

The people at FM Conway 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 products and services; our customer reaches more widely across a range of different parties and stakeholders, inside and outside of the business. To deliver the highest levels of satisfaction we must provide a consistent level of excellence to an extended customer base.

Our ultimate goals are derived from our core values of Care, Integrity, Innovation and Excellence;

- We will treat all customers equally and with respect
- We will protect the safety & health of our customers
- We will attend to all enquiries promptly, professionally and sensitively
- We will endeavour to understand the needs and priorities of our customers and build lasting relationships
- We will set a positive example within our industry and the communities we operate in
- We will provide expert advice when required
- We will always adhere to industry best practices and codes of conduct
- We will be clear and concise in our pricing and avoid using excessive 'small print'
- We will deliver a level of service that meets and exceeds our customers' expectations
- We will take steps to avoid and minimise any negative impact through our work
- We will drive continual improvement and enhanced customer satisfaction through regular review and evaluation
- We will protect personal data in accordance with the General Data Protection Regulation (GDPR) (2018)

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 the quality of service, to build a consistent and sustainable future.

We will communicate the most up to date quality standards through an Integrated Management System (IMS) which details our arrangements for our handling of customer enquiries and complaints, our site control measures, and our incident escalation.

To ensure we have a measure which identifies any area of improvement in our standards, we undertake a periodic review to ensure that 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**  
Chairman