

Policy on Customer Care



Review date	11/09/2023
Revision number	14.0
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Document purpose and scope

This document sets out the Customer Care Policy of JBA Group Limited and its subsidiary Operating Companies, collectively known as 'JBA'. It covers activities undertaken by the Group throughout all office locations and operations worldwide.

This document will be reviewed for continued suitability, will be communicated within the JBA Group and, if appropriate, made available to interested parties. The review interval for this document is 3 years.

Aim

This policy aims to help us provide all interested parties with the highest standards of service.

Policy statement

We are committed to providing exceptional service and we set clear standards for customer care. We work within a set of principles that benefits our clients, our partners and suppliers, the communities in which we work and our staff. We aim to:

- work collaboratively
- embrace challenge
- innovate every day
- create cutting edge solutions
- be a partner of choice
- work smarter.

We will comply with all legislation, standards, statutory and other obligations and best practices that are relevant to our activities and the jurisdictions in which we operate. We expect our business partners, suppliers and sub-contractors to operate in accordance with this policy. We will seek to comply with client policies where required and reasonably possible to do so without conflicting with our own policies or other obligations.

Notification of a breach or potential breach of this policy will be reported to senior management and may be escalated to the Chair of the Group Board.

Responsibilities

The JBA Group Board is responsible for reviewing and approving the content and implementation of this policy and will help each Operating Company to apply this policy through appropriate procedures, guidance and monitoring.

Overall compliance with the requirements of this policy is the responsibility of each Operating Company within the Group. The Managing Director of each Operating Company will oversee their company's adherence to this policy. Operating Company Directors and Management Teams are responsible for taking measures to promote this policy and help their staff to comply with its requirements.

Line managers are required to check that their staff are aware of this policy and any associated guidance.

Suppliers, including sub-consultants and sub-contractors, are expected to operate in accordance with this policy whilst working for JBA. The policy is available from our websites. All staff are required to comply with our policy requirements and share responsibility for our performance in implementing it.

Implementation

In accordance with our **Communication and Consultation Policy**, we aim to provide clear and straightforward information that meets accessibility standards wherever practical.

We make multiple access points available for public and client enquiries, commendations or complaints; these include our websites, phone numbers, email addresses and feedback forms. We will do everything that is reasonably possible to make our services available to everyone, in line with our **Equality, Diversity and Inclusion Policy**.

We use our best endeavours to acknowledge and respond quickly to any communications we receive and pass them on to an appropriate person. We publicise our **Complaints Procedure** on our websites, and promptly deal with any complaints received, including escalation within the business or independent arbitration, if appropriate.

We act in a professional and courteous manner at all times including prompt attendance at meetings and appointments.

We take care to look after personal and other client data in a responsible manner and in accordance with our **Information Security and Data Privacy Policy**.

Where appropriate to the work we are undertaking, our staff and any partners working with us undergo Disclosure and Barring Service (DBS) checks, or equivalent in non-UK jurisdictions.

We use our resources effectively and efficiently and operate in accordance with our ISO certified Integrated Management System. This helps us to enhance customer satisfaction and consistently provide clients with the required products and services whilst providing a safe, secure and environmentally responsible workplace. We regularly review our performance and consult with interested parties to help us improve the services we provide.

Approval

This document was approved by the Board of JBA Group Limited on 11/09/2023.

A handwritten signature in black ink that reads "Jeremy Ben". The signature is stylized with a large, looping initial "J" and a horizontal line underlining the name.

Executive Chair, JBA Group