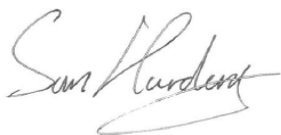


CUSTOMER CARE POLICY

Glympton Construction Ltd believe that giving a personal, friendly and efficient service is the key to success. Building strong relationships and long term repeat business with our clients are fundamental to the continued success and growth of Glympton Construction Ltd.

- Understanding our Clients 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 Glympton Construction Ltd to ensure this happens.
- At Glympton Construction Ltd we are committed to providing a level of care that exceeds industry current practice.

This policy will be reviewed annually, when circumstances indicate a change is needed or when legislation is introduced that necessitates change.



Sam Harding
Managing Director

Reviewed: January 2020