

# Our Customer Charter



## Safety

Safety and environment are our No.1 priority in everything we do.  
We fully understand our responsibilities in the storage and handling of your products.  
We ensure excellent safety and environmental performance by engaging our workforce and stakeholders to identify & evaluate hazards, manage risks and continually improve performance.

## Understand

We work with you to fully understand what is important to you.  
We care about investing in the future to build comprehensive and innovative service offerings.  
We provide a synergistic approach to all our services, applying solutions to anticipate and meet your needs.

## Integrity

We promote transparency and honesty in all our relationships; colleagues, customers and stakeholders.  
We continually strive to deliver the highest standards in a timely manner while maintaining flexibility and openness to changing environments.  
We recognise the value of loyalty and commitment to build long-term relationships.

## Trust

We value your confidence in the reliability of our service offering.  
We are committed to align values with all of our colleagues, customers and stakeholders and deliver on our promises.  
To do this we combine the expertise of our people and the reliability of our processes to deliver a professional service you can trust.

## Collaboration

We are committed to engage with all our colleagues, customers and stakeholders.  
We continually strive to create a listening and innovative environment to support growth in all our relationships.  
We believe through effective teamwork, we can achieve success by delivering on our shared goals.

