

## Customer Care Charter

### Essence

We commit to deliver excellence in customer care as a fundamental business goal and to strive continually to improve levels of customer care in our day to day operations.

All staff commit to taking individual responsibility to deliver excellence in customer care.

All staff recognise the direct link between improving customer satisfaction and improving business performance.

### Golden Rules

Be calm, courteous, friendly and professional in all communications.

Always consider the customer's perspective as if it were your own.

Provide accurate, clear and timely information within a reasonable time frame.

Never leave a customer feeling disregarded or ignored.

Never knowingly mislead any partner or customer – and, if this happens in error, immediately correct the situation.

Always do your best to keep visit attendance and delivery commitments once made.



**Hoval**

With an approach fuelled with passion,  
personality and commitment we always  
try to impress our customers with our products and solutions.

## Office, Production, Sales or Service

It is essential that we always take care of our customers.  
If we don't somebody else will!

