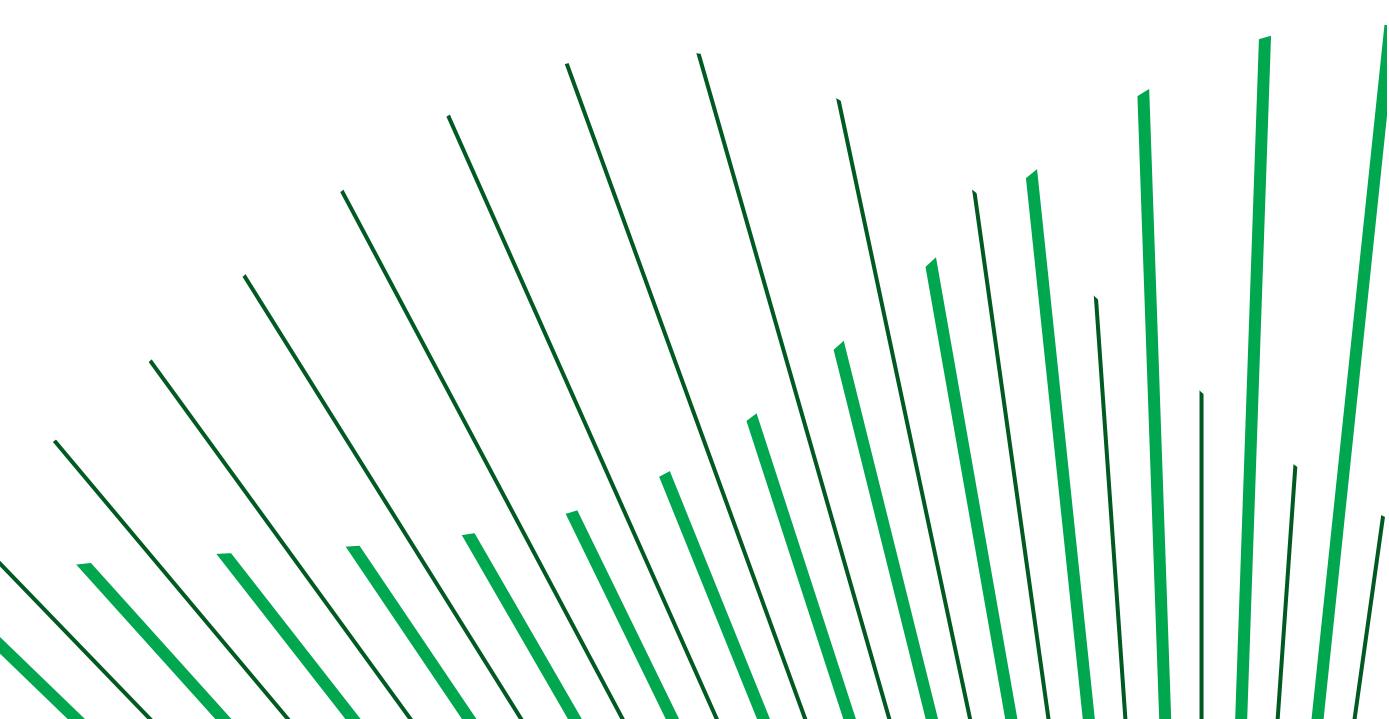


Customer Charter

Bord na Móna



Introduction

This Customer Charter is Bord na Móna's public statement about the levels of service customers can expect when dealing with the various public services offered by the company.

Our Mission

Established in 1934 to support socio economic development and Ireland's energy security using our natural resources, Bord na Móna is now a climate solutions company focused on renewable energy, recycling and peatlands rehabilitation. The company's key objective is to help Ireland become carbon neutral by 2050.

Our Commitment to our Customers

Bord na Móna is committed to providing a professional, efficient and courteous service to all our customers, i.e. those members of the public who interact with us in order to receive a service. We will strive to deliver high quality, easily accessible services at all times.

We will treat all of our customers equally and make every effort to ensure that the services we provide reflect our customers' needs and expectations at all times during their engagement with us.

We at Bord na Móna commit ourselves to working together to maintain a workplace environment that encourages and supports the right to dignity at work.

We respectfully ask that customers treat our staff with dignity and respect at all times.

We reserve the right to cease interactions with customers who do not adhere to this request.

Written or Email Contact

All customer correspondence will be acknowledged within three working days of receipt.

In general, a full response to such correspondence will issue within 15 working days or, where this is not possible, an interim reply will be given, explaining the reason for the delay and advising when a substantive response will issue.

Replies will be in clear, plain language, free from jargon and technical terms as far as possible.

When responding in full, a contact name or section name, telephone number and email address will be included in all written correspondence.

All Access to Information on the Environment and Data Protection requests will be dealt with in accordance with the relevant legislation.

All complaints will be dealt with in accordance with Bord na Móna's complaints handling procedure and all Protected Disclosures will be dealt with in accordance with the company's Protected Disclosures Policy.

Visitors

Visitors to Bord na Móna's land and properties will be treated in a courteous manner.

We will ensure that our public reception and meeting facilities are accessible and maintained to the appropriate Health and Safety standards.

Levels of service to expect when dealing with Bord na Móna

We recognise that different groups of customers will have different priorities and needs when dealing with Bord na Móna and may require specific commitments regarding service levels.

Customers with Disabilities

We will ensure that the needs of people with disabilities are identified and fully catered for. We will make every effort to ensure our buildings, services and the information we provide are fully accessible to meet the needs of people with disabilities.

