

## *Central Farmers Cooperative's "Contract with Customers"*

- 1) Deliver Great Service. You expect it*
- 2) Always do what we say we will do  
(Say what we do and do what we say)*
- 3) Be Prompt*
- 4) We won't make excuses or blame  
others, we WILL be accountable*
- 5) Help solve your problems*
- 6) If we catch a problem, we will call  
you before you have to call us*
- 7) We will be accessible and easy to reach*
- 8) Return phone calls and emails quickly*
- 9) We need to EARN your trust*
- 10) Create Confidence*