

OUR RELATIONSHIP WITH OUR CLIENTS

The foundation of client goodwill is the existence, promotion and practice of a sound client relations policy. This policy is a formal promise to our clients representing our commitment to their satisfaction. The philosophy that underpins our business is the belief that if we are in this industry for the sole purpose of making money, we will not achieve true success.

- Success is not, in our view, measured by our asset worth, it is instead measured by our personal worth and attributes.
- Our business purpose is to provide our client with a total construction package.
- Our priority will always be our clients.

Our clients may not always be right, but they always come first in our considerations. Our policy is to provide a quality service that is superior to that provided in our industry and focusing on providing effective service that is responsive to the needs of our client and ensures robust relationships with them.

BECOMING CONTRACTOR OF CHOICE

We seek to build strong lasting relationships with our clients so that we become their "Contractor of Choice" by providing a service that is based on trust and mutual respect. We like to do business with people with whom we have a relationship. Without a relationship carefully constructed between our customers and ourselves, trust and mutual respect cannot exist.

Communication forms a significant proportion of our approach to our business affairs and we seek to encourage effective discussion and exchange with our clients. We will actively encourage our clients to communicate any concerns they have to us. Our commitment is to seek quick, responsive and convenient resolution of our clients' concerns.

We commit to ensuring that all of our people fully understand our client relations policy and protocols and implement all requirements of these.