

CLIENT CARE POLICY


Policy Statement

Continued business growth is primarily achieved through the adoption of the highest professional standards in all Client dealings. The Company places great value and importance on staff providing good and consistent services on all projects.

To achieve and maintain this objective every part of the company's interaction with the Client is based on the following approach:

1. All tenders and technical enquiries are assigned to suitably qualified staff by a Director / Senior Project Manager to ensure key aspects of the project are included.
2. All tenders are assigned a nominated person to ensure a single point of contact with the prospective Client.
3. On award of Contract a Project Manager is appointed to ensure the Client has a single point of contact.
4. The Project Manager agrees a communication protocol with the Client to ensure routine and unplanned issues are resolved to the satisfaction of the Client.
5. On all projects the Company operates a Client Satisfaction system which involves the seeking of performance feedback from our Client. All feedback is reviewed and any issues resolved by the Director and thereafter reported to the Managing Director at the monthly review meeting.
6. On an annual basis to comply with the requirements of the Company Business Management System. The Managing Director reviews trends of Client feedback for projects and adopts those findings which benefit or continually improves client service.
7. The Company operates the Business Management System to meet the needs of our Clients against the requirements of the international environmental standard BS EN ISO 14001 and BS EN ISO 9001. A condition of this standard is to ensure Client Care requirements are audited.

The undersigned is responsible for formulating, implementing and revising the policy on an annual basis.



Signed _____

K. O. Marsh
Managing Director

Revised : May 2011
Date of next Revision: May 2012