

Customer Charter

Develop Global is committed to delivering excellent customer service and satisfaction as a key priority.

10 customer commitments are to:

1. • Build a true partnership relationship, with trust on both sides
2. • Understand key aims and what needs to be achieved
3. • Deliver a quality product, exceeding expectations
4. • Have open and transparent conversations and resolve any potential issues early
5. • Be proactive in looking for ways to continually improve the service
6. • Support sustainability and independence through knowledge transfer at every opportunity
7. • Ensure customer confidentiality
8. • Provide efficient administration and support
9. • Provide mechanisms and support to measure effectiveness and continuous improvements
10. • Be proactive in adding value