

## Southwold and District Chamber of Trade and Commerce

### Creating Success for Members

Southwold and District Chamber of Commerce is the ultimate business network. It exists to connect people with people, business with business and to promote, represent and expand the business interests of its members.

The Chamber is committed to the enhancement of economic prosperity and the quality of life throughout the whole of its membership area.

Southwold Chamber of Commerce is the ultimate business network, enabling our members to forge more links with companies across Suffolk than any other membership-based business organisation in the region. The voice of local business's, we are committed to the enhancement of economic prosperity and the quality of life throughout the surrounding areas of Southwold and Suffolk.

A non-for-profit organisation, we are the voice of local business, dedicated to supporting the continued success of businesses. We do this by providing valuable networking opportunities for our members, assisting businesses of all sizes in increasing sales and cutting costs.

### Putting our members first in everything we do

#### Who are our members?

- Current members. Our members are business owners or managers from Southwold, Reydon and the surrounding areas. No business is too small or large to qualify for membership.

#### What does 'putting members first' mean?

- Understanding a members needs for advice, training, products and services
- Offering a competitively priced range to meet those needs
- Treating everyone as an individual
- Giving open and honest advice to members
- Playing our part as a Chamber in the wider community of our members
- Being ethical - do all this in a fair and balanced way.

#### How do we put members first?

- Better meet their needs and effectively represent them
- Increase the numbers of members we serve
- Focus resources to where they will be cost effective and use them efficiently
- Continue to build long term strength

## Our Values

### To provide an excellent service

- Putting members first in everything we do
- Own the issue and challenge the obstacles
- Continuously improve.

### To be responsive

- Listen carefully, then act decisively.

### To care

- Do the best for every individual with the time and resources we have available
- Take pride in achieving for members.

### To be reliable

- Communicate clearly, openly and honestly
- Do what we said we would do when we said we would do it
- Earn trust by acting consistently
- Never assume - if in doubt, ask.

### To have commitment

- Make it happen
- Deliver a service second to none
- Get it right - first time.