



Public Relations Department Service Charter

OUR VISION

Our Vision is to be globally competitive in production and marketing of sugar and other products.

OUR MISSION

Our Mission is to efficiently, innovatively and sustainably produce and market sugar and other products in a clean and safe environment to the satisfaction of all stakeholders.

MANDATE

Our mandate is:

- * To manufacture sugar and co-products from sugarcane.
- * To establish and manage sugarcane plantations and assist others to do so.

CORE VALUES

- *Customer focus
- *Integrity
- *Professionalism
- *Innovation and creativity
- *Teamwork and mutual respect
- *Commitment and hard work

THE CUSTOMERS/STAKEHOLDERS

Farmers, Shareholders, Cane transporters, Buyers of company products, Suppliers, Local community, Government, Investors, Research Organisations, Research Institutions, Outgrowers institutions, Trade Unions, Federation of Kenya Employers, Statutory bodies, Financial Institutions, Kenya Sugar Board, Media, Employees.

CUSTOMERS' RIGHTS

- * Right to quality products.
- * Right to be treated with respect and courtesy.
- * Right to demand and confirm the identification of NSC staff serving them.
- * Right to record any complaints against the company or its agents/ employees

OUR OBLIGATIONS

To customers

- * Professionalism in service delivery.
 - * Provision of timely services.
 - * Observance of quality standards in service delivery.
 - * Prompt response to inquiries and requests.
 - * Fair treatment.
 - * Transparency in interaction with customers/ clients.
- in connection with the services offered by NSC.

To company employees

PUBLIC RELATIONS DEPARTMENT RANGE OF SERVICES				
	SERVICE	CLIENT OBLIGATION	COST	TIME
1.	Resolution of Public Complaints	Forward the complaints	Free	1 - 3 weeks
2.	Handling media inquiries	Ample time to allow verification of information	Free	Within 1 day
3.	Implementation of CSR projects	Submit project requests	FREE	Subject to availability of funds

REVIEW OF THE CHARTER

The Company will initiate the review of this service charter when need arises.

All issues concerning the service charter should be addressed to;

The Managing Director
Nzoia Sugar Company Limited
P.O Box 285 - 50200 Bungoma, Kenya.
Tel: 055-30500, 020 35557862-5
Mobile: 0727 477777, 0735800500
Fax: 055-30001
CALL PUBLIC RELATIONS DPT ON EXT: 232/ 319
Email: md@nzoiasugar.com Website:
www.nzoiasugar.com
Facebook: Nzoia Sugar Ltd.Page
Twitter: @NzoiaOfficial