

Customer Commitment



- We are committed to offering our customers the highest possible standards of service.
- We are ISO9001 accredited and prioritise our customers' needs first and foremost. We take great interest in knowing who our customers are, their needs and expectations, and their strategic importance.
- We aim to identify customer expectations and ensure that the our organisation focuses on customer satisfaction.
- Our customer focus also includes ensuring that customer regulatory requirements are met and that risks to conformity of products and services are addressed.
- We update customers on progress and results and let them know what to expect and how things are going.
- We make it easy to contact the right person and provide quick and easy access to information.
- We regularly ask for customer feedback and act on it.
- We are solutions focused and look at how we can, not why we can't. We listen and respond.
- Open and honest communication is key, and we provide our customers clear time frames for action – and accountability for meeting them. We have a 100% On Time and In Full delivery record which we have maintained for the last 8 years and are committed to continuing to honour that.
- We recognise that the success of our company depends on looking after the best interests of our customers and treating them fairly at all times.

A handwritten signature in blue ink that reads "Chris Hart".

Chris Hart

Managing Director

Date: 14/01/2024

