



Customer Service Policy

The Management of Rogers Transport is committed to providing total customer service through the implementation of practices, procedures and communication, which will ensure efficient, cost effective and timely transport and warehousing services.

All levels of management and staff will be constantly aware that the customer is the sole reason for our services, and that the sole purpose of our business is to meet our customers' needs.

All goods handled by Rogers Transport will be done so to the best of our ability, and we are obliged to ensure that it will arrive in damage free condition, at the correct destination, within the specified timeframe. In addition, if requested, we will store the customers' goods in a secure, dry and safe facility, for an agreed time. Rogers Transport will then provide a prompt and accurate account for our services.

Every Customer is entitled to expect 100% efficiency from each employee, every time.

Customers are to be accorded a prompt, courteous and intelligent response to every requirement.

Customer Service excellence can only be achieved through co-operation at all levels, and the commitment to continuous customer service improvements.

Rogers Transport encourages active participation in all Customer Service activities and recognises that the ongoing pursuit of Customer Service excellence will contribute many essential elements to a professional and profitable business.

Gary Rogers
Managing Director
Rogers Transport

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