

CUSTOMER PROMISE



Why have a promise

We put the customer first and at the heart of everything we do

As a customer it is very important to us that you understand our commitment to you, we need you to be clear of what we do, what to expect and how we will deliver a quality service to you. Our promise sets out the key standards that we work to and by which we measure our performance.

Our commitment to you

- We will be polite, respectful, open and honest in all that we do
- We will maintain a close working relationship with you
- We will respond to any enquiry within 2 working hours
- Our engineers will attend site within 4 working hours
- We will continually train and develop our staff to ensure they are compliant to all industry regulation and customer focus
- We will always inform you of the appropriate person dealing with your job
- We will report to you in 'real time' the progress of your job or enquiry
- We will explain how and what works we will be carrying out
- We will always try to use suppliers that are locally sourced as much as possible in order to ensure expeditious delivery times and localised support, as well to minimise our environmental impact in conjunction with our sustainability aims
- We will continually strive to improve by:
 - working closely with our customers to assess their needs
 - providing suitably qualified and experienced engineers
 - backed up with technical support and training whenever required.
 - supported by Maracom's proactive Management and Admin teams
- We will continually measure our performance to our quality standards and business processes
- We will carry out monthly quality checks of our work
- We will always comply with the Health and Safety of you, our employees and the public
- In the unlikely event of a dispute we will always work towards resolving any that may arise with an emphasis on accountability and responsibility