

CLIENT SERVICE CHARTER

AT TRAC WE'RE DEDICATED TO PROVIDING OUTSTANDING SERVICE.

We work by combining our professional expertise with a personal touch, building strong relationships with you, our clients – the people who make our business a success.

Whatever your regulatory requirements – whether you're looking for an interim resource, ad hoc support or ongoing project management – this Charter sets out our commitment to you.

OUR COMMITMENT TO YOU

- +** **UNDERSTANDING YOUR BUSINESS**
We listen and fully engage with you, your business, your challenges and goals. Our regulatory affairs solutions are always bespoke and tailored to your specific needs and circumstances. We adapt to your working preferences and culture. And our global capability means that we're always close by when you need us.
- +** **RIGHT BY YOUR SIDE**
Our team is your team, adding value at every stage of your regulatory journey, from briefing to review. Your initial enquiry will be handled by one of our dedicated regulatory affairs experts so you get to benefit from our expertise right from the start. Our working relationship begins by matching you with your own dedicated TRAC professional, someone whose knowledge and experience best serves your needs. Your dedicated expert is never more than a phone call, email or message away, and we promise to always respond in a timely manner.
- +** **COVERING EVERY ANGLE**
Our enterprising approach ensures the most profitable outcomes for you. We see things differently – by combining our scientific, analytical and whole-market expertise we not only make meeting your regulatory obligations easy – we also look to identify and develop further opportunities.
- +** **GETTING IT RIGHT FIRST TIME, EVERY TIME**
You can count on us to deliver your regulatory solutions effectively, on time and on budget. Your success is our success – rest assured that no matter how big or small your company or project, all our clients receive the same consistently high standard of work and service.
- +** **NEVER COMPLACENT**
We're always looking to improve because we know that's what it takes to stay on top of our game. Everyone on the TRAC team engages in lifelong learning and continuous professional development. And our dedicated regulatory affairs experts play an active and leading role in the work of the industry body, TOPRA (The Organisation for Professionals in Regulatory Affairs). We're confident that our service is the best and welcome client audits, feedback and suggestions so we can continue to improve.

HOW YOU CAN HELP US

We believe that seeing the client/consultancy relationship as a partnership makes for a more rewarding and fruitful experience for everyone.

You can help us do our best for you by:

- + Giving full and frank disclosure of all relevant information at the start of a project.
- + Keeping us informed of any changes to this or your business.
- + Responding to communication in a timely manner.

WE ALSO PROMISE

- In line with the TOPRA statement of values, as regulatory affairs professionals we also promise to:**
- + Advance, preserve and protect public health in the performance of our work.
 - + Declare any conflict of interest that we know to exist that will affect the performance of our work.
 - + Respect the confidentiality of restricted information with which we're entrusted.

COMPLAINTS

We take our commitment to providing outstanding service very seriously. As with all organisations there may be the rare occasion when things go wrong. We promise to make every effort to resolve your complaint as soon as possible and without fuss.

PLEASE SEND FULL DETAILS OF YOUR COMPLAINT, IN WRITING, TO:

By email: stthomas@tracservices.co.uk
 By post: Stephanie Thomas, Commercial Manager,
 TRAC Services Ltd, Trevenson Road, Pool,
 Redruth, Cornwall, UK, TR15 3PL

Or phone Stephanie Thomas on **+44 1209 612650**