

## Surpassing the expectations of our customers

“It is our promise to deliver products and services which meet, and where possible surpass, the expectations of our customers and consumers.

This must be achieved effectively and efficiently in order that, as a profitable and responsible company, we can continue to grow and develop.”

The key principles that we follow are:

- Promotion of teamwork and open communication throughout the organization;
- A 'Right First Time' approach;
- Listening to and acting upon feedback from customers and trading partners;
- Environmental awareness and responsibility;
- Mutual trust at all levels of the business;
- Continuous staff development and training;
- Prevention of errors, not correction;
- Commitment to fairness and equality in the workplace;
- A responsible purchasing policy;
- Promotion of a healthy and safe working environment;
- The importance of quality throughout all operations;
- Control and elimination of all waste;
- Promotion of the principle of 'Internal Customers'; and
- Continuous review and improvement in all areas of activity.

We must remember that our customers have a choice. We help them to make that choice in everything that we do. By following our stated principles, we will ensure that Symphony becomes the automatic choice.



Richard Bunton  
Managing Director