Our objective is [insert corporate objective here].

Our mission statement is [insert mission statement of firm here].

We are committed to providing our customers with superior customer service. We have a policy of zero tolerance for poor customer service.

This policy is applicable to all [employees/staff/clients].

All [employees/staff/customers] are expected to [insert expectation here].

Please contact [insert name and contact information here] with any queries regarding this policy.

We appreciate your cooperation.