



CUSTOMER SERVICE CHARTER

**WELLDRIILL IS A SPECIALIST WATERWELL DRILLING COMPANY
WE HAVE THE PEOPLE, EQUIPMENT AND RESOURCES
TO UNDERTAKE ANY FORM OF DRILLING**

We understand that the best kind of Contractor is one who treats Customers like Partners. That's why we consider good advice and service to be just as an important part of our business as the quality of the services we provide.

Better Service

At Welldrill, we pride ourselves on our excellent customer service as a leader in setting standards of excellence in the practice of exploration and water well drilling.

We achieve this by continuously striving towards improving the standards and performance of service, technology, business management and employee development.

Better Advice

One thing that sets us apart from other contractors is that our employees treat you like a business partner. You'll find us easy to work with - and identify with - because most of us have been working in the industry for years.

Welldrill has successfully completed numerous contracts throughout Australia. Our previous clients range from all the major mining companies in Australia down to small environmental management companies. This gives Welldrill a very diverse list of satisfied customers.

Better Quality

Welldrill recognises the importance of providing all a safe and healthy work place with minimal environmental impact and where we continue to improve our performance in service to customers. Our goals are to prevent all occupational injuries and illness, protect the environment and continually improve customer satisfaction.

Welldrill achieves this by:

- Identifying and reducing the risks of all types of work activities that have the potential to produce personal injury or occupational illness or impact the environment
- Providing instruction, training and supervision to improve each individual's understanding of workplace hazards, including safe and efficient work practices and emergency procedures
- Involving employees in occupational health and safety, environmental and quality matters and consulting with them on ways to recognise, evaluate, control and improve the workplace

Better Thinking

From start to finish, we look for ways to come up with better drilling solutions for you. Whether it's searching for ways to minimise your costs, help improve our services or simply to decide on the most convenient method of delivery - we work one-to-one with you to get the best possible results.

Customer Feedback & Suggestions

You can provide feedback on our services by calling us.