

Policy on Customer Care



Review date 29/05/2018
Revision number 11.0
Document reference 10-010

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 2 years.

Policy statement

We are committed to providing exceptional client service and we set clear standards for customer care. We work within a set of principles that benefit our clients, partners and staff: work collaboratively; embrace challenge; innovate every day; create cutting edge solutions, be a partner of choice; and work smarter.

We will comply with all legislation, standards, statutory and other obligations, client policies and best practice where required, reasonably possible and relevant to our activities and the jurisdictions in which we operate.

Aim

This policy aims to help us provide our clients with the highest standards of service.

Responsibilities

The JBA Group Board is responsible for reviewing and approving the content and implementation of this policy and will assist each operating company by refreshing and reinforcing this policy via application, guidance and monitoring where appropriate.

Operating Company Directors and the Heads of Group Support Team are responsible for taking measures to help their staff act in compliance with this policy. 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 ensure their company's adherence to this policy.

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

All staff are required to comply with the policy requirements and share responsibility for our performance in implementing it.

Implementation

We provide clear and straightforward information about our services and make multiple access points available for public and client enquiries or complaints. 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 to Board level 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 [Data Privacy Policy](#).

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



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required products and services whilst providing a safe 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 29/05/2018 .

A handwritten signature in black ink that reads "Jeremy Bem". The signature is stylized with a large, looping initial 'J' and a long horizontal stroke at the end.

Executive Chairman
JBA Group

