

STOVAX  GAZCO

# CUSTOMER CHARTER

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At the Stovax Group we are **committed to improving customer service** and our overall standards of care.

*This Charter has been designed to let you know what you should expect right from the start of your journey with us. It also aims to demonstrate our commitment to providing a service which is constantly improving.*

# CUSTOMER CHARTER

## THROUGH OUR COMPANY VALUES WE ARE COMMITTED TO:

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### BEING ACCOUNTABLE

We care about our customers and take responsibility for our actions. We understand that we are personally accountable for delivering on our commitments and achieving results - so we can only continue to improve.



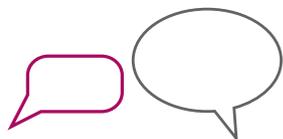
### DRIVING INNOVATION

We constantly strive to come up with new ideas and fresh ways of thinking, challenging accepted wisdom to find pioneering solutions and technologies. We believe that trying something new is a necessary risk that helps us continue to provide innovative products for our customers.



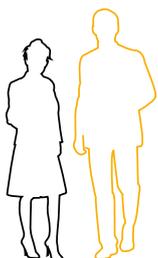
### TAKING CARE FOR THE ENVIRONMENT

We endeavour to work in a sustainable manner and minimise any possible impact caused by our operations. We champion environmentally conscious product design, offering the largest range of low emission Eco-design Ready stoves and fires in the UK and Ireland. Similarly, we design our gas products to run as efficiently and cleanly as possible, and incorporate innovative energy saving systems into our electric ranges.



### COMMUNICATING OPENLY

We are open and honest in all our communication to ensure transparency both within our company and with our customers. Sharing information, insights and imparting advice are things we do in all situations to ensure the best possible outcome.



### VALUE OUR PEOPLE

Our people are the measure of the strength of our company. We invest in them to help each person reach their full potential, providing a nurturing environment that develops long-term career opportunities.



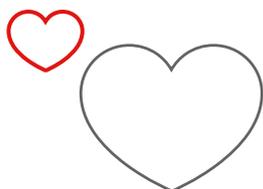
### HAVE TOTAL RESPECT

We respect each other's contributions and value individual differences, recognising that everyone is unique and that diversity makes us strong. We also respect our customers, treat them with dignity, and put them at the centre of everything we do.



### HAVING COMPLETE INTEGRITY

We believe integrity is fundamental to maintaining the highest standards of professionalism. We are committed to maintaining integrity in every aspect of our business and it is core to the way we operate, the ways in which we interact with one another and how we treat our customers.



### HAVE PASSION IN ALL WE DO

Passion is the energy behind all our actions - from the care we take creating quality products, to our desire to ever improve our standards, raise the bar for customer care and constantly surpass expectations.

## PUT OUR CUSTOMERS FIRST

Our values all help contribute to realising our core company value of Putting Our Customers First.

We know that our customers are the lifeblood of our business and recognise that our success depends on theirs. We strive to provide market-leading stoves and fires our customers can rely upon, backed up with world-class customer service.



## SERVICE STANDARDS YOU CAN EXPECT FROM US

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- If you are making a request that requires action, we will provide you with a reference number to quote, if applicable, should you need to contact us.
- We will take ownership of your enquiry, follow-up and keep you informed of progress till completion.
- We will provide you with accurate and consistent information.
- We will protect your personal information supplied to us.
- We will actively seek your feedback on our services to ensure they meet your needs.



## MEASURING AND IMPROVING THE QUALITY OF OUR SERVICE

We will measure and improve the quality of our service by:

- Obtaining feedback from our customers using feedback forms and customer service surveys
- Implementing quality training and coaching for our staff
- Using effective internal systems which will allow us to report on our performance
- Recognising our staff for customer service delivery excellence