



Key factor	Total
Look through the eyes of other people	172
<b>Bring the service to their door-step</b>	<b>190</b>
<b>Promote their knowledge &amp; skills</b>	<b>220</b>
Enhance their life & OSH competences	168
Facilitate personal experience	140
<b>Customise programmes &amp; services</b>	<b>183</b>
Speak their language	157
Treat them fairly & equally	138
Foster fun & laughter	89


**E | N | E | T | O | S | H**