



P&O FERRYMASTERS LIMITED POLICY STATEMENT

Customer Service

P&O Ferrymasters is committed to meeting Customer's expectations in the transfer of goods from the point(s) of origin to the point(s) of delivery, free from damage, loss or theft and on-time.

This is a fundamental part of the company's customer service and commercial consideration.

The Board of Directors champions this policy: their responsibility is to ensure that business managers have the belief, competence and resources to implement the policy and achieve its aims. The support and professionalism of our people will make the policy succeed.

In order that we might best meet the needs of our customers, we will:

- Achieve operational excellence through the use of continuous internal and external improvement processes in commercial development, contract implementation, operational execution, performance measurement, sales aftercare and financial settlement processes with our customers. This is undertaken with Transport Orders being agreed, implemented, executed, measured, communicated and invoiced within pre-agreed arrangements.
- Always give customers a prompt, polite, courteous and informed response to any query within the agreed timescale, and that their order requirements are fulfilled or, when unavoidable circumstances prevent this that corrective action is taken, where possible, as per the Customer Recovery Plan, and that they are kept fully informed.
- Ensure that all staff, within their sphere of influence, recognise that they have a duty to provide a level of service that our customers are happy with, and that it endeavours not to compromise the customer relationship, or repeat business.
- Provide sub-contractors and suppliers with all of the information they require to provide us with a level of service consistent with the needs of our customers and that they will be monitored and that we will periodically review their performance
- To investigate service failures so that suitable measures are put in place to prevent reoccurrence of the problem and undertake periodic assessments of these via our audit programme.

This policy will be subject to regular consultation and annual review.

Bas Belter – Managing Director

1 May 2012

