

Civics' core customer service policy is to **MEET or EXCEED CUSTOMER EXPECTATIONS**. We do this by -

- Providing the best service possible
- Always offering a solution
- Being highly responsive to customer requests
- Building strong working relationships with key customer personnel and by working closely together to solve problems and overcome difficulties.
- Knowing and understand customer requirements and achieve service levels; In Full; On Time; In Spec.
- Being proactive by anticipating and addressing, issues that could impact negatively on our customer's image.
- Timely, accurate communication of any issues that may arise.
- Creating a service orientated culture at every level of our organisation through training and empowerment (we invest in training our people).
- Maintaining accurate records of service failures and applying corrective actions through our quality management system, eliminating or reducing the possibility of the same failures occurring again.

The guiding principles that we use in providing good customer service are those that have been widely identified by collecting data on what customers say they value most highly which include:

- Being **Responsive**: the issue is addressed quickly and corrected first time. Our reputation is important to us.
- Having the **Experience** and the **Expertise**: the customer has confidence in us and is sure that we know what we are doing.
- Being **Accountable**: we accept that there is an issue and take responsibility for putting things right. If any dispute or poor quality on a job, we will rectify at no additional cost.
- We are **Customer-Centric**: we show concern for their situation.
- We are **Communicative**: they are kept informed of progress.
- We embrace **Innovation**: to help our customer maintain a competitive edge.
- We are **Helpful**: where applicable that we provide sound advice about what they can do to help avoid the problem recurring.

Signed: 

Bjorn Revfeim (Managing Director)

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