



# the canotec **charter**

## **We recognise that all of our customers have a choice, no shortage of choice actually!**

Our future depends on making sure that when you choose Canotec, you continue to be 100% satisfied that you made the right choice! To achieve this, Canotec must ensure that we deliver to a level of service that meets or indeed exceeds your expectations.

The test for your service experience and confidence in Canotec, is that you would have no hesitation in recommending us to others. The highest compliment! The greatest reward!

Our charter reflects how our whole business, approach, service and solutions offerings are centred around your experience & partnership with Canotec.



As we want to make your choice an easy one, we will strive to achieve the following for you, should you choose Canotec...

- Provide the best ongoing value for our customers
- Deliver exceptional service & support not just acceptable service & support
- Understand exactly what your needs are and match those with appropriate, proven products and services
- Understand how, where and when you need these services and deliver through a proven approach and a committed & caring team
- Continually look to bring fresh ideas and business improvement to the table to help your business further
- If and when things go wrong, be able to resolve any issues quickly and efficiently
- Help you achieve greater efficiencies, saving time, money, energy, waste, and even paper!
- Help you to achieve a greener and leaner office... a "less paper office"
- Offer you total visibility and control with full cost analysis, service, performance and fleet management reporting, supplied by us or not