

# Our team **commitment**

## We are committed to...

### **1 our clients**

- We believe our first responsibility is to our clients.
- Our aim is to make it easy and enjoyable for you to do business with us.
- When you contact us we will always respond promptly, accurately and professionally.
- When you visit us we will make sure you have a memorable experience.
- Every time you use our services you can be assured that we will fully understand your needs and expectations.

### **2 our people**

- We recognise a large part of our lives is spent at work and we will ensure our people have a challenging and vibrant working environment, free from internal politics.
- We value openness and honesty, and we encourage collaboration and teamwork.
- We respect individuality and support all members of the team in their career and life choices.
- We are proud to employ people who strive to deliver the best for our clients, who take responsibility for the role they play, and who are committed to the values and culture of Broughton Nicotine Services.

### **3 our community**

- We recognise that our business doesn't exist in isolation.
- We believe we can make a positive impact and are committed to helping the communities in which we live and work by supporting enterprise development, education systems, and charities.

### **4 our business**

- Our final responsibility is to our Business and making a profitable return on investments.
- Financial reserves must be created for adverse times to ensure long term business security for our stakeholders.
- We provide an open, honest, and fair pricing structure that allows us to invest in future generations and innovative technology.