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CUSTOMER SERVICES POLICY

POLICY STATEMENT:

247 ALLIANCE LTD. is committed to ensuring that customer service excellence is an integral part of the planning, resourcing, and delivery of all services. When public, visitors and clients will come directly into area of our services they will receive consistently excellent standards of customer service and this policy will ensure that all sections of our diverse community are able to benefit from our services. Whilst this policy is concerned with service standards the 247 ALLIANCE LTD. has a specific policy for dealing with compliments, concerns, and complaints. The Compliments, Concerns and Complaints Policy guides our customers through the processes for passing on a compliment about a service, expressing a concern or suggestion about a service and when a customer is dissatisfied with a service, the process to follow to make a complaint.

GUIDING PRINCIPLES:

Our guiding principles for our employees regarding our customer services include.

- Identify yourselves;
- Be helpful and courteous;
- Be professional and positive;
- Be well informed, so that you are able to help;
- Be effective in listening and responding;
- Be fair and support individual needs.

Our customer service standards set out the 247 ALLIANCE LTD.'s expectations for its employees to ensure that our organization remains a modern and efficient customer-focused organization. In particular, these standards define a corporate framework for the achievement of excellent customer service which will:

- Ensure that all customers, whether they are residents or visitors receive the same consistent, high standards of customer service;
- Ensure that customer service is an integral part of the planning, resourcing, and delivery of all our services;
- Enable the 247 ALLIANCE LTD. to achieve its corporate key priorities.

Malik Mustafa
Director
05/01/2026

Signed



Review Date: 05/01/2027