



## Our Customer Promise

- Our culture is to be courteous, professional and serious about servicing your needs
- We promise you flexibility and a proactive response to your requirements
- We promise to provide highly skilled fully trained staff
- We promise to collect and deliver to agreed time arrangements
- We promise to take care of your property
- We promise to conduct customer satisfaction surveys on an annual basis
- We will conduct twice yearly Original Equipment Manufacturer and Distributor reviews
- We promise to respond to complaints within 24 hours
- We will continuously improve our 'Green' contribution We promise to keep our promises

**Signed: Andrew Boland**  
**Managing Director**

A handwritten signature in blue ink, appearing to read 'A Boland', is positioned to the right of the typed name and title.