

Customer Care Policy – PA Group

PA Group is a specialist practice providing advice, inspection, testing and remediation of asbestos. We regard customer care as our highest priority and it is the company's objective to ensure that all activities are carried out to meet the Customer's needs and expectations. It is our policy to act in all of our dealings with the Customer, or his representatives such that:

It is therefore the policy of the Company to provide:

- Day to day matters shall be handled promptly, politely and effectively.
- Tenders shall offer products and services that will satisfy the Customer's needs and shall avoid ambiguity that could lead to false expectations.
- Contract relationship shall be developed to promote a partnership, with commitment and trust between all parties concerned.
- Contracts shall be carried out under quality management systems to ensure that the work is completed on time and fully meets the specified requirements.
- Potential safety risks shall be carried out with full consideration for the environment and effective use of resources.
- Work shall be carried out on site in such a way that any disruption or nuisance is prevented.
- We shall do all we can to enhance the customer's image in the eyes of his Customers and stakeholders.
- We shall use feedback to enable us to continually improve customer care.

All employees and sub-contract are to regard themselves as ambassadors of both Particle Analysis and the Customer and must act accordingly. Management is responsible for ensuring that this policy is understood and implemented at all levels of the organisation and for taking prompt and effective action if any problems are identified. The Managing Director has overall responsibility for customer care in Particle Analysis. Any areas of concern regarding the implementation of this policy should be addressed to a Director, or the Managing Director.

The Customer Care Policy Statement will be displayed at all of our offices and workplaces.

Signed:

Chris Miller-Hanna
Managing Director

Reviewed: January 08