

## INVER DESIGNS DAC

### Customer Service Policy

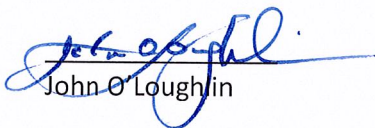
The customer is core to our business. At Inver we are committed to constantly evolving to deliver best in class product and service. Our aim is that everyone should have access to quality products at affordable prices. To achieve this vision, we innovate how we plan, design and manufacture products for our customers.

We are committed to:

- Delivering excellent levels of customer service.
- Providing a consistent, professional service to all Inver customers and treating our customers fairly and with respect.
- Complying with all relevant legislation as a minimum.
- Delivering high quality products to our customers.
- Complying and exceeding all relevant accredited standards.
- Engaging with and consulting customers to improve and develop the products and services we offer.
- Providing consistent after-care service for our customers and resolving any complaints.

All policy statements will be reviewed on a regular basis to take account of changes in legislation and changes in work practices. Any such revision will be brought to the notice of all employees.

Signed,



John O'Loughlin

Chief Executive