



**CREAGH**  
INNOVATION IN CONCRETE

# CUSTOMER CHARTER

## PUTTING OUR CUSTOMERS FIRST

Our customers are at the heart of everything we do. We will set high standards of customer care and tell you how we are performing against them. Our aim will always be to deliver high quality products and service as efficiently and effectively as possible. Whenever you contact us we want to make sure you receive the highest level of service.

## OUR PROMISE TO YOU...PRODUCT & SERVICE EXCELLENCE

### We will:

- Remain committed to manufacturing innovative, high quality products to meet your needs.
- Strive to provide total customer satisfaction at all levels of our business.
- Treat you with dignity and respect.
- Act promptly and courteously to help you.
- Continually review our processes, products and service to ensure excellence.
- Be professional and positive in our approach.

### In return we ask that you:

- Provide us with the information we need to help you.
- Treat our staff with respect and be courteous.
- Provide us with open and honest feedback to allow us to improve our service to you.

---

## CREAGH VALUES

Customer Focus:	Strive to provide total customer satisfaction at all levels of our business.
Respect:	Act with integrity, transparency and respectability to all.
Expertise:	Provide you with relevant, insightful information based upon our years of experience.
Accountability:	Deliver our very best in all we do, holding ourselves accountable for results.
Genuine:	Genuine in our approach to delivering innovative, durable, cost effective solutions for our customers.
Helpful:	Professional technical support, before, during and after your construction project.

---