

# CUSTOMER CHARTER

Delta is your smart thinking infrastructure specialist in energy and environmental services. We bring innovation and quality to infrastructure management, operation and maintenance. We are dedicated to doing right by our customers and seeking out improvements. We aim to meet your expectations every time you use our services and invest in our people and business to that end. We are committed to getting to know you and your business well and always strive to provide you with a great experience. Our customer charter sets out what you can expect when we provide services to you.

## OUR PROMISE TO YOU



### WE WILL PROVIDE A QUALITY SERVICE

- We are committed to delivering high quality outcomes
- We will continue to regularly review our performance to identify areas of improvement
- Our goal is to always meet, or exceed, your expectations



### WE WILL NEVER COMPROMISE ON SAFETY

- Safety to our staff and the public is our first priority
- We will never do anything that undermines this core commitment
- We pride ourselves on safe and healthy work environments



### WE SUPPORT THE ENVIRONMENT

- We are committed to continual improvement in our environmental performance
- We aim to prevent harm to our environment through sustainable work practices



### WE WILL PROVIDE VALUABLE SOLUTIONS

- We are committed to customising our solutions to fit your specific needs
- We take responsibility for resolving your concerns, listening to your needs and addressing issues raised



Brian Wood,  
Chair, Delta



Mike Costelloe,  
Chief Executive Officer, Delta