



ALTYOR

Policy

政策

Customer
Relationship
客户关系

This customer relations policy formalises Altyor's commitment to providing the best possible service to its customers.

1. PURPOSE

The aim of our Customer Relationship Policy is to:

- Provide accurate information and promotional material about our work and publicise and market our work to the widest possible audience.
- Be active in the promotion of customer feedback, listen and respond accordingly and monitor standards.
- Provide customers with a consistent level of customer care in order to ensure a high level of satisfaction.
- Provide clarity around complaints and dispute resolution processes.
- Provide clear written guidelines to staff on how to manage customers' expectations.

2. OUR POLICY

Altyor prioritises the effective service of customers and the respectful handling of customer complaints. At this end, Altyor regularly monitors the customer satisfaction score.

Altyor commits to the following principles and practices in customer relationship.

Friendly, professional customer interactions

We will:

- Always conduct a respectful relationship in writing, verbally or face to face.
- Listen carefully and allow customers time to explain the circumstances fully.
- Convey a sound knowledge of the business, including its services and guidelines.
- Respect customer privacy and confidentiality, in accordance with our Data Management Policy.

Accurate and consistent information about our services

We take active measures to ensure that we:

- Communicate factually, honestly, and accurately to customers.
- Keep publicly available information about products/services updated.
- Provide a clear explanation of our dispute resolution process.

Prompt and efficient services

- So that we can improve our approach to customer relationship, we:
- Strive to address customer requests within a reasonable timeframe, whether in writing, verbally or face to face.
- Regularly review customer service performance.

3. HOW TO REPORT?

Whilst we take great care to ensure that we provide all our services efficiently, courteously and to a high standard, we accept that complaints may be made. A complaint is a valid expression of dissatisfaction and we will consider it and use it to improve our service standards, however it is made, whether by email, letter, telephone or verbally, or via our alert form:

<https://altyor.com/csr-commitments/>

4. REPORTING

Altyor is committed to monitoring its performance and, to this end, tracks the following indicators:

- Customer satisfaction rate
- Return rate for surveys
- Rate of timely responses to customer complaints

5. SCOPE

This policy applies to all Altyor Group entities and all external stakeholders of the Group.

This policy and associated procedures apply to all staff, including interns, contractors and external consultants working for Altyor and in contact, directly or indirectly, with customers.

6. RESPONSIBILITY

The CSR Committee is responsible for defining the customer service policy. The Customer Service Department is responsible for ensuring that the policy is properly implemented.

7. COMMUNICATION

This policy is communicated annually to all employees through the company's usual channels, including the company's internal rules and intranet, and is presented to all new employees upon their induction. This policy is also distributed to external stakeholders and is available on the Altyor website.

8. CONTACT

For more information, please contact Julie Durr jdurr@altyor.com or send an email to contact@altyor.com.

9. REVIEW HISTORY TABLE

This Policy is reviewed annually or in the event of a change in related government policy or significant changes in company operations.

This Policy was last approved on January 3, 2023 by Yanis Cottard, President of the Altyor Group.

| Policy Version | Description of Change |
|----------------|-----------------------|
| A | N/A |

本客户关系政策正式表明Altyor致力于为其客户提供最佳服务。

1. 目的

我们的客户关系政策的目的是。

- 提供有关我们工作的准确信息和宣传材料，向最广泛的受众宣传和推销我们的工作。
- 积极促进客户的反馈，倾听并作出相应的回应，并监督标准。
- 为客户提供一致的客户关怀，以确保高水平的满意度。
- 提供明确的投诉和争端解决程序。
- 为员工提供明确的书面指南，说明如何管理客户的期望。

2. 我们的政策

阿尔泰尔优先考虑为客户提供有效的服务，并尊重地处理客户投诉。为此，阿尔泰尔定期监测客户满意度得分。

阿尔泰尔承诺在客户关系中遵循以下原则和做法。

友好、专业的客户互动

我们将

- 始终以书面、口头或面对面的方式进行尊重的关系。
- 认真倾听，给客户时间充分解释情况。
- 传达对企业的正确认识，包括其服务和准则。
- 根据我们的数据管理政策，尊重客户的隐私和保密性。

关于我们服务的准确和一致的信息

我们采取积极措施，确保我们

- 如实地、诚实地、准确地与客户沟通。
- 保持关于产品/服务的公开信息的更新。
- 对我们的争议解决程序提供清晰的解释。

迅速和高效的服务

- 为了改善我们处理客户关系的方法，我们。
- 努力在合理的时间范围内解决客户的要求，无论是书面的、口头的还是面对面的。
- 定期审查客户服务的表现。

3. 如何报告？

虽然我们非常谨慎，以确保我们提供的所有服务都是高效、礼貌和高标准的，但我们接受可能出现的投诉。投诉是一种有效的不满表达，我们将考虑它，并利用它来提高我们的服务标准，无论它是通过电子邮件、信件、电话或口头，或通过我们的警报表格。

<https://altyor.com/csr-commitments/>

4. 报告

阿尔泰尔致力于监测其业绩，并为此跟踪以下指标。

- 客户满意率
- 调查的回报率
- 对客户投诉的及时回复率

5. 范围

本政策适用于阿尔泰尔集团的所有实体和集团的所有外部利益相关者。

本政策和相关程序适用于所有员工，包括为阿尔泰尔工作并直接或间接与客户接触的实习生、承包商和外部顾问。

6. 责任

企业社会责任委员会负责确定客户服务政策。客户服务部负责确保该政策的正确实施。

7. 沟通

本政策每年通过公司的常规渠道传达给所有员工，包括公司的内部规则和内部网，并在所有新员工入职时介绍给他们。本政策也会分发给外部利益相关者，并在Altyor网站上公布。

8. 联系方式

欲了解更多信息，请联系Julie Durr jdurr@altyor.com 或发送电子邮件至 contact@altyor.com。

9. 审查历史表

本政策每年或在相关政府政策发生变化或公司运营发生重大变化时进行审查。

本政策最后一次由Altyor集团总裁Yanis Cottard于2023年1月3日批准。

| 政策版本 | 变更说明 |
|------|------|
| A | N/A |

