

Customer Care Policy Statement 2025/26

Philosophy:

The Company is committed to developing, sustaining and enhancing strong customer relationships throughout the business. The key to our success since our formation in 1982 has been the considerable experience and professionalism of the management and staff, our commitment to client satisfaction, and a non-adversarial approach to problem solving.

Our corporate philosophy is to meet the ever-changing demands expected of our industry through continuous improvement in our performance. We want to exceed our customers' expectations by listening and understanding their business, their drivers and their own customers' needs, we seek innovative approaches to help meet those needs and improve the project delivery process. We strive to make the excellence of our customer relationships one of the major factors that distinguish us.

Customer Satisfaction:

Understanding our customer's perception of our performance is an integral component of our Integrated Management System (IMS), aiming for continual improvement. Through our IMS we have been certified as achieving the **ISO 9001:2015** quality management standard.

The company will informally seek feedback on the Customer's perception of our performance on projects, this may be obtained in a variety of ways including, simple discussions, correspondence and meetings at all levels. The Customer's views and comments will be noted and any significantly positive or negative comments will be reported back to the Directors for discussion and action.

The company will strive for positive feedback and will act on all constructive good and bad comments to enable a continuous improvement philosophy to prevail.

Feedback, measurement and setting high standards are the key to strong performance. Having a high level of repeat business proves our ability to listen and deliver to our customers.

Customer Complaints:

Customer Complaints fall into two basic groups. Those associated with the day-to-day operation of construction sites and those which are not.

- Complaints of the first group are to be dealt with as a "Non-Conformance". Examples customer complaints in this group would be: quality of materials or workmanship, incorrect or incomplete documentation, SHE safeguards or the like. These are to be dealt with at Contracts Management level and a well-established formal System Procedure for the management of non-conformances is in place. This is to be followed to its conclusion or 'close-out'.
- Complaints of the second type are in many ways more serious and are those which fall outside of the day-to-day site activities. Examples customer complaints in this group would be: Problems with our staff behaviour, attitude or ability, legal compliance and systemic inadequacies or failures. These would be dealt with at Director level.

Protocol:

The Company and its employees will follow the latest issue of the **Customer Care Protocol** which sets out how this policy is implemented.

This policy statement, the associated Protocol and the operation of the **IMS** will be formally reviewed by the Managing Director on an annual basis but may be updated at other times, as required.

This statement will be made available to all interested parties, including the public.

Tony Bamford Managing Director		March 2025
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