



SWAGELOK SOUTHERN AFRICA

CUSTOMER SERVICE CHARTER – OUR COMMITMENT TO YOU





CUSTOMER SERVICE CHARTER

Established in 1985, Swagelok Southern Africa is an authorised distributor of Swagelok manufactured products. We are based in the major cities of South Africa, including Cape Town and Durban, with our head office situated in Johannesburg. We provide our products and services to the Southern African region with key centres in Angola, DRC, Mozambique and Madagascar.

Swagelok Company is a major developer and provider of fluid system solutions, including products, assemblies and service for research, instrumentation, pharmaceutical, oil and gas, power, petrochemical, alternative fuels and semiconductor industries. Our manufacturing, research, technical support and distribution facilities support a global network of more than 225 authorised sales and service centres in 70 countries.

We aim to provide our customers with a highly professional service that reflects our Swagelok values at all times. We have on-hand teams of highly skilled customer service advisors, technically proficient staff and engineers who are committed to fulfilling our promise of responding to customer needs quickly and efficiently. This can be best illustrated in the Swagelok Quality System (SQS), which enables us to maintain a good internal quality system, better customer service and customer-focused support. It has been independently reviewed, by global firm BSI Incorporated, and found to cover all the elements of the internationally recognized ISO 9001: 2008 Quality Management System Standard.

OUR COMMITMENT

As our customer, Swagelok Southern Africa strives to deliver world-class customer service; a service that showcases Swagelok's innovation and quality of products and services with an emphasis on a sense of urgency, integrity and respect for the individual.





OUR PROMISE TO YOU



QUICK RESPONSE TIME

- Your calls and e-mails will be answered promptly. Where necessary we will take your details and call you back.
- We aim to respond to all telephone and written enquiries within eight working hours for stocked items, and 48 hours for factory requests.
- We aim to provide order confirmations 8 working hours after receipt.
- Authorised credit applications will be actioned within three days of receipt by our accounts department.



ON TIME DELIVERY

- We aim to deliver all standard items in stock (*with the exception of tubing) within three working days after the order confirmation. However, six metre tubing will be delivered in five working days after the order confirmation.
- For items not readily available in our local warehouse, deliveries will take 7-10 working days subject to order confirmation.
- Collection of available stock will be ready in two working hours after the order confirmation.



OPEN COMMUNICATION

- We aim to pro-actively notify all customers on any delays or deviations from original orders.
- We have a clear and transparent complaints resolution process that documents, analyses, investigates and responds to all complaints received.
- We have an after-hours service when required.



QUALITY & ACCURACY

- We package our products with great care to ensure that you receive them in the same condition as when they leave us.
- We strive to deliver 100% of shipments accurately, on time and to the correct address.

* tubing can take up to 14 weeks

We try to exceed our customer experience by helping you reduce your planning, purchasing and assembly costs. We have developed a whole range of additional services, from Custom Solutions to a wide range of training courses and detailed energy surveys.

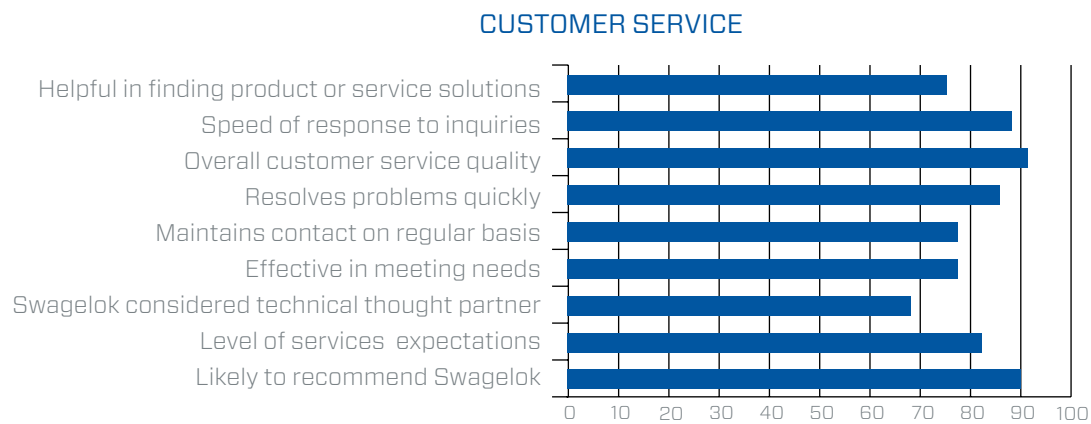
HIGHLIGHTS FROM OUR ANNUAL SURVEY

According to the recent results of the Southern African results of the Swagelok Global Survey, we had a very favourable customer service rating, which we endeavour to continue to improve and ensure our customers enjoy the best service possible.

