropriate manner.
- We communicate professionally without profanity or sarcasm.
- We ask questions and listen empathically to understand and resolve challenges.

CUSTOMER COMMITMENT

- We view everyone as customers and treat customers like family.
- We treat others as we would like to be treated.
- We provide fast, friendly, fair, attentive, reliable, empowered, and easy service.
- We maintain a positive attitude and are friendly, humble, and courteous.
- We follow up promptly to questions, problems, and challenges.
- We take time to understand our customers' and colleagues' needs.

WORKING TOGETHER

- We support and collaborate with Franchisees in growing their business.
- We work to benefit our local communities and help them thrive.
- We care about the safety and well-being of everyone at Family Fare.
- We are proactive in helping, supporting, and collaborating with others.
- We collaborate and cooperate in ways that build trust and loyalty.
- We utilize systems and structures for success.

DOING OUR BEST

- We set high standards and are guided by them.
- We keep stores clean, attractive, stocked, well-lighted, and safe.
- We use openness, feedback, and innovation to keep learning and improving.
- We pay attention to and take care of the details.
- We work hard and take pride in what we do.

Our Vision: We want to be your favorite convenience store. We are fast, friendly, fair, attentive, clean, reliable and easy to do business with.

Our Mission: To serve our customers and communities with integrity, respect, and care. We work hard to help you get where you want to go.