

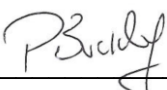
EPS Group values reliability and we demonstrate pride in our work whilst we strive to do it right first time, every time. We are committed to meeting our high standards and delivering our products and services in a timely and safe manner.

As a platform to ensuring the highest priority for customer care, we have as a central core, our customer focused objective.

Our priorities under this strategic objective are as follows:-

- › We provide a 24/7 customer care function
- › We listen to our customers and respond to their changing needs
- › We continuously improve our offering and our customers benefit as a result
- › We treat our customers with respect
- › We go out of our way to be the best we can be for our customers

The above Customer Care policy is supported by the management team and board of EPS Group, and we will commit the necessary information and resources as required to ensure that the objectives are achieved. As with all EPS Group policies, its successful achievement will be part of the EPS Group performance management system where all employees have an essential role.

Signed: 
Patrick Buckley
Managing Director