CUSTOMER SERVICE

Following some key initiatives, it is rewarding to see improvements that have taken place in the past year in the area of customer service. The majority of respondents have ranked highly the quality of customer service at Swagelok, particularly in the areas of resolving problems quickly, the speed of responses to inquiries and effectively meeting customer needs. Customers have also indicated that we are helpful in finding product and service solutions.

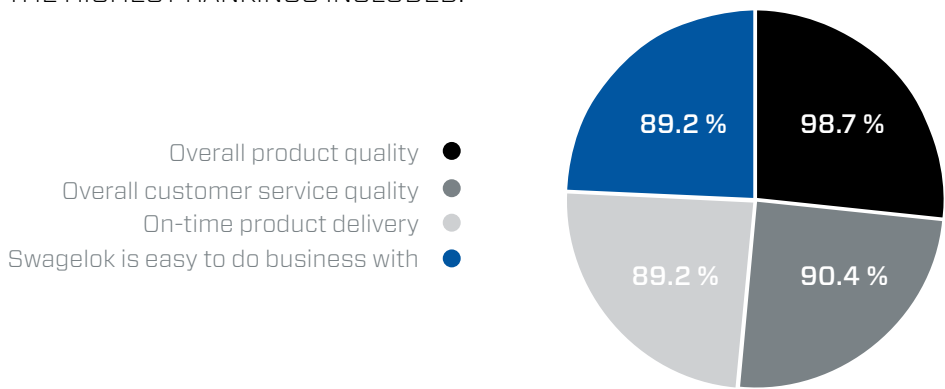
We continue to improve our services and align them to the Swagelok Customer Charter. We have our engineers on hand to consult on a wide range of solutions and provide adequate alternatives where needed. We have a variety of Custom Solutions capabilities aimed at helping our customers get the best value in design, sourcing and assembling components.



HIGHEST RATINGS

Swagelok Southern Africa aims to provide customers with a highly professional service that reflects our Swagelok values at all times. We have on-hand teams of highly skilled customer service advisors, a technically proficient sales team and field engineers who are committed to fulfilling our promise to respond to customer needs quickly and efficiently. We are proud that this is being recognised and it also encourages us to continue to provide world class service that matches our world class products.

SOME OF THE HIGHEST RANKINGS INCLUDED:



OUR TEAM



Bill Peet
Managing Director



Adrian Haddow
Financial Director



Mike van Eck
Sales Director



Lindiwe Magana
Marketing &
Communications Manager

BUSINESS DEVELOPMENT MANAGERS



Stuart Harvey
Business Development
Manager - Key
Accounts



Alan Aldum
Business Development
Manager Africa -
Angola & Madagascar



Johnny Deysel
Business Development
Manager - Project Sales

SALES ENGINEERS



Ilana Prinsloo



Kyle Collett



Yolanda Rudolph - CT



Verlan Govender - KZN



FIELD ENGINEER

Reino Janse van Rensburg
Regional Field Engineer /
Training Facilitator

CUSTOMER SERVICE



Raymond Sindhamaray
Team Leader



Nathan van Rooyen
Technical Customer
Service



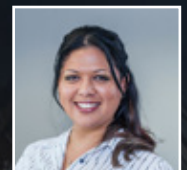
Nangamso Mnguni



Sindy Muller



Shiraz Abrahams - CT



Melissa Henniker - CT

SUPPLY CHAIN



Michelle Peacock



Adrienne Rademeyer



Lawrence Sikwane

INTERNAL SALES

FINANCE TEAM



Angela Mboweni



Charlotte Jones



Felicity Marples

RECEPTION



Daisy Bokaba



Justice Nyathi



Helda Kakoba

FACILITIES STAFF



Patricia Dladla





Swagelok Southern Africa

Unit 1, Westlake Park, 38 Avalon Road, Westlake, Modderfontein Gauteng, South Africa

011 609 7925 or 08600 (SWAGE)79243

www.swagelok.com

southernafrica@swagelok.com



FM 650385



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