

THE NAHC GROUP

Customer Service Charter

“Our commitment to you is to deliver outstanding Customer Service in every interaction”

We are Ethical

- Acting professionally, ethically, honestly and courteously in all dealings
- Refraining from making disparaging, misleading or untruthful comments about colleagues, clients or the community
- Avoiding situations where personal interests are, or appear to be, in conflict with the organisation's interests
- Not accepting inducements from suppliers or clients



We are Respectful

- Treating colleagues, clients and the community with respect and courtesy at all times;
- Respecting and valuing individual differences;
- Not engaging in behaviour that discriminates, harasses or bullies other people
- Valuing the work of others and working cooperatively together



We are Collaborative

- Understanding the value that external stakeholders play in NAHC's success

We are Caring

- Supporting and being empathetic towards colleagues, clients, suppliers and the community's needs;
- Building confidence and self-esteem



We are Responsible

- Achieving compatibility between economic development and the maintenance of the environment, ensuring that proper consideration is given to the care of the air, land, water and the community, which may be affected by our activities;
- Providing a safe and clean environment
- Limiting the impact that the business has on the surrounding environment through the sound and careful management of its activities



OUR MISSION

To facilitate affordable housing outcomes, achieving a balance in commercial, social and environmental outcomes, and to act as a catalyst for housing innovation and integrated communities.