Working in Occupied Premises - CUSTOMER CARE POLICY

Mamo Building Services Ltd are committed to meeting the needs of clients and customers in a responsive and flexible manner, ensuring that high quality standards are achieved throughout all stages of service delivery.

Mamo Building Services Ltd strives for excellence in Quality of its product and in the level of Customer Care and Service. It is dedicated to achieving Customer Satisfaction with a clear objective of long-term business relationships. It is committed to a non-adversarial, problem-solving partnering approach.

Good customer care is one of Mamo Building Services Ltd.'s main aims and we have several Customer Care Initiatives including:

- A written code of Conduct for operatives
- An appointment policy
- Equal Opportunities Policy
- Complaints procedures
- Delivery of customer satisfaction slips and its monitoring of returns.
- Risk assessments
- Identity cards and identifiable clothing for operatives
- Vans clearly identified with company logo
- Attendance at local meetings with Tenants' Committee, Community Liaison Officer and Housing Officials

WORKING IN OCCUPIED PREMISES

We are very much aware of the needs, feelings and sensitivities of parents, tenants, clients and staff of all levels for buildings, people with disabilities and learning difficulties.

There is a strict vetting procedure before a person is selected to work in occupied buildings.

TENANT LIAISON

Good tenant liaison will be the key element in ensuring the success of the project and the methods of work and procedures adopted, will always take into account the needs and requirements of the tenants. Our Tenant Liaison Officer supports the service operators and deal independently within the complaint's procedure, reporting directly to the Directors.

CODE OF CONDUCT FOR OUR OPERATIVES

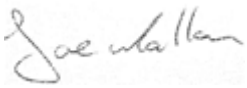
- Tenants will be approached in a courteous manner
- Elderly tenants and those with young families will receive a sympathetic and sensitive approach
- Tenants' possessions will be treated with respect
- Appointments will be kept. If for reasons beyond our control this is not possible, the Tenant and the Contract Administrator will be informed immediately

mamo Building Services Ltd	**Working in Occupied Premises - CUSTOMER CARE POLICY**

- The dwelling being worked on, to be always left secure and watertight
- All debris and dust resulting from the works will be cleared away by the end of each working day.
- Playing of radios and smoking on site is not permitted.

Mamo Building Services Ltd.'s are committed to exceed the expectations of every client by offering outstanding quality and customer service and to ensure that all projects are completed within the time scale, budget and at an exceptionally high standard.

We believe that customer satisfaction is the most important key to our success.



Joseph Mallon
Managing Director 05/01/2026