

## Customer Service Policy

Watkin Jones Group will endeavour to generate and promote good relationships with our customers, both internal and external. To achieve this it is essential that all of our operations, products and services meet and/or exceed the expectations of all of our customers.

Our Customer Commitment follows three key elements namely:

- *Setting and monitoring of service standards*

Watkin Jones Group has a systematic approach to understanding customer requirements that are in accordance with our Quality Management System.

- *Comprehensive training for all staff*

To achieve customer-focused attitude within the business, we will provide all of our employees, company wide, with internal Customer Service training to ensure their skills are continually developed in this area.

- *Seeking regular feedback from customers to continually improve service delivery*

All customer complaints are dealt with in a timely, professional and efficient manner and will be used positively to provide process improvement to our systems.

All Watkin Jones employees adhere and demonstrate the following values:

### **COLLABORATION**

We all work for the same company. We as employees should aim to reflect this in the way we behave and enhance the Company image and reputation.

### **PRIDE**

We aim to create a sense of pride in working for our Company. We should take pride in the work we do and what we achieve as a group.

### **RESPECT**

We aim to treat all people equally and with fairness and respect, understanding that there are views and beliefs that differ from our own.

### **INTEGRITY**

As employees we aim to manage ourselves to maximise performance, act with a high standard of conduct and present a positive image of the Company.

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