Customer Service Policy

To be a recognized **industry leader and trusted partner**, delivering **value** to the **energy** industry.



Document Information

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Prepared by:	Shelby Ashe on 15 January 2026
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Document owner:	CEO
Document description:	This policy is to ensure MR Group actively collects and uses customer feedback to drive continuous improvement and uphold high standards in service and quality.

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Policy

Policy Overview

MR Group is dedicated to an organizational and operational philosophy built on core values of Integrity, Excellence, Agility, and Innovation. We uphold these values through transparent communication, customer-focused integrity, fairness and care toward our employees, and responsibility to the communities we impact.

Our vision is to challenge conventional approaches, pushing performance beyond expectations to exceed customer standards in quality, safety, sustainability, cost, delivery, and value. To support this vision, MR Group regularly reviews practices and values feedback—positive and constructive—to drive continuous improvement.

Each business area is required to establish clear procedures for gathering and utilizing customer feedback, ensuring customers have accessible channels to provide input. Additionally, guidelines outline actions based on feedback and the importance of clear communication with customers, reinforcing our commitment to excellence and customer satisfaction.

Policy Requirements

This policy requires that each part of MR Group ensure the following:

- Effective procedures are in place to proactively gather customer feedback and manage complaints.
- A method exists for collecting, analysing, and, if necessary, implementing corrective actions based on feedback.
- A clear process is in place to respond to customers or third parties regarding their feedback.
- A system exists for retaining and recording outcomes of investigations related to complaints.

Any complaint that involves:

- Potential legal implications,
- Requests for financial compensation,
- Risk of litigation or legal claims,
- Potential impacts on safety or the environment, or
- Risk of reputational damage,

MUST be reported to the Service Line and Regional Directors and as soon as it is received.

Authorized by
Duco De Haan, MR Group
Chief Executive Officer



16 January 2026

MR Group Holding Pte Ltd

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