

## Customer Charter

**At the heart of Live Borders is a commitment to making our communities healthier, happier and stronger.**

This charter outlines our commitment to you as a customer and what you can expect from us when using our services:

We will always strive to embody our values when engaging with our customers: positive, collaborative, inclusive, productive, honest.

We put our **customers' needs first** – we will listen to you and help you find solutions that work for you.

We are **positive, friendly, helpful and knowledgeable** about what we do. You will find our staff try their very best to find answers for you.

**Safety** of all our customers is top of our list and we will provide safe, clean and well-maintained facilities.

You can expect us to be **honest and open** in everything we do.

We want everyone to **access our services equally**, where possible and practical.

We have also made a commitment to value and nurture our staff. We encourage our customers to treat our teams with respect and to provide feedback in a respectful and courteous way.