

	<h2 style="text-align: center;">Customer Satisfaction Policy</h2>	Issue date: 02-Oct-18 Revised date:02-Oct-19
Doc No: HSG	Author : Ashley Govier	Issue No : 1

CUSTOMER SATISFACTION POLICY

OWNER: Directors

Signature: A.Govier

Introduction

It is an integral part of Company procedures that information is pro-actively sought from our clients to enable the determination of satisfaction, based on the agreed scope of service specified within the purchase order / contract issued for the planned works.

Customer satisfaction feedback information, including any re-active complaints made is collated and monitored in the form of a pre-determined Key Performance Indicator (KPI), where as a result the Company's performance in relation to meeting or exceeding Customers' requirements is confirmed and reviewed at Management Review Meetings

It is important to note, that when dealing with any manner of communication and / or feedback from clients, other than that resulting from proactively sought 'Customer Satisfaction Feedback' campaigns, any comment received that directly or in-directly makes reference to any form of adverse performance on our part with regard to the service and / or product provided, this shall be treated and processed as a re-active customer complaint.

Details relating to how this process is performed, including how we handle 'Customer Complaints' is clearly defined within Company operating procedure