

## CUSTOMER FOCUS POLICY

In order to ensure that the Company's Safety Management System is suitably directed to meet customer requirements, the company monitors information related to customer perception as to whether the organization has met their requirements.

This is achieved by:

- The timely and in depth processing of any customer complaints
- The review of any market reports
- The identification of representative clients and their valued opinion

This information is monitored and analysed during the prescribed Company analysis & management review process.

### Related Procedure

Management Analysis & Review Procedure CP23