



Power Assets Holdings Ltd.
電能實業有限公司

Customer Services Policy

February 2021



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1. Policy Statement

- 1.1 Power Assets Holdings Limited (together with its subsidiaries, the “Group”) has committed to delivering quality and professional services and putting customer needs at the core of their businesses.
- 1.2 The Group aims to achieve total customer satisfaction by continually improving our services and achieving or even exceeding service targets. For joint ventures and associates, the Group will exercise its influence to promote their adoption of customer services policies consistent with these approaches.

2. Approach

The Group is committed to:

- **Put Customers First** - value and respect customers’ views and suggestions and respond promptly;
- **Provide Customised Services** - use new technologies to reach out to customers to satisfy their changing and specific needs; and
- **Seek Continuous Improvements** - engage stakeholders in our pursuit of excellence; satisfy customers’ needs and align our business processes with best practices.

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