# CUSTOMER CHARTER

JOINTLINE

Safely Marking
The Way Aheac
jointline.co.uk

At Jointline, we are dedicated to delivering exceptional service, fostering long-term partnerships, and consistently exceeding expectations. This Customer Charter outlines our promise to you and reflects the values and principles that shape every aspect of our work whether you are a client, or a member of the public using our services.

## Safety and Compliance

We are safe in everything we do. We adhere strictly to all health, safety and industry regulations.
Our operations are fully compliant and we promote a proactive safety culture.

"We work safely, or not at all."

## Quality Assurance

We are experienced in delivering exceptional results. Our robust quality assurance systems ensure that all work meets or exceeds regulatory and client standards.

"Quality is never an afterthought - its the foundation of everything we do."

## Clear and Open Communication

We are collaborative and prioritise transparent, honest, and timely communication at every project stage.

"You're always informed and always involved."

## Environmental Responsibility

We are responsible in minimising our environmental impact. We embrace sustainable practices across all operations, ensuring that protecting the planet is a core part of our responsibility.

"Protecting the planet is part of our responsibility."

## Reliability and Responsiveness

We pride ourselves on being dependable and agile. Our team is responsive to your needs and ready to act when it matters most.

"When you need us, we're there."

## Customer Satisfaction

We are reliable in our commitment to your success. Your satisfaction is our success. We listen, adapt and deliver to meet your needs and exceed your expectations.

"Your goals are our goals."

## Fair Payment Practices

We uphold fair and ethical payment standards with clients, partners and suppliers.

"Respect in business starts with fair treatment."

## Innovation and Expertise

We are innovative and bring together expert knowledge and a passion for solving challenges. We combine experienced insights with cutting-edge solutions to deliver value.

"Smart thinking, skilled hands."

## Our Promise:

At Jointline, our commitment goes beyond delivering outstanding results — it's about serving everyone impacted by our work, building trust, ensuring quality, and being a partner you can rely on. Our values shape every interaction, every project, and every outcome. With our dedication to quality, safety, transparency, and sustainability, we ensure your success is our priority. Together, with our clients and the public that we serve, we build trust, deliver results, and drive progress.