



VISION, MISSION & VALUES
(VMV@DSE)
and CUSTOMER SERVICE
CHARTER



OUR VISION

The dedicated team at DSE Transport is guided by our shared Vision to exceed our customers' expectations every day, in all that we do, whilst providing a safe, supportive, inclusive, and rewarding environment for our team.

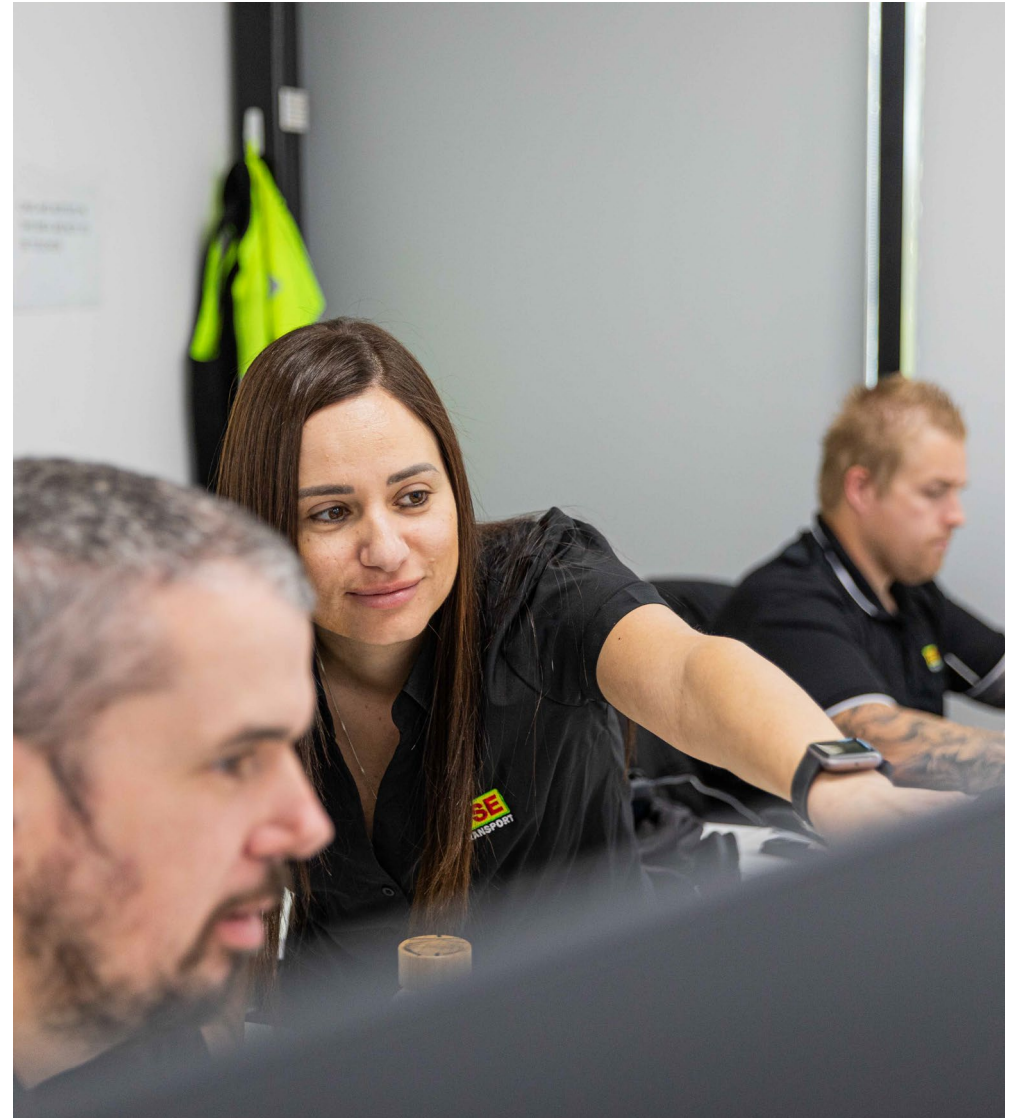
Over 300 dedicated individuals work together to elevate ordinary actions into impactful contributions - always prepared to look after our valued customers, our communities, and each other.



OUR MISSION

Our **Mission Statement** summarises our fundamental purpose and defines why our organisation exists, what we do, and who we serve:

At DSE Transport, our mission is to connect Australia through safe, efficient, and sustainable transport solutions – forging lasting partnerships, driving innovation, and Delivering Service Excellence for a prosperous, connected and sustainable future.





OUR VALUES

Our **Values** are the intrinsic and enduring principles that guide and shape our culture, behaviour, decisions, and actions. They define our identity as an organisation, and influence how we approach challenges and opportunities, including how we engage with you, our customer:

Continuous Improvement – we relentlessly explore novel and refined approaches to excel in our work and achieve our mission. Every idea and opinion is valued and contributes to our journey of advancement.

Unwavering Integrity – we do what is right, not what is convenient.

Safety, Health and Well-being – caring for each other's physical and mental wellness and safety is a fundamental part of who we are.

Teamwork & Collaboration – we trust and respect each other and draw strength from our differences. We believe in our colleagues, our drivers and our customers and always have each other's back. **#WeAreDSE**

Ongoing Excellence in Everything – we pursue perfection through meticulous attention to detail, sincere and transparent communication, and a commitment to learning from our mistakes.

Making a Difference – we are constantly striving to position ourselves at the forefront of our industry, through technological improvements and business leadership.

OUR CUSTOMER SERVICE CHARTER

We are committed to delivering exceptional customer service in the transport industry. Our mission is to exceed your expectations by providing reliable, efficient, and personalized solutions. As a testament to our dedication, we present our **Customer Service Charter** to outline the principles that guide our interactions with you:

Reliability: We understand the critical nature of transportation services. Our commitment is to consistently deliver on-time, secure, and dependable solutions that meet and surpass industry standards.

Communication: Open and transparent communication is paramount to our relationship. We pledge to keep you informed at every stage, providing real-time updates and addressing any concerns promptly.

Customer-Centric Approach: Your satisfaction is our top priority. We will actively listen to your unique needs, offering tailored solutions that align with your business objectives and contribute to your success.

Safety and Compliance: The safety of your cargo and compliance with industry regulations are non-negotiable. We adhere strictly to safety protocols and regulatory requirements, ensuring the secure and lawful transportation of goods. adherence to safety protocols and regulatory requirements.

Innovation: We are committed to staying at the forefront of industry advancements. Through continuous improvement and embracing innovative technologies, we aim to enhance the efficiency and effectiveness of our services.

Professionalism: Our team of dedicated professionals approach every task with the highest level of expertise and professionalism. You can trust us to represent your business with integrity and diligence..

Accessibility: We value your time and recognize the importance of accessibility. Our team is readily available to address your inquiries, provide assistance, and offer solutions, ensuring seamless collaboration.

Environmental Responsibility: we are dedicated to minimising our ecological footprint. Our operations consider sustainability, and we actively seek eco-friendly solutions wherever possible.

By choosing DSE, you are not just selecting a transportation partner but a collaborative ally invested in your success. This Customer Service Charter serves as our commitment to excellence, and we look forward to the opportunity to exceed your expectations.