

COMPANY OBJECTIVES

QUALITY AND VALUE

To provide cargo handling and related services which are recognised by our customers as high quality in their content and their presentation and which are priced fairly and competitively.

HEALTH AND SAFETY

To do all that is reasonably practicable to ensure that our operations are, at all times, carried out in a manner that ensures the health, safety and welfare of all our employees and others likely to be affected by our operations.

INTEGRITY

To market our services honestly and openly and offer complete confidentiality and impartiality to each individual customer.

CUSTOMER RESPONSIVE

To support and service the needs of our customers in a responsive, sympathetic and timely fashion and to measure our success as a company by the establishment of objective standards of customer service and by regular measurement of customer satisfaction.

CONTINUOUS IMPROVEMENT

To encourage and listen constructively to criticism of our performance in all areas in responding, to strive for continuous improvement in cargo handling techniques and methods to the long term benefit of our customers.

EMPOWERMENT

To provide a creative, supportive and rewarding environment for staff which enables participation and the taking of responsibility throughout the organisation.

DEVELOPMENT

To recruit the best possible person for every job and through support and training to assist all employees to develop and maximise their contribution to the company.

OPEN COMMUNICATION

To ensure regular and detailed communication that all members of staff understand the direction of the company and its aims and values and the importance of their individual contribution to achieving its goals.

RECOGNITION

To value the quality of contribution, ability and dignity of each person working at Cargo Services (UK) Ltd. and reward appropriately.



J. P. L. DAVEY
MANAGING DIRECTOR



5th June 1997
(updated 25th April 2013)