

Omnis Engineering Ltd

Customer Policy

Our customers are at the heart of what we do; we aim to be their preferred partner for all pipework engineering projects, and therefore we consider the following points in our way of working.

- Understand and meet our customer expectations and needs by engaging with them right from the beginning through to the end of the service.
- Remain transparent with our customers providing realistic updates and information.
- Communicate effectively and promptly with our customer .
- Treat our customer with respect at all times
- Provide on time and in full work to our customers.
- Operate safety on our customer sites and comply with their own protocols as well as industry standards.
- Seek customer feedback, both positive and constructive criticism on our customer's experience with us.
- Work towards continuous improvement which is shared with our customers.
- Ensure our customer's data is stored, used and destroyed in line with GDPR.

Neil Illott

Director



Stephen Brooks

Director

