



Customer Care Charter

Policy Document



Mission

“Working together to achieve the highest standards of service”

Customer Care Charter – Our 10 Commitments

1. Each Customer will be treated with respect and as an individual
2. We will work as a team and share our knowledge
3. We will attract, train and develop the best people
4. We will always provide a safe environment
5. We will act with a sense of pride, ownership and responsibility
6. We will keep our promises
7. We will deliver a consistent level of service across all contracts
8. We will always act as your partner
9. We will act to minimise any inconvenience
10. We will listen to and act upon feedback

Darren Cunningham
Chief Executive

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