

# CUSTOMER SERVICE CHARTER

This charter outlines Emerald Grain's Commitment to Growers & Marketers

## **Our Service Commitment at a glance**

### **Listening to our customers**

We Listen and act on feedback from growers and marketers

### **Information**

We provide timely and accurate information

### **Competitive Pricing**

Our service charges are fair

### **Environment**

We ensure a safe environment for customers and staff

### **Community**

We are dedicated to rural communities around our sites

## **Growers can expect**

- Payments within 48 hours
- Storage costs deducted from payments to reduce hassle
- Safe storage sites for you to visit
- Professional marketing information
- An accurate, real time stock system
- Sponsorship of local community groups
- Fast turnaround times at sites
- Helpful well-trained staff who will treat you with respect and confidentiality
- Efficient technology via mobile apps and website to aid marketing decisions
- Easy online or over the phone warehouse transfers
- Large number of marketers at sites with an array of purchase options
- Dedicated grower support to assist with any of your enquiries

## **Marketers can expect**

- An accurate real time stock system compliant with GTA membership trade rules
- Safe country and port sites for you to visit
- Order confirmations within 2 days on all requests
- Transparency regarding site activities
- Accurate and timely grain quality information
- Helpful well-trained staff who will treat you with respect and confidentiality
- Market leading bulk shipping and container facilities

## **Customers assist our Service delivery by**

- Treating other people at sites with respect and courtesy
- Complying with Emerald Grain site safety regulations
- Complying with the Emerald Grain Storage and Handling Terms and Conditions
- Providing feedback to improve our service
- Compliance with GTA membership trade rules