

ELECTROGROUP ETHICAL STANDARD AND CUSTOMER SERVICE POLICY

1. SCOPE

Electrogroup Ethical Business Commitment

Electrogroup is committed to upholding the highest standards of ethical business practice. We act with integrity, transparency, and accountability in all our dealings, ensuring compliance with legal obligations and industry best practice. We are dedicated to fostering a culture of respect, fairness, and responsibility in support of our apprentices, host employers, staff, and the broader community.

This Customer Service Policy applies to all interactions between staff and customers of Electrogroup (the "Company"). It deals with expected standards of service when responding to customers in person, via telephone, email, social media or written correspondence. For the purposes of this policy the Electrogroup **customers** include apprentices engaged and placed by us.

2. MISSION

Electrogroup strives for excellence and professionalism in providing customer service, both inside and outside the organisation, within the limits of available, well-managed resources:

To equip our staff with knowledge and competencies to continually enhance service standards according to changing customer needs.

To ensure that customers are provided with the relevant information as and when it is needed, in the appropriate format.

To ensure customer complaints are addressed promptly, politely and to the full satisfaction of the client.

To accomplish this mission, we agree upon these values:

- Anticipating the needs of our customers and planning accordingly
- Greeting our customers promptly, cheerfully, and respectfully

- Listening carefully and giving full consideration to the requests and concerns of our customers
- Communicating honestly, courteously, and with knowledge
- Providing follow-through for our customers promptly, responsibly, and efficiently
- Serving with pride and commitment, and with high ethical standards

3. POLICY STATEMENT

When possible, complaints, questions and requests for service should be resolved in “real time” on the same day they arrive or up to 5 business days if further investigation is needed. However, in many instances, referral and follow-up are necessary to fully understand and resolve the issue. In such instances, the following standards for acknowledgement and resolution should be followed.

4. STAFF TRAINING AND DEVELOPMENT

We will ensure that staff receive continual training to enable them to satisfy customer expectations and keep their skills up-to-date.

5. SUGGESTIONS

We will encourage customers, partners and staff to make suggestions for improvement by email or from time to time surveys.

Additionally, the Company will inform customers of any changes made to services as a result of their suggestions.

Where concerns could not be addressed, customers should be given valid reasons.

6. ACKNOWLEDGEMENT

All complaints, questions and requests for service should be acknowledged within one business day.

This acknowledgement should note the person to whom the issue has been referred and when the customer can expect a response. As reasonably practical Electrogroup will try and resolve the issue within 5 business days.

If the customer feedback is delivered by phone or in person, this acknowledgement should be given verbally during the call or visit.

If the customer feedback is delivered by email, the acknowledgement should be given by email.

If the customer feedback is delivered by postal mail, the acknowledgement should be sent via telephone, postal mail or email, whichever is appropriate.

7. RESOLUTION

A substantive response should be provided within 5 business days.

This response should include the Office's analysis of the issue and the proposed resolution. Clear reasons should be given if it is not possible for the Office to accommodate the customer's request.

If a resolution is not possible within 5 business days, the customer should be notified and given the date by which they can expect a response.

The resolution can be communicated to the customer verbally, by email or by postal mail, depending on the communication method most appropriate to the situation.

8. RESPONSE PROCEDURE

Calls/Visits to Electrogroupp's Office

- When a customer calls or visits the Office with a complaint, question, or request for service, the issue should be resolved immediately, if possible, by the Office or by referral to the appropriate department.
- All customers visiting Office buildings will be provided with a safe environment.
- If immediate resolution is not possible, the Office will record the necessary information and let the customer know when and from whom he or she can expect a response.
- The department receiving the referral is responsible for resolving the issue, as per the above standards.

Emails or Postal Letters to Electrogroupp's Office

- When customers send emails (or postal mail) to Electrogroup's Office with complaints, questions, and requests for service, the Office will send an acknowledgment email (or postcard) within one business day.
- If the Company's Office can answer the question or resolve the issue right away without referral, it will do so and let the customer know. In such instances, a separate acknowledgment email (or postcard) is not necessary.
- Within the first business day, Electrogroup's Office will forward the item to the appropriate department for response, noting the expected resolution date.
- The department receiving the referral is responsible for resolving the issue, as per the above standards. Assistance may be sought by Management.

Since customers do not always know to whom to direct their concerns, any staff member at a public counter or answering the phone is called upon to be a customer service agent. When transferring a caller, staff should always take the caller's number so that they can call back if need be.

9. PERFORMANCE MONITORING AND EVALUATION

This policy will be reviewed every year to accommodate customers' changing preferences.

We will have systems and processes in place that allow us to monitor and evaluate our performance.

10. APPROVAL OF THE POLICY

Date of Approval by Company: 14 July 2025