

# MISSION STATEMENT

BATES OFFICE

The Bates Office mission statement is more than words on a piece of paper – it's the philosophy that guides how we do business every day

**TO reduce customer expenditure by hard and soft costs over the duration of a contract.**

**TO deliver a single source of supply to our customers and reduce hidden administration costs inflated by a diverse range of suppliers.**

**TO offer effective e-commerce solutions and training.**

**TO provide next day supply on a national level.**

**TO be genuinely pro-active in the support of our customers needs.**

**TO maintain an easily accessible management team and non-automated telephone service.**

**TO deliver quality products at fair prices.**

**TO constantly improve our workforce, processes and products.**

**TO be aware of our commitment to the environment**

**TO recognise the real value of our employees where our staff are encouraged to reach their true potential through continual training and development**



ONE SOURCE ONE SUPPLIER ONE SOLUTION

