

CUSTOMER SERVICE POLICY

One of Sea Swift's values is Service. 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.

Consistent with our Vision and Values, at Sea Swift, we are committed to:

- 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.
- Maintaining confidentiality.
- 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.

We achieve this through:

- We satisfy our customers and the community with a superior value, service, and respect in a safe manner.
- We communicate honestly and openly with our customers and communities to achieve best results for everyone.
- We do what is right and we work together to get things done.
- We continually reviewing our approach to identify better ways of working.

Chris Pearce



Executive Chairman

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