

## Customer Charter Policy

### Relationship

Biocatalysts Ltd is committed to providing the highest level of customer service and exceeding enzyme expectations. We aim to have strategic relationships with our customers which go beyond the normal transactional basis. Our sales and customer service experience will be tailored to meet the individual customer's requirements. Our people are committed to our customers and this is reflected in our Company values.

### Privacy:

Biocatalysts will treat your details and requirements in the strictest confidence ensuring that specific details of our relationship are only discussed with you or your authorised representatives.

### Responsibility

The Commercial Director is responsible for reviewing this policy and ensuring conformance.

### Accountability:

### Responsiveness:

Biocatalysts Ltd provides the highest level of response from sales, regulatory, technical enquiries and requests for information through to despatching samples and fulfilling customer orders.

We will adhere to the following standards:

- During normal office hours (see above) your call will be answered within 5 rings and handled personally. Biocatalysts do not (and never will) have an automated telephone response system
- 90% of price quotations and sales enquiries will be responded to within 24 hours Monday - Friday
- Technical and Regulatory queries will be acknowledged within 4 working days; if this is not possible, the query will be acknowledged within 3 working days and answered within 10 working days.
- Samples of catalogue products will be despatched within 3 working days
- Orders for current price list kosher products will be despatched within 6 working days unless the customer specifies a different lead time
- Questionnaires relating to products will be completed and returned within 10 working days
- Complaints will be acknowledged within 24 hours Monday - Friday
- Monitoring our performance against these standards and policy
- Use customer satisfaction surveys to gather customer feedback and make improvements

### Customer Complaints:

We welcome complaints as a way of putting things right with our current systems or products which is key to our continuous improvement culture. We value your business and time you take to give us all of the information to help us fully understand the nature of the complaint.

All complaints are a priority and will be handled by our Customer Service Team. We have a robust complaints' handling process where we log all complaints and manage these until resolved to the customer's satisfaction. If you wish to escalate a complaint or pass on a compliment, our Managing Director would love to hear from you. Our customers will be regularly informed on the progress of the investigation and the corrective and preventative actions implemented to avoid any recurrence of the complaint.

### How to contact us:

Biocatalysts Ltd Unit 1 Cefn Coed Parc Nantgarw Cardiff CF15 7QQ UK	Tel: Fax: Email: Website:	44 1443 843712 (UK office hours (Monday to Friday 8.30am-5pm)) 44 1443 846500 <a href="mailto:customerservices@biocats.com">customerservices@biocats.com</a> <a href="http://www.biocatalysts.com">www.biocatalysts.com</a>
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We may contact our customers from time to time for feedback on products and services and to better understand your forecasting requirements to ensure we exceed your delivery expectations. Information gathered from this contact will facilitate continuous improvement of the services we provide.

This Policy will be reviewed annually to ensure its continuing effectiveness.

July 2016