

CUSTOMER SERVICE CHARTER

The Dowdens Group is committed to continuous improvement of our customer service delivery. The Charter describes our commitment to you, our customers, and sets out the standards of service that you can expect from us. It applies to everyone who uses our products or services. We aim to provide each customer with a personalised, seamless experience that makes it easier for you to do business with us. We are committed to knowing our customers and meeting your needs.

CHARTER CONTENTS

This Customer Service Charter relates to the services of The Dowdens Group and contains information on:

- 1.0** Who we are
- 2.0** What we do
- 3.0** Our Customers
- 4.0** What you can expect from us
- 5.0** How you can help us
- 6.0** Our product standards
- 7.0** Our service standards
- 8.0** Choosing your services
- 9.0** Checking our performance
- 10.0** How you can contact us
- 11.0** Your privacy
- 12.0** Billing and payments
- 13.0** Your concerns and complaints
- 14.0** Customer service guarantees

1.0 Who we are

The Dowdens Group consists of six business units

- Dowdens Pumping and Water Treatment (Mackay)
- Dowdens Pumping and Water Treatment (Brisbane)
- Dowdens Pumping and Water Treatment (Rockhampton)
- Dowdens Pumping and Water Treatment (Proserpine)
- McGinns (Mackay)
- Emerald Air Starters and Equipment (Emerald)

2.0 What we do

Dowdens Pumping and Water Treatment can supply, install, service and maintain pumps, pumping systems and pumping equipment for most applications including mining, refining, agriculture, tourism, domestic, marine, and general industry. Our team includes specialists in all aspects of pumping and system design, we have an extensive workshop to provide service support, in house or infield repairs and installation capabilities. We can provide solutions to the most basic of problems right through to a specialised system designed to meet individual parameters.

Dowdens Pumping and Water Treatment provide a wide range of pumping and water treatment equipment to our customer base. Our team of pumping and water treatment specialists work together providing specialist technical advice and support. We have a strong focus on commercial and industrial water treatment, specialising in potable, sewerage and high purity water treatment.

McGinns are a long established engineering supply company providing engineering products to a vast range of customers across all industry and retail sectors. McGinns can supply a comprehensive range of products ranging from fasteners, hand and power tools through to specialised engineering products such as lathes, taps, dies, measuring equipment etc. All products are conveniently located under one roof and are centrally located in Mackay. McGinns can supply all your engineering and hardware needs from consumables through to speciality products.

EASE specialise in the sale, service and repair of all pneumatically operated equipment to the mining, agricultural and general industry. We specialise in the sale and repair of air starter motors, underground mining tools and equipment, air operated diaphragm pumps, hand held air tools, compressors and pneumatic accessories. EASE can provide sales and speciality service of all air operated equipment from a basic hand held air tool through to roof bolters and rib drills.

3.0 Our Customers

The Dowdens Group have the capability to provide a wide range of products and services to the mining, agricultural, refining, contracting, tourism, and other industries as well as retail consumers. We are proud to be associated with some of the country's leading businesses as customers and suppliers. We however, also understand the important of maintaining good relationships with all customers and pride ourselves on our standard of product and service levels.

4.0 What you can expect from us

The Dowdens Group is Customer focused. Before we make significant changes to our services, we will consult with a representative set of our customers to determine what you want from our services and how best we can fulfil your needs.

Through internal and external consultation we found that the following are what you expect from our products and services:

Products

- Value for money
- Relevant and easy to use
- Current
- Solve your problem

Services

- Helpful, personal service
- Professional competence
- Reliability
- Expert advice

5.0 How you can help us

You can help us to help you by:

- Giving us the most accurate information on your requirements.
- Advising us of any changes to your service requirements, including change of address.
- Giving us your feedback on our services and products.

6.0 Our product standards

We are committed to:

- Providing suitably designed systems and products to satisfy your requirements while ensuring the future stability of both the company and its employees.

7.0 Our Service standards

We are committed to:

- Customer satisfaction as our number one priority.

8.0 Choosing your services

We are committed to:

- Providing information about our products and services in plain language to enable you to make an informed decision that best suits your needs.
- Providing products and services that recognise the individual needs of customers.

9.0 Checking our performance

We welcome your comments on how successful we are at achieving the standards set out in this charter.

We will:

- Survey a representative set of our customers annually to evaluate their satisfaction with our products and services.
- Review the standards set out in this charter and adjust them based on your feedback.

This Charter will be reviewed every three years. The Dowdens Group invites comments from customers, stakeholders and staff as part of its monitoring and review procedures.

10.0 How you can contact us

We are committed to:

- Enabling you to contact us in the way you prefer – by telephone, online, in writing or in person.
- Being available 24 hours a day, 7 days a week for you to report any faults or service difficulties.
- Responding to your letters and emails within five working days.

Company	Dowdens Group Pty Ltd
Address	9-15 Industrial Street, Mackay, Qld 4740 Po Box 474, Mackay. Qld. 4740
Telephone	(07) 4969 4949
Website	www.dowdensgroup.com.au
Email	info@dowdens.com.au

11.0 Your privacy

We are committed to:

- Protecting your personal information (including your phone calls and other communications) from misuse and loss and from unauthorised access, modification or disclosure.
- Providing you with access to your personal information that we have on record and taking reasonable steps to keep your details accurate and up-to-date.
- **NOT** contacting you for marketing purposes if you tell us you do not wish to receive such contact from the Dowdens Group.

12.0 Billing and payments

We are committed to:

- Providing you with accounts that are accurate and easy to understand and giving you access to the detail you need.
- Providing you with a range of easily accessible payment methods which allow you to be in control of your payment.
- Working with you to negotiate tailored, flexible payment solutions, including assisting people who are experiencing financial hardship.

13.0 Your concerns and complaints

We are committed to:

- Dealing with your concerns or complaints promptly, fairly, completely and in a courteous manner informing you of how we propose to act, how long it should take and what the results are.
- Reviewing your complaint at your request, if you feel that it has not been resolved to your satisfaction.

14.0 Customer Service Guarantees

We are committed to:

- Listening to our customers
- Responding to our customers
- Having a customer service focus
- Engaging Dowdens Group employees who are customer service driven
- Being guided by our Customer Service Policy and Customer Complaint Policy

Steven Dowden
General Manager