

## **CUSTOMER PROMISE POLICY**

### **TO OUR CUSTOMERS WE PROMISE TO:**

- ✓ Approach all situations and relationships with the highest level of professionalism;
- ✓ Deal with enquiries in a friendly, helpful and courteous manner;
- ✓ Carry out all works to a high quality standard;
- ✓ Use only skilled operatives;
- ✓ Keep disruption to a minimum;
- ✓ Complete work as quickly as possible;
- ✓ Let you know what is going on at all times;
- ✓ Put problems right quickly;
- ✓ Consult with you on all matters;
- ✓ Work with you to develop a trust-based lifetime relationship.

### **TO OUR SUB-CONTRACTORS WE PROMISE TO:**

- ✓ Provide an environment that is safe, orderly and healthy for everyone;
- ✓ Develop and maintain trust-based relationships that encourage open communications and fair decisions at all time;
- ✓ Provide positive, strong and effective onsite leadership.