



# Customer Charter

## Our Code of Conduct

**P**romise

keep the promises  
you make

**O**wnership

act responsibly, always following  
company policy & procedures

**S**mile

make a lasting impression  
& represent us well

**I**mpact

make a difference by adding value  
to the communities we serve

**T**eam

work collaboratively with colleagues,  
to ensure safe, high quality work

**I**nformed

communicate clearly, kindly  
and with a positive tone

**V**oice

actively listen to and act  
on the customers' needs

**E**volve

improve the customer experience a  
little bit every day – make it simple

