

Our people at FM Conway Ltd are committed to ensuring that services and products we provide meet and exceed the expectations of our valued and diverse customer base.

Our approach is based on the belief that our customer is not just the end user of our services and products; our customer reaches more widely across a range of different parties and stakeholders. To deliver the highest levels of satisfaction we must provide a consistent level of excellence to an extended customer base.

## HOW DOES FM CONWAY COLLECT INFORMATION?

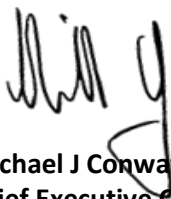
Our ultimate goals are derived from our Core Values:

- We will treat all customer equally and with respect
- Protect the safety & health of our customers
- We will attend to all enquiries promptly, professionally and with care
- We will endeavor to understand the needs and priorities of our customers and build lasting relationships
- Set a positive example within our industry and the communities in which we operate
- We will provide expert advice when required
- Adhere to industry best practices and codes of conduct at all times
- Be clear and concise in our pricing and avoid using excessive 'small print'
- Deliver a level of service that meets and exceeds our customers' expectations
- Take steps to avoid and minimise any negative impact through our work
- Drive continual improvement and enhanced customer satisfaction through regular review of its operation
- Protect personal data in accordance with General Data Protection Legislation

To support the objectives of our Customer Care Policy we shall be responsible for training our employees to ensure that they understand the importance FM Conway places on the customer experience and how it applies to their role every day. It will encourage their participation in the continual improvement of working practices and quality of services to build a consistent and sustainable future.

To communicate the quality standards within FM Conway we engage an Integrated Management System which details our arrangements for handling customer enquiries and complaints, site control measures and incident escalation.

We are dedicated to continual periodic review and improvement of our standards of performance to ensure we deliver the best possible customer experience now and in the future. This statement shall be subject to an annual review and is available to interested parties on request.



**Michael J Conway MBE**  
Chief Executive Officer