**Company Expectations – External**

We at SIMWEN are committed to the highest standard of customer service. In return we expect the customer to;

* Be respectful and courteous towards our employees.
* Notify us if you have changed your details. E.g. Address, Contact and Personal Details.
* Pay their accounts on time. If necessary notify us of any issues relating to payment.
* Provide us with accurate information that is easy to understand and consistent.

**Company Expectations – Internal**

We at SIMWEN are committed to the highest standard of customer service. We expect our employees to reach our standards by following the company guidelines.

We expect our staff to;

* Be punctual and maintain a good attendance record.
* Show respect and be polite to other staff members and customers at all times.
* Not be discriminative against any employee or customer regardless of their race, religion or sexuality.
* Meet all work deadlines.
* Dress appropriately for our organisation or workplace.
* Have an equal input into all work discussions and decisions.