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CUSTOMER SERVICE CHARTER

Technosphere Energy Services is committed to continuous improvement of our customer service delivery. The Charter describes our commitment to you, our customer, and sets out the standards of service that you can expect from us. It applies to everyone who uses our products or services. We aim to provide a personalised, seamless experience that makes it easier for you to do business with us. We are committed to knowing your requirements and meeting your needs.

TES SERVICE CHARTER

CHARTER CONTENTS

This Customer Service Charter relates to the services of Technosphere Energy Services and contains information on:

1. Who we are
2. What we do
3. Our Customers
4. What you can expect from us
5. How you can help us
6. Our product standards
7. Our service standards
8. Checking our performance
9. How you can contact us
10. Your privacy
11. Billing and payments
12. Your concerns and complaints
13. Customer service guarantees

1. Who we are

Technosphere Energy Services is a full service engineering, contracting and procurement company, specializing in service and maintenance contracts and plant and equipment procurement, primarily for power stations, mining and the manufacturing industry in Zimbabwe. We have had many years experience in this field and have a close and mutually beneficial working relationship with the Zimbabwe Power Company, Hwange Power Station since 1980 with the construction and commissioning of the Stage II generating plant. Our relationship with Doosan Babcock is integral to our delivery of superior service to our clients as well establishing seamless and professional relationships with all our clients and stakeholders.

2. What we do

We are committed to provide the following core services, among others within the spectrum mentioned below;

- Electrical Power Engineering
- Mechanical engineering
- Process Control
- Thermal power plant maintenance
- Power Plant and Equipment Procurement

3. Our Customers

Technosphere have the capability to provide a wide range of products and services to the mining, agricultural, refining, contracting, tourism, and other industries as well as the energy industry. We are proud to be associated with one of the country's leading power generators, Zimbabwe Power Company, at Hwange Power Station. We however, also understand the important of maintaining good relationships with all customers and pride ourselves on our standard of product and service levels.

4. What you can expect from us

Technosphere is customer focused. Before we make significant changes to our services, we will consult you, our customers, to determine what you want from our services and how best we can fulfil your needs. Through internal and external consultation we found that the following are what you expect from our products and services:

Products

- Value for money
- Relevant and easy to use
- Quality
- Current
- Solve your problem

Services

- Helpful, personal service
- Professional competence
- Reliability
- Expert advice

5. How you can help us

You can help us to help you by:

- Giving us the most accurate information on your requirements
- Advising us of any changes to your service requirements
- Giving us your feedback on our services and products

6. Our product standards

We are committed to providing suitably designed systems, processes and products to satisfy your requirements while ensuring the future stability of both the company and its employees, in line with legal and ISO International standards.

7. Our service standards

We are committed to customer satisfaction as our number one priority.

8. Checking our performance

We welcome your comments on how successful we are at achieving the standards set out in this charter. We will:

- Survey a representative set of our customers annually to evaluate their satisfaction with our products and services.
- Review the standards set out in this charter and adjust them based on your feedback.

This Charter will be reviewed every three years. Technosphere Energy Services invites comments from customers, stakeholders and staff as part of its monitoring and review procedures.

9. How you can contact us

We are committed to:

- Enabling you to contact us in the way you prefer –by telephone, online, in writing or in person
- Being available 24 hours a day, 7 days a week for you to report any faults or service difficulties
- Responding to your letters and emails within five working days

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Hwange

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Fax: +263 4 886622
Email: technosphere@zol.co.zw
Website: www.technosphere.co.zw

10. Your privacy

We are committed to:

- Protecting your personal information (including your phone calls and other communications) from misuse and loss and from unauthorised access, modification or disclosure.
- Providing you with access to your personal information that we have on record and taking reasonable steps to keep your details accurate and up-to-date.
- NOT contacting you for marketing purposes if you tell us you do not wish to receive such contact from Technosphere.

11. Billing and payments

We are committed to:

- Providing you with accounts that are accurate and easy to understand and giving you access to the detail you need.
- Providing you with a range of easily accessible payment methods which allow you to be in control of your payment.
- Working with you to negotiate tailored, flexible payment solutions.

12. Your concerns and complaints

We are committed to:

- Dealing with your concerns or complaints promptly, fairly, completely and in a courteous manner informing you of how we propose to act, how long it should take and what the results are.
- Reviewing your complaint at your request, if you feel that it has not been resolved to your satisfaction.

13. Customer service guarantees

We are committed to:

- Listening to our customers
- Responding to our customers
- Having a customer service focus
- Engaging Technosphere Energy Services employees who are customer service driven
- Being guided by our Customer Service Policy and Customer Complaint Policy

Christiaan Louw
Managing Director

TES SERVICE CHARTER