



# Customer Care Policy

## Exceeding the Industry's current practice...

We recognise that long term repeat business relationships with our Customers are fundamental the continued success of PDR Construction Ltd

Understanding our Customers is the key to a profitable business.

We will manage our customers' expectations to give them what they require

Our aim is for our customers to value the service we provide as highly as we value their business.

Understand the priorities of the customer

Deliver a level of service to satisfy our customers in the context of a proper commercial understanding

Independently measure the customers' satisfaction with our service

Provide communication links and systems at all appropriate levels in order to maximise responsiveness and co-operation

Respond to the feedback to provide an improved level of service

In addition we believe that a customer's image can be further enhanced by selecting a contractor who recognises the importance of this issue and is committed to ensuring that excellent care is provided.

As our ultimate customer, we recognise that a major benefit to our client is to be provided with a project construction period free from third party complaints.

It becomes incumbent upon PDR Construction Ltd to ensure this happens.

At PDR we are committed to providing a level of care that exceeds industry current practice.