

# Customer Care Policy

The Company is committed to maintaining and wherever possible improving the high level of service it provides to its clients and their professional representatives.

In conjunction with the Company's procedures, as set out in the Quality and Environmental Manuals, this Policy extends our commitment by including the considered views and comments of all of those that we work with. It is intended that this statement will emphasise the standard of quality and service that the Company is intent on providing and offers the reassurance that any matter, which does not achieve the required standard, shall be promptly and adequately resolved.

## OPEN DIALOGUE

We welcome and encourage open dialogue at every stage of the estimating, construction and management process and our experience has proven that this ensures the best route to a successful project.

## COMPLAINTS

We encourage all employees to ensure that any problems are resolved without delay and to recognise, adopt and practice our philosophy that 'the Customer comes first'. For the avoidance of any doubt this includes the general public. Our policy is to maintain close day-to-day liaison with clients or their representatives at a site based level, with sites being visited regularly by the Contracts Director in charge. The Company firmly believes that problems or potential problems are best dealt with at this site level to avoid delays that can sometimes occur through the different levels of communication. However, on the occasions that this is not possible, Richard Morris, the Managing Director, is available to discuss and resolve any problems.

## EMERGENCY HELP LINE

The Company operates an emergency service outside of normal working hours. The telephone number is 0121 326 0402 - callers will be referred to the person on duty.

## CLIENT / FITZGERALD LIAISON

Close contact will be maintained between a Fitzgerald Director and the client's representative throughout the construction process and the client's representatives will be asked, on completion, to complete a non contractual questionnaire on which they can submit their views on key issues such as Performance, Safety, Quality, Environment, Customer Care etc.

Approved by Nick Coley, Managing Director  
April 2009

