

SMITH'S (GLOUCESTER) LIMITED The "Employer"

CUSTOMER CARE POLICY

Smiths (Gloucester) Ltd. are committed to promoting the core values of the Company and ensuring that our high standards are maintained. We recognise that long term, repeat business relationships with our Customers are fundamental to the continued success of Smiths (Gloucester) Ltd. Our Customers and their needs are key to a profitable business and we will continue to strive to provide a level of service that both satisfies our Customers and also encourages them to use our services again.

Every employee of the Company has a responsibility to ensure that our Customers' enquiries are always dealt with promptly, professionally and confidentially if required. We will manage our customers' expectations to give them what they require.

We actively encourage and welcome the comments of our Customers in order to further improve the service we provide. Comments and complaints may be received in various ways including:

- By telephone on the Head Office number of 01453 822227
- In person by visiting one of our five depots
- By e-mail at mailbox@smiths-gloucester.co.uk
- In writing at: Alkerton Court, Eastington, Stonehouse, Glos. GL10 3AQ

If a customer is unhappy with the first response to their complaint they can refer this to the Managing Director for consideration.

We expect all staff to set very high standards and to provide service in a courteous, timely and helpful manner. Staff will be positively encouraged to offer suggestions for improvement in customer service and senior management will strive to implement these where reasonably possible.

Signature:

A handwritten signature in black ink, appearing to be a stylized 'A' or similar character.

Position: Managing Director

Dated: 2nd January 2024