



# Power Testing Limited

## Customer Charter

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## Customer Charter

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### 1 Introduction

I, and the Board of Directors of Power Testing Ltd, acknowledge that delivering exceptional customer service is vital and that our strength comes from keeping our customers and all other stakeholders satisfied. In this way, we can build, maintain and improve the long-term relationships upon which our business is founded.

We believe that our customers deserve the highest standard of customer service we can provide.

To aid in our aim of achieving exceptional customer service we commit to the following minimum standards, which we call our Customer Charter.

### 2 Customer Charter

We will:

#### 2.1 In General

- Treat all customers fairly, respectfully and with courtesy
- Respect and protect our customers' privacy and intellectual property
- Not make any unsolicited press statements regarding our customers
- Direct any media enquiries regarding our customers to our customers themselves
- Respond to customer communications in a timely manner
- Provide solid engineering solutions to our customers
- Advise our customers of the most beneficial way for them to meet their needs
- Reserve the right to refuse to accept contracts that we feel are not in our customers' interests, be it financially, in engineering terms or on any other basis
- Listen to our customers and actively seek feedback, in order to improve our service
- Ensure that any vulnerable customers or stakeholders are safeguarded
- Work with our customers to produce effective plans for work to be carried out and work to minimise the disruption to our customers
- Provide reports on works carried out in a timely manner. Our target for reporting is ten working days from completion of work

#### 2.2 In the Unlikely Case of Complaints

- Investigate any complaints promptly and fairly
- Involve our customers in any investigations
- Keep our customers informed of any investigation outcomes

### 2.3 On Customer Premises

- Apply all efforts to arrive on site at the appointed time
- Notify our customers if we are delayed and keep our customers advised of our estimated time of arrival
- Take good care of- and preserve- our customers' buildings, equipment and systems
- Adhere to our customers security, health, safety and environmental rules
- Keep our customers up to date with our progress through planned work
- Report immediately any safety concerns we might have or any defects that we may come across

### 2.4 In Abnormal Conditions

- Attend site as soon as possible after receiving a call
- Strive to restore supplies, safely, in as little time as possible
- Provide advice and support on actions to be taken to rectify faults

## 3 Associated and Supporting Policies

- Anti-Bribery
- Corporate and Social Responsibility
- Equal Opportunities
- Slavery & Human Trafficking
- Sustainability

A handwritten signature in blue ink, appearing to be 'C. Park'.

Christopher Park, Managing Director, Power Testing Ltd.

Date: 16<sup>th</sup> November, 2017