

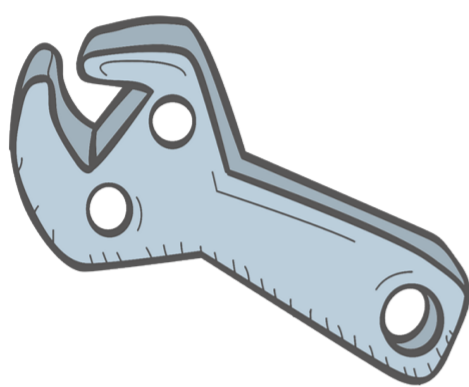
Our Commandments

What we believe in...



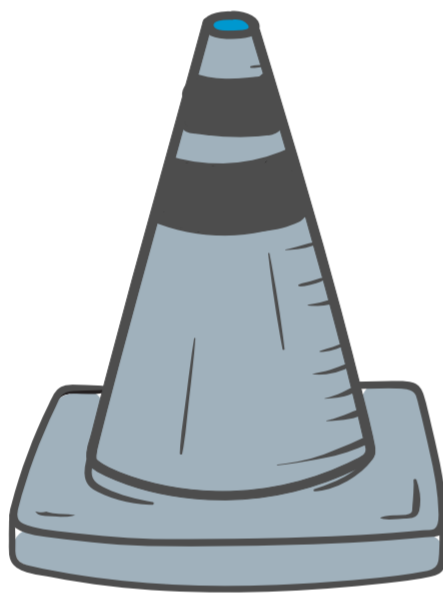
Our customers are the lifeblood of our business...
Customers are always treated with honest, dignity and transparency.
Customer contact is not a tick box exercise, it is to promote the relationship built between us.
Allowing customers ownership by actively encouraging feedback and communicating responses.

Consistency in approach
This is showing a cross poll of customers that deliver the same score for how they are dealt with.



Proactive support
Our purpose as a team is to support our customers. In particular, looking at how to evolve the key question: "does this solve the issue for our customers?"

We trust our team's instincts
We're out to do the right thing. Each individual's values & passions are a core factor in why they are part of the team.



We remove obstacles
We're not a policy dictated business. We believe policies and processes have their place, but should help achieve growth and not shun it.

Legacy corporate behaviour is not the norm!
An Empowered team break with tradition. We have the confidence to blend our personal/team instincts with business decisions, to achieve the best results for everyone.



Empathy & understanding of our customers.
By being real, and having non-scripted conversations. We want to be able to relate personally and mirror how our customers interact with us. This cannot be dictated by the team's personal choice.

Transparency
Transparency breeds trust. Trust is the most important thing when building your team and customers.

