

CUSTOMER RELATIONS POLICY

Customers, domestic and commercial, are providing our company with work. Without customers we are all unemployed, we must always work to satisfy our customers' needs and generate a trust that will continue to prosper.

Our vehicles are like mobile billboards and our staff are mobile salespeople. People will form an opinion of our company by the appearance of the vehicles, staff, how you interact and the courtesy you extend them.

It is in all our best interests to always be helpful and courteous to customers.

Two very important things to remember:

1. The customer is always "right" even if you know they are wrong; and
2. People hardly ever relay examples of good work or service, but are quick to pass on examples of bad work.

Dress and appearance:

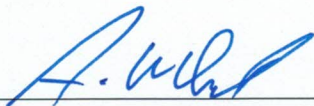
Only issued uniforms are to be worn and staff are to be neat and tidy at all times

Staff are required to carry out any reasonable requests from a customer in respect to the tasks being undertaken. Always be respectful and polite in any situation, refer any request to your supervisor if you have doubts.

If a customer complains, listen, never argue the point. When they are finished, ask if they would like to have someone from the office call them, ask for their name and number. Report the incident immediately to your supervisor. He (or she) will call the person straight away to settle the situation.

If in doubt about anything a customer confronts you with, re-assure the customer that you understand what they have stated, inform them that you will have a Supervisor contact them within a specific time. Ensure your supervisor understands the time-frame that you committed too.

Without customers we are all unemployed



Andrew Wilmot
Chief Executive Officer
March 2020



WILMOT
Pipelining