



## Service Delivery Commitment

Motion Control Products is committed to providing all clients with the highest levels of service. This policy forms part of our Service Delivery Commitment and responsibility for making it work lies with all employees and contractors the company works with.

It is our goal to work openly and collaboratively with our customers and their other providers, adding value to our customers' businesses. We seek not only to comply with all contractual, regulatory and statutory requirements, but to strive to exceed our customers' expectations.

We take a broad view of our responsibilities and will willingly contribute to successful outcomes.

We will listen to our clients' opinions, objectives and concerns, we will assess them and use them to inform change, adapt processes and procedures and to improve our performance continuously and progressively.

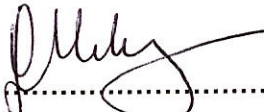
Each employee takes personal responsibility for their actions and understands the impact they have on the services provided to each customer.

The Management Team actively lead all employees and contractors and are readily available to discuss any aspect of the service delivery. Customers can contact the Operations Director at any time to discuss opinions, objectives or concerns or in his absence a member of the Senior Management Team. Telephone number 01202 599922

We deliver our services through our employees and contractors, and it is our policy and commitment to: -

- Recruit good quality people and to treat them fairly and with respect
- Provide all employees and contractors with training to maintain and develop their skills and careers
- Create well thought out procedures to work by
- Provide a good quality and supportive environment

This policy is reviewed at least once a year and updated as necessary

Signed .....  ..... **Luke McKay - Operations Director**

Dated ..... 12.12.2024 .....

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