



## CUSTOMER SERVICE POLICY

The Costain Group's purpose is to improve people's lives. This Policy is a declaration of the Costain Board's intent in relation to achieving a positive impact on society. We focus on the needs of our clients and their customers (the people, businesses and organisations that interact with them, use their goods and services or make up our local communities), ensuring we operate responsibly, promote best practice and deliver innovative sustainable solutions.

Throughout all contact with customers, we aim to meet their needs through professional, courteous and efficient service.

Costain will:

- Never compromise on safety
- Ensure all customers are treated and valued equally and actively promote diversity and inclusion
- Communicate openly and engage with customers to listen to their views on the Company and the issues that affect them
- Always be clear on how long it will take to achieve the expected outcomes. We will do what we say we are going to do or update the appropriate people promptly if things change, offering an explanation for the change
- Respond to enquiries promptly and efficiently
- Consult with customers about their service needs to help develop sustainable solutions that enhance their customer experience
- Protect personal data. Our privacy statement describes why and how we collect and use personal data for the purposes stated in the policy or stated and recorded at point of contact.

To provide the best customer experience, Costain will ensure:

- Service level targets are monitored and reviewed for customer service accounting for any specific requirements and standards for discrete industries such as highways, rail, nuclear, water, oil and gas
- All employees are engaged, consulted and trained to deliver excellent service.

Additionally, the Executive Board will set annual objectives which will be regularly monitored and reviewed. The aim is to provide an excellent service experience to customers.

Operating in an open and honest way is a part of the Costain culture and is one of our core values. It is the responsibility of all our employees to adhere to this policy and live our values. This policy covers all Costain Group activities and will be reviewed annually to ensure its effectiveness and continual improvement.

Signed: 

**A Wyllie CBE** (Chief Executive Officer)

Date: 15 January 2019