

# CUSTOMER SERVICE POLICY



The purpose of this policy is to acknowledge and formalize the valued relationship between J&S Drilling and its customers.

Our commitment to supply industry best practice business processes is aligned to our Company Mission Statement, Company Values, Internal and External Customer Service Charters.

## ***Company Mission Statement***

Conduct our business honestly with integrity and commitment to our employees, clients, community and the environment by setting the standard for industry best practice.

## ***Company Values***

Our values represent J&S Drillings culture and expectations to be demonstrated at all staffing levels:

- High standards of work
- Professionalism
- Leaders in the industry
- Integrity
- Teamwork
- Support – (Sense of family)
- Safety
- Environment

Our values influence business decisions and provide a business focus for continuous improvement.

## ***Customer Service Charter – Internal Customers***

**Pride:** J&S Drilling is a proud company that encourages staff to take pride in themselves and their work environment.

**Respect:** We promote a culture where staff acknowledges the capabilities and qualities of others in order to sustain a work environment based on mutual respect.

**Communication:** J&S Drilling supports respectful, productive and open communication between all staff.

**Approachability:** Our doors are always open.

**Honesty:** We value honesty.

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## **Customer Service Charter – External Customers**

**Integrity:** We pride ourselves in operating with the highest integrity though practising the principles of open and transparent communication with all stakeholders. We deliver to our clients the best service through respect, reliability, honesty and a genuine commitment to fulfil client requirements/needs.

**Innovation:** J&S Drilling encourages innovation by adapting its procedures to client requirements. We have the willingness and skill set to design, build or modify our plant and equipment to help deliver our services.

**Safety:** J&S consistently delivers an accountable safety culture by providing a dedicated safety department responsible for legislative and procedural compliance, training and environmental sustainability. Our commitment to provide project specific safety standards is evidenced through pre-qualification status with our clients.

**Professionalism:** At J&S Drilling we provide a positive, competent and experienced workforce qualified in all areas of our business, operating reliable and presentable equipment. It is our focus that we are responsive and flexible to our client's needs, processes and procedures, and by providing support to our staff and equipment.

**Quality:** At J&S Drilling we commit to a high-quality service and product. Our reputation is built upon high quality data and core recovery in a timely fashion with our fleet of well-presented plant and equipment. J&S's goal is to go above and beyond to satisfy client requirements.

28 September 2022

A handwritten signature in blue ink that reads 'B Bawdon'.

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**Brian Bawdon**  
**General Manager**