

CUSTOMER SATISFACTION POLICY

Reay Services Group is a pipeline construction, mining services, civil and trenching company that consistently delivers quality services to customers.

The purpose of this policy is to outline the level of service that Reay Services Group (RSG) anticipates for any customer interaction.

We strive to ensure all customers are treated fairly, equally and respectfully to guarantee nothing but a helpful and prompt service. The business issues customers with surveys relating to the extent of their satisfaction in regards to the level of assistance we can provide.

This system identifies opportunities for improvement, in which the RSG team can take on board to better the experience for the clientele, both present and future.

When handling customer enquiries, Reay Services Group endeavor:

- to meet any and all customer needs and expectations, ensuring positive **rapport** between client and employee
- to treat all customers with equal **respect**, dignity and fairness
- to gain the **trust** of any current or future client guaranteeing the understanding of the loyalty we have for our clientele
- to provide opportunity for **open communication** between employee and client, encouraging a potential high quality relationship between both parties.

In order to maintain customer satisfaction, it is evaluated whether the customer's conditions are met or not, and the changing expectations of the customer, to be announced to the employees, product improvement works are performed, the smallest dissatisfaction about the product is taken into consideration and reform procedures are carried out.

We use all of our resources resulting from our experience based on long years and our customer-oriented service, to convert ALL feedback into "customer satisfaction".

For more information regarding Customer Satisfaction refer to QMS-PRO-008 - Customer Satisfaction Procedure.

This policy shall be reviewed on an as required basis and in accordance with QMS-REG-018 – HSEQ Audit Schedule.

Brett Reay
Managing Director

