



# CLIENT AND CUSTOMER CARE POLICY

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## LIST OF ACRONYMS/ABBREVIATIONS/UNITS/TERMS

- CSR Corporate Social Responsibility
- OSC Ocean Science Consulting Limited

### 1. POLICY STATEMENT

Ocean Science Consulted Limited (OSC) is committed to putting the client first and meeting their needs with efficiency, effectiveness, and courtesy. Our clients will receive an excellent standard of customer service.

The company evaluates its services and client interactions regularly. We have set quantifiable goals with plans in place to ensure that they are improved year-on-year.

Our main aims are to:

- Recognise and respond to each client’s particular needs;
- Deal with requests and enquiries accurately, promptly, and professionally;
- Respect client confidentiality;
- Provide innovative solutions;
- Maintain open communication;
- Be trustworthy and reliable;
- Welcome feedback;
- Monitor our performance; and,
- Maintain customer retention.

In addition to the general objectives detailed above, specific measurable objectives are set by the Directors and communicated to all company personnel and representatives.

The Directors are committed to ensure the availability of personnel, resources, and equipment, which meet these objectives.

This policy is reviewed as part of our annual management review, carried out in accordance with our quality management system, and may also be reviewed on an ad-hoc basis where considered necessary.

| Action | Name             | Function          | Date       | Signature |
|--------|------------------|-------------------|------------|-----------|
| Audit  | Dr Victoria Todd | Managing Director | 09/11/2023 |           |
| Audit  | Ian Todd         | Managing Director | 09/11/2023 |           |