



Grant Transformers – Client Witness Testing Policy

Purpose

Client witness testing is a key opportunity to demonstrate Grant Transformers' technical capability, manufacturing quality and commitment to customer service. Every witness test must be managed professionally, efficiently and with the objective of strengthening the client relationship and identifying future business opportunities.

Before the Witness Test

The responsible Project Manager must:

- Confirm the test date, start time, attendees, dietary requirements and any site-access requirements.
- All test gear is fully calibrated
- Inform Leading Hand/ Service Manager and Electrical Operations Manager about visit. Lead Hand and Electrical Operations Manager to ensure the factory looks fantastic, safe, clean and busy. Service Manager to ensure equipment is totally ready and job pack is fully signed off.
- Provide the client with the test schedule, expected duration and required documentation in advance.
- Ensure the transformer, test equipment, test area and documentation are fully prepared before the client arrives.
- Brief the testing and project teams on the client, project requirements and any potential future opportunities.
- Ensure the meeting room, factory and test area are clean and presentation ready.
- At no point in time is the client allowed to be left alone with junior staff members. If a situation occurs where the Project Manager cannot be in two places at one time, the Engineering Manager must be called upon to be present with clients in one part of the business while the Project Manager is busy with the same client in another part of the factor or office. If the Engineering Manager is not available, the Electrical Operations Manager must step in immediately and be able to answer support the witness testing. Middle Management must always be present with clients in office or factory.

Client Arrival and Hospitality

A Grant Project Manager must meet the client on arrival and remain responsible for their overall experience. The Sales Engineer who quoted should also show face and say a quick hello and thanks for the orders and support (2-3 mins max)

Early-Morning Testing

For testing commencing before 9:00 am:

- Provide coffee, tea, water and biscuits on plate.
- Allow time for introductions, a safety briefing and an overview of the testing program.
- Avoid requiring the client to wait while equipment or documentation is prepared.

Testing Over Lunch

Where testing continues through the lunch period:

- Provide an appropriate catered lunch for all client attendees.
- Confirm dietary requirements beforehand.
- Use the lunch period to discuss the client's upcoming projects, operational requirements, challenges and future equipment needs.
- **Guzman is ideal and offers vegetarian and meat options and is down the road from us.**

Late-Afternoon Testing

For testing extending beyond 3:30 pm:

- Provide afternoon refreshments and additional biscuits where the test is expected to continue into the late afternoon.
- Keep the client informed of progress and revised completion times.
- Ensure the client is not left unattended while testing activities continue.
- Discuss transport, accommodation or other practical requirements where testing runs later than expected.

Conduct During Testing

Grant personnel must:

- Be punctual, professionally presented and courteous and Project Manager always present with the client.
- Clearly explain each test, the applicable acceptance criteria and the results.
- Avoid internal disagreements, blame or unnecessary technical debate in front of the client.
- Immediately escalate any unexpected result to the responsible Engineering Manager or Operations Electrical Manager.
- Keep the client informed of progress, delays and next steps.
- Maintain a clean, safe and organised test environment.

Business Development Expectations

Witness testing must also be treated as a structured business-development opportunity.

The Project Manager, Sales representative or nominated senior Grant representative must:

- Ask about the client's upcoming projects and procurement plans.
- Identify opportunities for transformers, kiosks, RMUs, earthing equipment, switchboards, testing, servicing, spare parts and related Grant products.
- Offer a factory tour and introduce relevant Grant capabilities and team members.
- Record all identified opportunities, contacts and required follow-up actions.
- Avoid aggressive selling; discussions should be relevant, consultative and focused on solving the client's operational needs.

Completion and Follow-Up

Before the client leaves:

- Summarise the test outcome and any outstanding actions.
- Confirm when the final test report and documentation will be issued.
- Thank the client for attending.
- Confirm any quotations, technical discussions or future meetings required.

Within one business day, the responsible Project Manager must send a follow-up email thanking the client, confirming actions and progressing all identified business opportunities.

The standard is that every client leaves a Grant witness test confident in the product, impressed by the team and interested in doing further business with Grant Transformers.

Marco Da Silva
Chief Executive Officer



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