

Welcome to Joylab

Joy is just
around
the corner

JOYLAB™

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Say G'day to Joylab

Joylab signifies the deliberate creation of joy; a concoction made of one part familiar, one part fresh.

We use the strength of our network to bring more Aucklanders together for the good stuff. Joylab is a beacon for joy - a mark of quality that we can all feel confident in recommending to family, friends and neighbours, and also a reason to be rewarded for coming together.

It's time that we have a voice that's true to who we are and what we do best. We want to be everybody's favourite social destinations, served up by our favourite people. With establishments across the whole of Auckland, joy is just around the corner.

Our winning aspiration
Everybody's favourite social destinations, served up by our favourite people.

We promise to
Bring people together

Our challenge is to
Keep it fresh

Why do we do it
To create joy



Our Partners

Since the beginning, we've been partnered with DB Breweries who have been brewing beer in New Zealand since 1929. It's a winning combo that goes together like pizza and beer; our entrepreneurial spirit with DB's guidance and commercial backing. This unique partnership has allowed us to keep growing over the years, and we wouldn't want it any other way.



An Introduction to Joylab Rewards

Joylab's Rewards Club is one of Auckland's best reasons to come together and explore the city - one account that unlocks a boatload of joy across our 20+ establishments. Joining the Rewards Club comes with a few perks of joy;

- 1 Earn \$1 Reward Dollar for every \$10 spent, a 10% return worth talking about**
- 2 Earn and redeem Reward Dollars across all Joylab establishments, Auckland-wide**
- 3 Access personalised event invitations, gifts and offers sent straight to happy inboxes**

Our guests can simply sign up online at joylab.co.nz/rewards or pick up a new card at any of our establishments to start earning Rewards Dollars. Once they've registered their account and card online, they can begin redeeming Rewards Dollars.

If you help out on the till, you'll receive a separate training document (don't worry, it's easy peasy).

Gifts of Joy

Here at Joylab we have plenty of joy to go around, with lots of ways to share it with our customers.



Joylab gift cards

A Joylab gift card is a rare breed - a single slab of plastic that can bring people together for joy, and for any occasion. Our gift cards are completely electronic and can be activated and redeemed through our EFTPOS terminals.

- + All cards can be used across any of our establishments
- + The cardholder can spend their balance over multiple visits
- + Values must range from \$30 to \$500 and cards can be topped up if desired
- + The expiry date will be exactly 24 months from last top up (or date of purchase if no top up has occurred)
- + Customers can buy gift cards across the bar in any of our establishments, or online at joylab.co.nz/giftcards



Life with Joylab

Brag to your mates about working at Joylab, where our top priority is bringing joy to you - our people. It might sound like a trick, but we've been working on it since 2008 and we've learned a thing or two along the way.

The Good Stuff

There's no doubt that actions speak louder than words. How we do things matters just as much as what we do. The Good Stuff is a set of behaviours we value most in our people. They represent our way of life around here, and a way forward to practice what we preach for the world to see.

Own the outcome together

It's amazing what you can accomplish when you know you're going to share the success. Teamwork divides tasks and multiplies opportunities.

We will



- + Share knowledge and experience
- + Collaborate through trust and respect
- + Share our opinion, then commit to the decision that's made

We won't



- + Throw anyone under the bus
- + Tolerate hidden agendas
- + Put barriers up

Honour the detail

Details are the difference between good and great. We build our reputation daily, one action at a time.

We will



- + Get everyone home safe, every day
- + Train carefully from day one
- + Look after everyone like they're family

We won't



- + Cut corners
- + Lose sight of the big picture
- + Expect people to already know

Don't just enjoy the ride, embrace it

When you're in the business of making people happy, attitude is everything. What's around the corner is never certain, but how we approach it can be.

We will



- + Be quick to laugh, slow to judge
- + Have an open mind and say yes often
- + Have fresh energy every day

We won't



- + Be afraid of change
- + Follow the status quo
- + Miss the learning opportunity in things we don't quite nail

Grow the good

We grow through what we go through. Sharing knowledge and success with each other and our community makes us a stronger, happier team.

We will



- + Celebrate, reward and develop our people
- + Do what we say we're going to do
- + Be humble, always

We won't



- + Shut people down
- + Avoid the tough conversations
- + Settle for less or accept mediocrity

Benefits and Wellbeing

Being part of Joylab comes with a few perks, which we've put together to keep our people happy and healthy.

Leadership Discount

Tell me more

With any senior role comes a little extra responsibility, so we want to say thanks by giving you 25% off food and beverage at all 20+ Joylab establishments – enough said!

If you're not yet in a senior role, don't worry – you will still get a 50% discount at your home establishment, plus we offer training to help you work your way up to a leadership role.

How do I get this?

If you are a permanent, full-time;

1. Business Leader;
2. Head Chef;
3. F&B Manager;
4. Sous Chef;
5. Bar/Restaurant Manager;
6. Duty Manager;
7. Event & Experience Manager;
8. Member of the Joylab team

then you qualify from the first day of employment.

Simply pop into the Joylab office between 9am – 5pm Monday to Friday, where one of the support team will issue your card on the spot.

Health Insurance

Tell me more

Looking after our people is of chief importance to us, so all our staff are able to access our health, travel and dental insurance discounts from the first day of employment.

How do I get this?

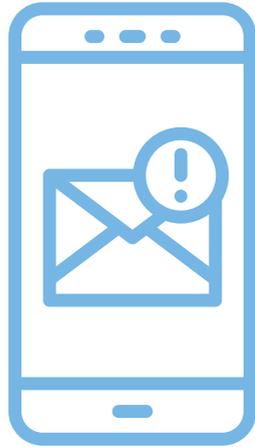
Simply get in touch with the People Team to find out more at family@joylab.co.nz

Training Programmes



Taking care of our own means giving you a chance to step up, learning the right ropes to make it to the right place. Joylab's tailored in-house training is your key to moving up in the world – here's how it works:

- + Joylab runs regular training programmes across the entire network of establishments
- + All Joylab staff members are eligible to attend from the first day of employment, free of charge
- + Each programme usually runs for a few hours, and may include some preparation work or readings (don't worry, you won't be up all night)



Get in touch

Still have questions, or interested in learning more? Curiosity didn't kill any cats around here. Get in touch with your business leader, or reach out to ask@joylab.co.nz

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