



OUR PHILOSOPHY

To recognise that without satisfied customers we do not have a business

To give customers reasons only for justified praise, never justified complaint

To acknowledge all complaints openly and honestly and correct errors or omissions willingly and promptly

To recognise that the best environmental objective is to run our business to minimise consumption and waste

To create a stimulating and rewarding environment in which to work

To provide employees with a safe, secure and amenable working environment

To implement consistent long term policies ensuring stability for the Company and its employees

To uphold honest profit as a right and proper objective, it being the basis of the Company's security

To be leaders within our markets, setting standards of professionalism, quality, service and conduct

To recognise that the price should reflect the comprehensive quality of our products and service

To remain independent for so long as this best furthers the aims of the Company and its employees