

AMALGAMATED LTD CUSTOMER CARE POLICY 2007

Our Company Policy is to strive to exceed customer expectations through the provision of a professional, safe, quality and timely service which is complimented by effective, innovative and courteous communications.

Our Policy attributes are:

- Continuous awareness that our work involves the protection of life, property and the environment.
- Exhort only the highest ideals in all of our undertakings.
- Secure and maintain appropriate third party accreditations to satisfy client preferences.
- Allocate members of the same local engineering team to each client, thus benefiting the client with site and system familiarity.
- Be proactive and not merely responsive to client needs, thereby exceeding the client's expectations.
- Develop lasting partnerships with our clients based on added value and mutual benefits.

Amalgamated Ltd Mission and Vision Statement:

Our Mission and Vision Statement are underpinned by our Core Values and have been developed to compliment Amalgamated Ltds Customer Care Policy and associated attributes:

Mission Statement:

"To substantially grow our business with emphasis on Regular Servicing and to build on our successes through continuous Improvements which provide added values to our Customer Care, Partnering and IIP Programmes.

Vision Statement:

"A Professional Company protecting Life, Property and the Environment."

Core Values:

For Clients:

"Personalised attention complimented by quality goods and services, for both existing and prospective customers to promote lasting and mutually beneficial trading relationships and Partnering.

For Staff:

Secure and rewarding employment, recognising the contributions made by each member of staff to the continuing stability and success of our business.

For Major Suppliers:

Beneficial and sustained trading relationships in exchange for quality products and preferential service at competitive prices.

Our Engineering Staff abide by the following 10 rules:

- Always approach the clients or their representatives with courtesy and maintain quality communications from the start, during and on completion of works.
- Attend site for allotted undertakings until they are completed to the clients' satisfaction.
- Retain responsibility for allotted undertakings within the agreed allotted time frame.
- Be clean, fresh and tidy in their personal appearance, wear corporate apparel and carry Corporate Identification.
- Maintain the company vehicle, equipment and products in a clean and tidy order and ensure that test equipment is regularly calibrated.
- Carry out quality work in a safe, clean and organised manner to minimise disruption.
- Minimise noise as far as reasonably practical with radios and improper language and behaviour. Smoking is also strictly forbidden on clients' premises.
- Oversee that any Amalgamated Ltd sub-contractors on site maintain our high standards.
- Leave the site in a clean, tidy and safe condition.
- Update site system log books and submit reports as appropriate to reflect the work done and / or the prevailing conditions.