



# Customer Charter

Your 1st Choice through the actions of our people



## Our People

Helpful,  
responsive,  
friendly personal  
contact.  
Professional and  
enterprising in  
helping you



## Delivery

On time, in full,  
error free - but if  
we can't we'll let  
you know and  
offer a solution



## Complaints

We usually get  
things right. If we  
don't, let us know  
and we will put it  
right



## Listening

We will ask you  
how you think we  
are performing  
and commit to  
improving

Passionate about customer satisfaction • Enterprising in support of our customers' aims  
Trustworthy by keeping our promises