

3Gas Customer Charter

Principle 1: Our Commitment to our Customers

1. We will treat you fairly in line with our internal values; with honesty, consistency, respect, and accountability.
 - We will be courteous and polite at all times.
 - We will answer questions clearly and honestly and to the best of our knowledge.
 - Our staff will be fully trained and competent.
 - We will be committed to offering you the highest quality of service at all times.
2. We will endeavour to ensure that your calls and emails will be responded to within 24 hours of receipt.
3. We will endeavour to ensure that all our communications will be written in plain English in a clear and transparent manner, in line with standard Codes of Advertising, Sales Promotion and Direct Marketing.
4. We will endeavour to ensure our communications are not false, or provide misleading indications on price, value and service.
5. All our communications will be made available to you through a variety of channels and in a variety of formats including translated versions, large font and Braille.
6. We will always confirm your current price at the point of order (*domestic customers only).
7. We will endeavour to ensure your invoices and statements will be issued in a timely manner and will clearly display all charges and payment terms.

Principle 2: Our Complaints and Comments Process

If you are unhappy with any aspect of our service or product, or would like to submit a suggestion on how our service can be improved, we have a comprehensive customer feedback process that is available through a variety of channels.

We will ensure that matters are dealt with sympathetically and in a timely and effective manner.

1. You can register your feedback with our dedicated Customer Services Team through a number of channels
 - **Email:** info@3Gas.net
 - **Post:** Customer Support Services
3Gas Ltd, Plot 53 Haruk Road, Off Obi Wali Road, Rumuigbo, Port Harcourt, Rivers State, Nigeria
 - **Phone:** +234 84 300005 – 7 **Mobile:** 0809 533 1570
2. Once we have received your feedback, we are committed to reviewing your comments and acknowledging receipt of them within 3 working days.
3. We aim to resolve your complaint within 15 days of receipt.
4. If further investigation is required before a full resolution can be confirmed, we will send you a letter advising you of this.
5. Once we have agreed a resolution, we will send you confirmation in writing.
6. If you are not happy with the resolution of your complaint, please contact the Customer Services Team.
7. You can write to them at Customer Support Services, **3Gas Ltd**, Plot 53 Haruk Road, Off Obi Wali Road, Rumuigbo, Port Harcourt, Rivers State, Nigeria or you can email them at support@3Gas.net

8. If you would like any external advice on your feedback, you can contact Nigerian Consumer Protection Agency. They are a government funded service offering clear and impartial advice and information on any problems you may experience with goods & services, energy and post.

9. We review all suggestions and complaints on an individual basis helping us identify how we can improve our business, service and products.

10. Following the delivery of your requested products we will, occasionally, ask you to rate all aspects of our service, from your initial contact for an order through to the delivery and invoicing stage.

11. All returned customer satisfaction questionnaires will be reviewed on a quarterly basis to help us identify areas of improvement. The results of our questionnaires will also be published as part of our annual Corporate Responsibility Report.

Principle 3: Contacting us

Should you have any questions, or would like to discuss any aspect of the service we provide you with, you can:

1. Contact us via email
2. Contact our Customer Service Team

We also ensure our website is regularly updated with any relevant news and/or announcements.

Principle 4: Our Standards

We ensure we adhere to the requirements of the NNPC, DPR, Federal, State and Local Governments, Fair Trading Standards and Consumer Protection legislation.

Principle 5: Our Responsibilities

3Gas is committed to being a corporately responsible business. As such we consider the impact of our operations in three key areas.

1. Environment

Protection of the environment in which we live and operate is part of 3Gas' values and we consider it sound business practice. Not only are we committed to complying with all relevant environmental legislation regulations and codes of practice, measure and minimize the carbon emissions of our organization, but we hold safety as an article of faith in all our operations.

2. Marketplace

We recognize the impact of our operations and behaviour within the wider marketplace; from how we service our customers, manage our supply chains and develop and distribute our products and services. We will always respect our customers, and particularly support vulnerable customers. We will actively manage the impact of our product or service and actively discourage their misuse. Finally, we will actively manage responsibility in our supply chain and treat our suppliers as partners.

3. Workplace

We recognize the importance of our employees. The health and wellbeing of our employees is of primary importance. We will ensure the 3Gas workplace meets the highest HSE standards as well as provide practical and emotional support and guidance. We will always promote the equality of opportunity for all staff irrespective of gender, race, age, disability, sexual orientation and religion. We actively encourage the professional and personal development of all our employees with clear personal development plans and career pathways supported by a range of learning and development opportunities.