



VALUES

CUSTOMER SERVICE CHARTER | 2024



Go Green are proud and committed to provide the highest level of service and support to our customers. We are passionate about what we do and the service we deliver; we will continually strive to improve our people, policies and processes.

Strong relationships are the foundation of our success; at every level of our business, we establish partnerships based on respect, trust and integrity.

The customer service charter defines how we will achieve the standard of service that you can rely upon when dealing with Go Green.”

William Ives
Operations Director

The **VALUES** Customer Service Charter lays the foundation for the standard of care our customers should expect from Go Green. To achieve our Vision Statement: “To deliver the future in waste management”, we must deliver a service which is customer focused.

Our **VALUES** Charter highlights our six key values of which we will base our customer service interactions upon.

Value

Accessibility

Leadership

Understanding

Efficiency

Specialism

With our core structure implemented across Go Green as well as our four divisions, customers can expect the same level of commitment, dedication and delivery no matter which area of the business they find themselves.

V alue

Building excellent relationships with our supply chain is vital to guaranteeing the best prices with priority service to an exceptional standard. We will continue to monitor and measure our performance, ensuring all employees are highly trained and engaged. We understand one size does not fit all, therefore we treat each customer as individuals and meet their bespoke requirements.



A accessible

We aim to provide our clients and partners with as much access as necessary to our personnel including Account Managers, senior staff and directors. We also endeavour to make accessing your data as easy as possible. We take the time to understand your needs, provide assistance and listen to your ideas.



L eadership

Go Green strive for excellence in everything we do, and that starts with the people working for us. Our leadership team strive forward setting the example for our employees. We are committed to applying our expertise, innovation and intelligence to develop new Waste Management solutions. Our continual improvements anticipate and exceed our customers and partners expectations.



Understanding

Having patience, understanding and putting ourselves in your position ensures we can provide the best possible service by working together to achieve a common goal. We aim to get things right the first time but if things do go wrong, we will react promptly to resolve.



E

fficiency

We pride ourselves on responding to enquiries in an efficient and timely manner. Under normal circumstances all calls will be answered within 10 seconds and email responses will be prompt, but within a maximum of 24 hours depending on their urgency. Each customer is assigned a dedicated account manager who can proactively support and guide customers in best practices whilst ensuring compliance with all legislative requirements.



Specialism

Go Green Ltd have spent over 20 years building our offering and with a customised approach to waste management, our bespoke services mean we can tailor the right solution to each customer's individual needs. With our extensive supply chain, each offering their own expertise, we have a solution to meet each criteria.





Get in touch

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