



CUSTOMER CARE POLICY

The Companies objectives are:

- To provide customers and clients with services tailored to their needs that offer positive, measurable benefits.
- To build long-term relationships with customers and clients.
- To be confident that our customers and clients will recommend our company to others.
- To provide services that we can be proud of.
- To investigate and resolve any complaints which may be received from our customers or clients.

To achieve these objectives we will:

- Ensure that the competence of the company matches the requirements of each particular contract.
- Ensure that a clear brief is agreed with the customer or client before work commences.
- Agree targets for Health and Safety, quality and environmental outcomes with the customer or client before work commences.
- Ensure we have appropriately trained and competent staff.
- Deal promptly and efficiently with any complaints from the customer or client.
- Review our performance with the Client on completion of the contract.

SIGNED: Gwil Thomas

POSITION: Director of Compliance, Regulation, Health & Safety

DATE: 17 February 2026

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GEWSMS-06		1 of 1	17/02/2026	2