



Ibec Customer Charter

The purpose of our Customer Charter is to set out our standards and commitments to you throughout your experience with us. Our charter reflects how our purpose and values are lived through our work. This experience is for our members, customers, internal and external stakeholders and strategic partners.

How we deliver for you



We will be courageous and influential on your behalf to drive a sustainable future for all.



We will develop policy positions that are grounded in balanced, insightful, trustworthy and evidence-based insights.



We will consult, engage collaboratively and represent members and stakeholders, both nationally and internationally.

How we innovate for you



We will track, analyse and anticipate future trends to evolve and grow as an organisation.



We will advocate for sustainability, starting within our own organisation.



We will build strategic, forward-looking business alliances and networks.



We will innovate, co-create and develop our services and products to stay relevant to evolving customer needs.



We will invest in research, digital, data science, and the monitoring of industry trends.

Ibec Customer Charter

How we support you



We will work as one team, collaborating, sharing knowledge and expertise.



We will champion diversity, treating all with respect, fostering an inclusive environment that reflects our values.



We will attract, support, develop and retain the right people to best deliver for you and gain your trust.



We will invest in and nurture a long-term business relationship with your organisation and your people.



We will quality assure all our services and the information we provide to ensure they are timely, clear and accessible - listening and responding to your needs and giving trusted advice.



We will be ambitious for a mutually beneficial future together, act honourably, always building trust



We will have strong and effective governance to protect you and manage risk.



We will have robust, effective and secure technology to enable future services in the increasingly digital and omni-channel world of business.



We welcome and regularly seek feedback to help us deliver customer service that exceeds your expectations.
Email customerfeedback@ibec.ie
Tel: 353 1 605 1500

Ibec, 84-86 Lower Baggot Street, Dublin 2.