



FOLENS CUSTOMER EXPERIENCE CHARTER

The mission of our Customer Experience Team is to fully understand our customers' needs and to provide high quality, timely and effective customer support.

Our vision is to provide an excellent customer experience that will be identified as the best in class within the Irish education industry.

Here at Folens we work together and are loyal and passionate about our Folens hive and our colleagues. As part of this, we are committed to helping you to realise the full value of all our products and services.

Customer Experience Principles

- **Recognise the importance of all customers** and how the actions of every Folens employee can make a difference while being professional, reliable, respectful and responsive.
- **Communicate promptly and honestly**, providing customers with a variety of ways to contact us, while being brief and clear with all responses.
- **Be the voice of our customer** so that the needs of our customers are at the centre of everything that we do.
- **View any issues as an opportunity to improve**, where solving these issues will enable us to improve the quality of our products and services.
- **Listen well and ask the right questions**, be responsive and demonstrate a sense of urgency while realising that how something is said has a significant influence on how it is received.
- Strive to make it as **easy as possible for our customers** to do business with us to ensure that we are your preferred supplier of educational content and services.