



Our Customer Service Charter

MAKE IT HAPPEN

- We are here to help
- Listen to your enquiry and understand your needs
- Aim to get it right, first time
- Aim to respond quickly
- Are friendly, fair and honest

We ask you to treat us you would like to be treated.

MAKE IT EASY

- Make it easy to access our services through website, email or telephone
- We respond quickly to your enquiries (within 1 hour)
- We handle your enquiry with care and respect of your requirements
- We fulfil your requests promptly. (within 2 hours)
- We are a multiple service supplier (just ask for what you need)

We ask you to give us the correct information and tell us if things change.

MAKE IT BETTER

- We provide detailed information at quotation stage
- We work with your team to provide the right team at the right price
- We request your feedback to improve our services and our people's skills

We ask you to offer us ideas for improvement.

