

## **Customer Service Policy Statement**

As a Customer focused business, Freedom Group is committed to making a positive difference through the services we provide and the relationships we forge with our customers.

Our Customer Service policy sets out our key commitments in delivering a customer experience we are proud of which is delivered by desire and not by design.

Customer Service is integral to the success of our business and our policy ensures you can measure how we deliver against our commitments. We always keep our customers at the heart of everything we do by:

- Putting ourselves in your shoes
- Keeping you safe
- Listening to you and acting quickly
- Communicating with transparency and accuracy
- Fostering a culture of feedback and continuous improvement
- Delivering what we said we would
- Treating all our customers fairly
- Embedding the behaviours in our people that support our customer positive culture
- Apologising when we make a mistake and resolve it quickly
- Seeking innovative solutions to improve our service to you
- Making it easy to talk to us
- Proactively engaging with Customers, Stakeholders and Communities respectfully, politely and professionally in a medium that suits you
- Being there for you when you need us

What we'd like you to do:

- Be respectful to our employees
- Tell us when we get things wrong; feedback is a gift for us to learn by
- Work with us to enable us to deliver for you

Our commitment is to make a difference in every aspect of our work and continually learn and evolve in our delivery to ensure our customers are left with a positive lasting impression.

We regularly review our performance and consult with interested parties to help us improve the services we provide. Any complaints are dealt with in a prompt manner by a senior member of staff with escalation to Board level.



Tim Simmons  
Managing Director - Services Division