

## Customer Policy

Clarke & Severn Electronics Customer Policy is to develop long term relationships with customers that fit with in our strategic objectives, so that we can add value to each customer by providing quality customer service and products which will translate into customer loyalty and continued business growth.

We will provide to each customer the following:

- 1) Products and Services from quality manufacturers or suppliers.
- 2) Manufacturers or suppliers who have an accredited Quality Management System or a proven track record of Quality and Traceability in their operations.
- 3) Manufacturers or suppliers that have a robust Counterfeit Material Avoidance Policy or process to ensure that all products that we source from them are genuine or authentic products.
- 4) Manufacturers original Certificate of Conformance for all products purchased.
- 5) Technical support and service for all products that we distribute and manufacture.
- 6) Confidentiality for all customer drawings, data, specifications and IP involved in projects and to observe customer requirements for data storage, retention and destruction.
- 7) Any NDA (non-disclosure agreement) signed with a customer, covers all our employees automatically.



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Glenn Clarke

Managing Director