



## CUSTOMER SERVICE POLICY

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<b>Policy Owner</b>	Chief Executive Officer		
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Sea Swift 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 – on time, every 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 Customers experience.
- Ensuring that key staff meet with and/or contact 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.
- Conduct continual review and improvement to Customer Service throughout the organisation.
- Ensuring that HR, 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.

**Mr Steven Boulton**  
**Chair**

Date Approved: 29 July 2021  
Board Meeting Resolution  
Number:

**Dr Rochelle Macdonald**  
**Chief Executive Officer**