

# TASPORTS CUSTOMER SERVICE CHARTER

TasPorts is committed to providing freight and logistics solutions which deliver the best possible outcomes to our customers.

## TASPORTS IS COMMITTED TO:

- Delivering reliable and efficient port infrastructure and services to all users of TasPorts' facilities around Tasmania
- Maintaining, planning and investing in port infrastructure to ensure the current and future needs of our customers are accommodated
- Upholding the highest standards for safety in all port activities to protect our customers, assets and people
- Continuously striving for improvement in the customer service experience provided to our customers

## TASPORTS CUSTOMER SERVICE STANDARDS:

- We will treat our customers with respect and courtesy
- We will listen to our customers to understand their needs
- We will actively engage with our customers and share information openly
- We will be responsive to customer enquiries and follow up in a reliable and consistent manner
- We will maintain integrity, trustworthiness and confidentiality in all interactions

## TASPORTS ORGANISATIONAL VALUES

TasPorts Customer Service Charter is underpinned by our core values:



### PROUD

Proud to play our part, we follow through with courage and conviction



### CARE

To show care, we actively engage and listen



### TOGETHER

We don't go it alone, because we're better together



### SHARE

Information empowers, so we share it generously



### TRUST

We trust our people and processes, to deliver with integrity