

## CUSTOMER GUARANTEE AND FIXED FEE POLICY

It is the mission of 2SB to always be recognised for being a credible management systems consultancy that understands and meets the needs of its clients. The purpose of this policy is to demonstrate how 2SB endeavours to uphold its reputation and to deliver the best possible service to its customers.

### 1. Our Customer Guarantees

#### We only use UKAS accredited certification bodies

UKAS is the sole national accreditation body to be recognised by government. Only UKAS accredited certification will meet the tender requirements of all major public and private organisations. 2SB's consultants' only work to the standards required by UKAS accredited certification bodies.

#### Listening to your business needs

Customer satisfaction is our number one priority. From day one we listen to your business needs and we tailor our approach to meet those needs. When it comes to designing and implementing management systems we understand that the 'one size fits all' approach is not effective.

2SB's consultants endeavour to work flexibly with our clients in order to fit in with your business operations.

### 2. Fixed Fees

#### We will agree a fixed monthly price for the service you require from 2SB

As long as you carry out the agreed actions to the best of your ability we guarantee you will gain certification with no additional hidden costs. 2SB will continue to work with you until certification is achieved.

We will ensure that you are aware of the full costs of certification before we commence the project and we will advise you as soon as possible of any additional direct costs you might incur due to the work of 2SB.

We generally agree a fixed monthly payment over the same length of time as the project is planned to run.

Certification fees are due for payment to the selected certification body about a month before each assessment visit.