



# CUSTOMER PROMISE

## TO OUR CUSTOMERS

- To approach all situations and relationships with the highest level of professionalism
- To deal with enquiries in a friendly, helpful and courteous manner
- To carry out all works to a high quality standard
- To use only skilled staff
- To keep disruption to a minimum
- To complete work as quickly as possible
- To let you know what is going on at regular intervals
- To put problems right quickly
- To consult with you whenever possible
- Work to develop trust-based lifetime relationships with our customer

## TO OUR SUB-CONTRACTORS

- Provide an environment that is safe, clean, orderly and healthy for everyone on the jobsite
- Develop and maintain trust-based relationships that encourage open communications and fair decisions at all time
- Provide strong and effective onsite leadership

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