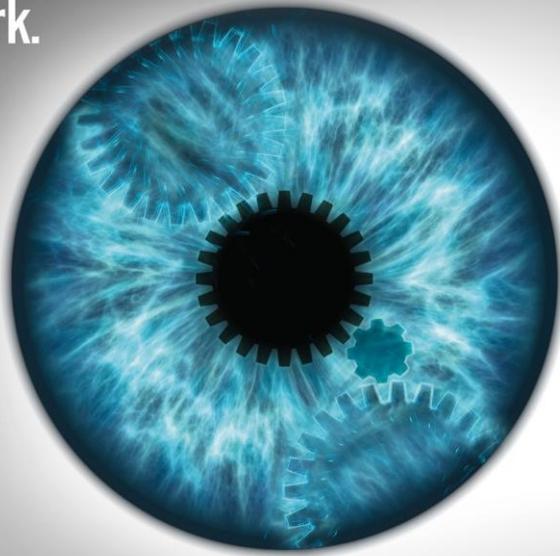


Making buildings work.
It's in our DMA.



DMA
YOUR MECHANICAL
AND ELECTRICAL EXPERTS

Our Customer Care Policy

We provide a wide range of planned and reactive technical services to many customers in differing environments and locations, 24 hours of every day. **Great Service** is a part of our culture measured only by the satisfaction of our customers, so we aim to provide a consistently high level of professionalism, quality and service.

We aim to become our customer's preferred technical services provider, so we are committed to delivering a friendly, polite and excellent customer service, every day. Our **Great Team** will always go the extra mile and will ensure every customer receives a friendly, polite and effective service that meets their needs. All of our customers are important to us and we will always strive to meet their needs by achieving **Great Results**.

Our Customer Care Team are in daily contact with all of our customers, using their preferred choice of communication whether by email, telephone or via our Cloud Portal. All those service requests will be dealt with promptly and efficiently. We respect all of our customer's needs and expectations and will provide a friendly and helpful service. We will listen well, ask helpful questions, be responsive and act with urgency when required.

We will use of our customer care and service management technology to respond effectively, drive technical and statutory compliance, keep our customers informed at key stages of service delivery and ensure complete and accurate data storage, with efficient retrieval when required.

We will record all customer comments and complaints and will resolve them promptly. Any customer comment will be viewed as a valuable opportunity to improve our service. We will proactively ask our customers to share their feedback and comments, so we can continuously improve. We strive for continuous improvement, so our customer care team are provided with personal development coaching and training.