

## Customer Care Policy Statement

We recognise that long term repeat business relationships with our Customers are fundamental to the continued success of PDR Construction Limited. Our main aims and objectives are as follows:

- 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.

We recognise that a major benefit to our Customers is to provide them with a project construction period free from third party complaints. It becomes incumbent upon PDR Construction Ltd to ensure this happens.

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

Approved:

*P. Dransfield*

Paul Dransfield [Managing Director]

Date:

*20 . 3 . 20*