

Customer Experience Policy

Our aim at Marlborough is to become, and remain, each client's preferred service provider across a wide range of highway services.

As a forward-thinking and innovative organisation, we know an excellent customer experience through the provision of high-quality services, products and engagement that meet and consistently exceed expectations enhances our clients' reputations.

Our approach is guided by our four core values which are at the heart of everything we do:

- We know people matter
- We have spirit
- We take pride in everything we do
- We are bold

These values have helped shape this comprehensive Customer Experience Policy, which is designed to enhance our working relationships, not only with our clients, but also with other stakeholders, including our clients' customers. Ultimately, our aim is to deliver the highest levels of customer satisfaction, via a consistent, considered and coherent approach.

Our 12 Customer Experience Pledges

In all work situations we guarantee that:

1. Health and safety of our customers is always **THE** priority.
2. All customers will be treated equally and with respect.
3. We make sure that we understand each customer's needs and expectations before we begin work, addressing their priorities accordingly.
4. We go the extra mile to build a long-lasting customer relationship, going beyond contractual requirements in terms of customer engagement, service and support.
5. All queries and questions are answered promptly and resolved satisfactorily via easily accessible customer communication channels.
6. We actively monitor customer satisfaction through regular review meetings, formal KPIs and customer satisfaction surveys.
7. We consistently meet industry best practices and codes of conduct.
8. Any subcontractors we use must adhere to our Customer Experience Policy.
9. Our staff are sufficiently trained to provide the high level of services our customers expect, and training is regularly reviewed and updated.
10. We will consistently review our ways of working to drive continual improvements and promote innovation.
11. All customer concerns are fully considered before works begin, with mitigation strategies developed, agreed and implemented.
12. Customers will be offered the cleanest and greenest option in our drive to minimise environmental impact.

To ensure we meet these Pledges and our customers always receive the highest levels of service, all employees undergo regular training and, via annual Personal Development Reviews, assessment of evidence that they are achieving and adhering to our four core values. This ensures all employees understand the importance we place on customer experience and the part they play in helping us deliver our Pledges.

Statement signed and approved by



Matthew Revell
Managing Director
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