



Customer Service Policy

Sea Swift Pty Ltd is committed to meeting and exceeding the needs and expectations of our customers, by embedding the principles and objectives of our Customer Service system within our daily work routines.

The organisation's mission is to value each and every one of our Customers and to deliver a high standard of service to our clients and customers every time and on time.

In particular, our commitment to Customer Service shall be demonstrated by all staff that have interactions with Customers by doing the following:

- Complying with legislative obligations, standards and codes of practice applicable to customer interaction and freight delivery.
- Having polite and professional interaction with all Customers.
- Having empathy for our Customers and working with them to resolve any disputes or issues in a professional, courteous and timely manner.
- Understanding any specific contractual obligations that relate to Customers and ensuring these are delivered as agreed.
- Reporting and recording deficient deliveries, then analysing and improving the delivery process so as to enhance the Customer experience.
- Key staff meeting with or contacting Customers on a regular basis to monitor accounts and ensure Sea Swift are meeting their obligations, while also seeking feedback on service levels.
- Working with Customers to promote further business opportunities that enhance their business.
- The continual review and improvement to Customer Service throughout the organisation.
- Ensuring that human, IT, and financial resources are available for effective Customer Service and support.
- Monitoring and evaluating the Customer Service performance of employees who interact with our Customers, and maintaining a high standard of work.

A handwritten signature in black ink, appearing to be 'Fred White', written in a cursive style.

Fred White

Chief Executive Officer

Date: 22nd MAY 2019