

CUSTOMER SERVICE PRINCIPLES



“ Our customers have earned our respect; our job is To earn their trust - every day, with every pot.. . ”

Glenisk is here to serve our customers; without them, we would cease to exist.

They fund our mission to produce the best quality dairy products in the world with organic and sustainable agriculture. They enable us to invest in better nutrition to improve health and well-being now and for the generations to come. Our customers sustain 90 jobs (and growing) at Glenisk, while the future viability of a further 50 small family farms across Ireland depends on their support. Millions are invested back into the local economy each year, because our customers choose Glenisk.

Principles:

- Glenisk's Customer Care approach is founded on the principles of **honesty, transparency, integrity and respect.**
- Each customer is entitled to a perfect product; made naturally with the **best ingredients and the cleanest labelling.**
- We acknowledge every call, letter, email, post and tweet from our customers - fast. We listen to the praise, the complaints and the suggestions; each is a **learning opportunity** that will **help us do better** in the future.
- We take complaints at face value; we are grateful to our customers for giving us the opportunity to **make it right.**
- We tell the **truth.**

In handling complaints, we recognise that each customer is entitled to a truthful explanation for what has happened; a commitment to do better, an explanation as to **how** we are going to do better, and compensation for the inconvenience caused.