

## 1. Aims and Objectives

The Dowdens Group are leaders in the Pumping and Water Treatment Industry. We attribute our success to creating satisfied and loyal customers through all of our employees working together as a team. We understand that we will achieve our Vision by continuing to maintain outstanding customer relations.

The primary aim of this policy is to align with our Customer Service Charter which establishes the expectations our customers have when doing business with us and sets a precedence of behaviour for all employees. Our intention is to provide each customer with a personalised, seamless experience that makes it easier for them to manage doing business with us. We are committed to knowing our customers and meeting their needs.

The principal objective of this policy is to establish our commitment and how this will be demonstrated.

### To demonstrate our commitment, we will:

- ◆ Deliver warm, friendly service at all times, leaving our customers with a positive view of the experience
- ◆ Never accept near enough as good enough
- ◆ Ensure everyone has the information they need at their fingertips
- ◆ Use feedback to challenge and improve our processes
- ◆ Resolve any situation that our team unintentionally caused
- ◆ Commit to ongoing learning and development for our people
- ◆ Show our customers that they can depend on us
- ◆ Be guided in our behaviours by aligning with the Dowdens Group Values

This policy applies to all employees, agents and contractors of the Dowdens Group and to any person or organisation that acts for or represents it. If there is a breach of this policy the consequence will be disciplinary action.

## 2. Review of Policy

The Customer Service Policy is available for staff to view and download from the Intranet or from the Administration Manager. This policy will be reviewed and monitored on a regular basis to ensure it remains current and practical to Dowdens Group requirements.



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Steven Dowden  
General Manager