

## Service with a smile

At last some positive coverage about the packaging industry. The letter from Vic Jannels (*Mortgage Solutions 07/03/05*) presents an encouraging view.

Vic is a hugely respected individual in the packaging industry and has offered valuable support to me and to others on many occasions. His letter was so refreshing when you consider that most of the recent coverage has

directly attacked the packaging industry.

The way I see it is that people in a position of authority have a duty of care to send out a positive message, especially when the consequences are potentially massive, affecting jobs and livelihoods.

The mortgage industry can be likened to eco-system, and, as in nature, if one part is removed it can have detrimental effects on those who are left. We, thankfully, have responded well to the recent changes in regulations and have consequently taken on 15 people since Mortgage Day.

So here's to a brighter future, all working side by side competing on service not slander.

**Roger Morris**

Managing director  
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