



Customer Care Policy

The management of JM Electrics Ltd is dedicated to providing a high standard of Customer Care. This will be achieved by:

- Dealing with customers honestly, fairly and politely;
- Being trustworthy, reliable and respecting confidentiality;
- Considering the customer's needs, environmental needs and providing appropriate care;
- Keeping appointments on time, responding quickly and in a helpful manner;
- Arriving and finishing at the agreed times;
- Introducing ourselves to customer/landowner;
- Always being efficient and effective to ensure best value for the customer;
- Always delivering what we say we will, with minimum disruption;
- Explaining clearly work to be carried out;
- Agreeing times to disconnect and reconnect customers;
- Checking that the customer is happy with work and the manner it was carried out;
- Reporting any damage to customer and team managers straight away.

These are minimum requirements for JM Electrics Ltd staff and sub-contractors. All points are to be carried out with courtesy and respect at all times.

A handwritten signature in black ink, appearing to read 'J. Moore', is positioned above a horizontal line.

John Moore
Director