



RamcoGas

Customer Charter

February 2018

Our people work with you and always put your needs and safety first.

Our Commitment to You We will treat you fairly and in line with our internal values; with honesty, consistency, respect and accountability. We will ensure that your calls and emails are responded to in a timely manner, usually within 24 hours, and that all communication from us is easy to understand.

Dependable People we are accountable to you and we will honour our commitments and safety guidelines. You can depend on us to provide you with viable solutions while we strive for the highest quality service whether it's bulk tank propane or bottled propane and butane gas. We understand that you depend on us for a consistent supply of LPG and we will do everything possible to ensure you get your delivery safely and when you need it.

Professional People We really want you to feel that we are easy to do business with. We are people who put people first. We are approachable and eager to help. As a company and as individuals, we operate to the highest standards.

Responsive People Our Customer Service people and Business Managers are agile, flexible and responsive to your LPG needs. Our goal is to ensure you get your gas delivery when you need it, and to react quickly if the worst happens and you do experience an interruption to your supply. We also appreciate our customers giving us feedback on their experiences allowing us to continue to improve the services we provide. This can be given by: Email: ramcocare@ramcogas.com Facebook: YourRamcoGas Website: www.ramcogas.com

Responsible People our obligation to you is to ensure we operate with maximum safety throughout the supply chain. We take safety seriously and we will not take risks with our product, service or customers and ensure that our employees adhere to industry and market safety guidelines at all times. We will never over promise and we will always provide safe deliveries, especially over

the rainy season where extra care is needed. We understand that we have a duty of care to the protection of the environment. We are committed to finding ways of reducing our carbon foot print.

Our Complaints Process If we do get it wrong, once you have brought it to our attention, our obligation is to address your concerns in a timely, sympathetic and effective manner. You can register any dissatisfaction by Email: complaints@ramcogas.com: Phone: 256-393-261369 and ask to speak to the complaints team.

Once we receive your feedback we are committed to reviewing your comments and acknowledging them within three days. We aim to resolve your concerns within ten days of receipt.

If further investigation is required we will ensure that you are made aware of the possibility of a delay. Please ensure you quote your RamcoGas account number on all correspondence.

We will always do our best to find a satisfactory solution to your complaint.

This is our customer charter with you.