



UK Customer Care Policy

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1. Customer Care Vision and Priorities

Customer care is the commitment of a business to provide exceptional service and support to its customers. It involves understanding and addressing customer needs, ensuring satisfaction, and fostering positive relationships.

To us, Customer care also means we always put our customers at the centre of our strategic, organisational and business choices. Customer care means we apply flexibility across the entire supply chain to accelerate time to market and adapt to the needs of our customers. We are committed to analysing and anticipating customer expectations and their evolution over time.

We aim to satisfy our customer's needs by ensuring a constant and reliable presence, from product design to delivery, always working collaboratively and providing a level of service that is always monitored against agreed standards.

2. Our Mission, Vision and Values

Mission

We provide our customers with superior cable solutions based on state-of-the-art technology and consistent excellence in execution, ultimately delivering sustainable growth and profit.

A strong reputation for performance and innovation helps us deliver sustainable growth and profit.

But we don't just want to be good for business. We want to be good to do business with. That's why our values are so important to us. The things we do and the way we approach them are an opportunity to show our pride in our work.



Vision

Energy and information help communities develop. That's why its so important that they're always available, and that they're supplied: effectively. Efficiently. Sustainably.

Whoever the client. Wherever they are. However harsh the environment they operate in. We're committed to keeping them connected. Every day, we all have the chance to bring our vision to life in our actions. No matter how big, or small, the things we do on a daily basis build up over time and help us deliver on our mission.

OUR VALUES

DRIVE

We aim to **lead the industry evolution**, combining our ability to develop our **people** and our **business** in a **clear direction** while anticipating **customer needs**.

TRUST

We want to create an environment of **trust** that exploits **diversity and collaboration**, where people are **empowered** to make decisions with **integrity**.

SIMPLICITY

We seek to **simplify** anything we can, focusing on **high value generating activities** and **timely decisions** to boost our Company results.

3. Aims of the UK Customer Care Policy

Prysmian is committed to providing high standards of service and has adopted this policy to: -

- Ensure that all services are delivered professionally.
- Act as a framework of reference for staff, customers and our business partners
- Regularly train staff to enhance their customer service skills and knowledge and to be able to carry out their roles and responsibilities to the highest possible standard.
- Encourage the adoption of top-tier customer service practices.
- Ensure that performance is monitored, and that action is taken to address any areas for improvement.
- Provide clear guidance on how we serve our customers.
- Actively seek and utilise customer feedback to improve services.
- Tailor services to meet the unique needs and preferences of each customer.
- Continuously innovate to improve customer service processes.

For any inquiries, feedback, complaints or further information please use our Customer Care Contact Details below:

Address: Chickenhall Lane, Bishopstoke, SO50 6YU

Phone: 02381 680800

Website: <https://uk.prysmian.com/>

Facebook: <https://www.facebook.com/prysmianuk>

Aftersales Email: aftersales.uk@prysmian.com

Contact Us Email: <https://www2.uk.prysmian.com/contact-us>

4. Prysmian UK Customer Care Policy

Every person within Prysmian can influence the quality of service that a customer receives and consequently their perception of the organisation. It is therefore vital to emphasise that the practices which are set out in this policy are relevant to everyone.

To support the delivery of our customer care policy, we focus on four key principles:

- Customer Care will be provided in a professional manner across all teams by well trained and knowledgeable staff.
- Every employee will give priority to the consideration of the needs of the individual customer, their right to information and to equity of access to our services.

- Prysmian will consistently seek to attain a defined and published standard of quality and our customers will be informed of their course of complaint when these standards are not met.
- The term “customer” will include colleagues in our own organisation and partner agencies, and we recognise that caring for our customers begins with caring for others who form part of a service chain within the organisation and its partners.
- Prysmian will treat customers with empathy, respect, and professionalism at all times.

Every customer is entitled to:

- a standard of service which is known and agreed
- to be listened to and heard
- a rapid and courteous response to all communication
- to have their feedback and suggestions valued and considered to drive continuous improvement and allow us to grow and drive our Customer Care offering in an innovative and sustainable way

Our customers will be consulted to learn their views on the services they receive and provided with a clear and accessible complaints procedure should it be required. We value your feedback; therefore a Customer Care questionnaire will be attached to all our emails for your convenience.

5. Prysmian UK Complaints Procedure

Prysmian has a Customer Complaints procedure to provide a clear and accessible process for any customer to enquire, comment or complain about any aspect of the service received by Prysmian.

What do we mean by a Complaint?

Prysmian’s Customer Care Teams definition is:

“A complaint is an expression of dissatisfaction or disturbance, however made, about the standard of service, actions or lack of action by Prysmian, its employees or our business partners that have affected or could have affected an individual customer or group of customers”.

We want to make sure that our customers know that they can feedback to us whenever they are dissatisfied and that we will do all we can to investigate, own and manage their complaint openly and fairly.

What is our Complaints Procedure?

You can share your wishes and complaints by calling our Customer Care team on 02381 680800, by sending an e-mail to aftersales.uk@prysmian.com or by contacting your Prysmian Sales Manager.

If contacting us in writing, we kindly request you to include the following information in your notification:

- Your contact information (Company name, phone and e-mail information)
- Subject of your complaint (Service, product, etc.)
- Relevant information relating to your complaint such as images/pictures, label information and product details.

Prysmian UK Complaint procedure:

- As soon as your complaint reaches us, it is directed to the relevant department in line with the subject of the complaint.
- After the preliminary investigation process, the root causes are determined. Considering your satisfaction, you will be contacted immediately by the appropriate person from Prysmian.
- We aim to acknowledge all enquiries and complaints within 24 hours and resolve within 5 business days. Response time can vary according to the content, complexity and type of complaint received and we will keep customers informed of the progress. We prioritise all feedback and strive to respond and resolve issues promptly and to your satisfaction. If a customer is not satisfied with the initial resolution, they can escalate the issue to a Senior Manager for further review.
- We monitor and utilise complaint information to help drive continuous improvement actions and improve our service offerings.

6. Compliance & Governance:

We respect customer privacy and handle all personal information in accordance with data protection laws. Customer information is used solely for the purpose of providing and improving our services. Please find our full policy at the link below:

<https://uk.prysmian.com/privacy-policy>

There can be no sustainable value creation without adhering to the highest standards of fair and ethical business practices. Anything less risks undoing the hard work of thousands of our people around the world and impairing our stakeholders' trust. This is supported by our Company Compliance Policies and Procedures which can be found at the dedicated link below:

<https://uk.prysmian.com/company/ethics-integrity>

7. Conclusion:

By adhering to this policy, we aim to create positive customer experiences through consistent, high-quality service and proactive engagement. Our goal is to build long-lasting relationships based on trust, satisfaction, and mutual respect. We are committed to continuously improving our practices to meet and exceed customer expectations, ensuring that every interaction leaves a positive and lasting impression.