

Pensord Charter

The customer is our primary focus

- We endeavour to help our customers succeed
 - We work in a spirit of partnership
 - We listen
- We look to add value in all our dealings

We aim to deliver quality, service and value for money

- We aim to get it right first time, on time, every time
- We are passionate about service and continually strive for excellence
- We aim to deliver best value and enhance competitiveness
- We drive efficiency in pursuit of continual improvement

We act with honesty and integrity in all our dealings

- We are transparent in all our relationships
- We only promise what we can deliver
- If things go wrong, we communicate – and put them right

People make the difference

- We work in a spirit of teamwork and co-operation, where everyone can give their best
- We develop our team to meet the needs both of our business and of our customers
 - We encourage our people to take pride in their work and strive for excellence
 - We are one Pensord. Great things happen when we work together

We have a responsibility

- We embrace our broader social responsibility and contribute in a meaningful way to the community of which we are part
- We care about the environment and are committed to the continual improvement of our environmental credentials

These are not just words – these are the values
by which we live and work.

Pensord™

Magazines & Periodicals