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Services to the Onshore Natural Gas Industry

Customer Care Policy

It is the policy of Wilcock Consultants Ltd that all works undertaken shall be carried out to the highest of standards and quality. It is acknowledged that it is crucial to the success and future development of our company that we meet the expectations of all those for whom we work and who may be affected by any of our work activities. As such we consider our Client and, as relevant, our Client's Client, their customers or tenants, visitors or other users of the premises on which we work and any of the general public affected by our work as 'customers'. We pride ourselves on our high standards but work actively to maintain and improve them. To this end we continuously train our employees and sub-contractors, monitor our performance and liaise with our customers.

Our management system to ISO 9001 ensures the following:

- Planning – The reduction of quality risks to the lowest reasonable practicable level through detailed pre-planning, risk assessment and method statements. Delivering projects on time, within budget and with minimal faults

- Staff – Effective organisation with clearly defined management structures.
  Continuous development and training of all employees and subcontractors

- Quality Control– Use of benchmark standards of industry best practice in the management of quality. Planned inspections of work activities during the pre-process and post-process phases.

- Communication – Effective communication both internally and externally. Effective policies and procedures reviewed periodically and issued to all employees and subcontractors.

- Complaints – Formalised customer complaint procedures ensuring accurate recording and effective response to any complaints in relation to any aspect of company performance.

Ensuring quality and meeting customer requirements is the responsibility of all Wilcock Consultants Ltd employees. All employees are made aware of this policy as part of their induction training and the policy is available on the company website. This policy is reviewed as part of the annual management review, carried out in accordance with the company quality management system, and may also be reviewed on an ad hoc basis where considered necessary by the QSE Manager or Managing Director.

Graham Wilcock, Managing Director
21st May 2026

Rev. 12 Reviewed following Management Review Meeting 14/05/2026

Certificate Number 2456

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