

# Black Turtle Dive

8 Moo 2

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## Our Customer Promise

### Ocean Explorers. Marine Protectors

*Ocean Explorers and committed Marine Conservation Protectors*

## Our Mission Statement

Through education, training courses and experiences, we endeavour to create scuba divers who are knowledgeable, competent and confident and inspire them to become Ocean advocates.

## RESPECT

**R - RESPONSIBILITY** - We pledge to take our responsibilities to our customers, our staff, the local community and the environment very seriously and demonstrate this through our role model behaviour and actions.

**E - EQUALITY & DIVERSITY** - We pledge to recognise and value diversity and equality through inclusion, regardless of age, gender, disability, racial origin, religious beliefs or sexual orientation and strive to promote fairness and respect to everyone.

**S - SERVICE** - We pledge a commitment to all of our customers to give the best Customer Experience and to provide prompt, courteous and excellent Customer Service by knowledgeable, understanding and friendly staff.

**P - PROTECT & CONSERVE** - We pledge to protect and conserve our wonderful underwater environment so this amazing world can be enjoyed by generations to come.

**E - EXCELLENCE** - We pledge to create an environment that is conducive to learning, innovation and excellence, so that everyone can benefit and reach their full potential.

**C - COMMUNITY** - We pledge ourselves to opening up opportunities to the local community, our customers and staff through partnerships, collaboration, accessible infrastructure and resources.

**T - TRAINING & STANDARDS** - We pledge to teach and conduct all levels of diver training and activities to the very highest training standards, offering all our customers a high quality experience, exploration and adventure, in a fun and safe environment.

We demonstrate our commitment to your success through own role model actions and a shared vision for learning and to become a part of the solution in protecting and preserving our Ocean planet.

We align with and promote best conservation and environmental practices in all of our diving courses, experience and educational programs and focus our training on you.