CS SHIPPING

CUSTOMER SERVICE PLEDGE

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A MESSAGE FROM THE MANAGING DIRECTOR

At CS Shipping, customer service is at the heart of the way we work. Everyone we work with is a customer - our clients, suppliers, industry associates and the people we work alongside within the CS Shipping team. We all have a responsibility to make every interaction professional, helpful and positive.

Delivering excellent service is more than completing a task. It means listening carefully, communicating clearly, taking ownership and making every reasonable effort to exceed expectations. Our customers should feel that their business is valued and that we are committed to supporting them.

This Customer Service Pledge sets out the standards we expect from everyone working for or on behalf of CS Shipping. These principles apply across the business and support our commitment to being professional, reliable and ethical.

I expect every employee, contractor and representative of CS Shipping to take personal responsibility for these standards, to support colleagues in meeting them and to look for opportunities to continually improve the service we provide.

Thank you for your commitment to our customers and to each other.

Managing Director
CS Shipping

OUR CUSTOMER SERVICE COMMITMENT

We are committed to providing the very best customer service. Excellent service must be part of our culture and is the responsibility of everyone at CS Shipping. We will continually strive to improve, go the extra mile where we reasonably can and demonstrate through our actions that every customer is valued.

Excellent communication is central to achieving and maintaining a high standard of service. We will use clear, timely and appropriate communication so that customers and colleagues are kept informed about the work we carry out with them.

In delivering this commitment:
- It is our goal to exceed our customers' expectations.
- We will hold ourselves and each other accountable for our service commitment.
- We will make every effort and opportunity to talk to people in addition to, and where appropriate instead of, relying on email.
- We will listen effectively to our customers' requests and promptly take the necessary actions to assist them.
- We will keep our customers informed of unexpected delays or changes in service.
- We will finish our interactions with customers in a courteous and professional way.
- We will interact with colleagues, suppliers, partners and all those we work with in a courteous and professional manner.
- We will resolve issues with colleagues and other departments by discussing problems directly and working towards agreed, productive solutions.
- We will be considerate, cooperative, polite and helpful to everyone we work with so that, together, we deliver the best service possible.
- We will hold ourselves and each other accountable for addressing inappropriate comments and behaviour.

Responsibility for upholding this pledge is Company-wide, under the guidance of the Board of Directors and management team. Everyone is encouraged to make customer service part of their daily activities and to take ownership of delivering these standards consistently.
This pledge is communicated to all persons working for or on behalf of the organisation and is available to relevant interested parties as appropriate.

Professional. Reliable. Ethical.