



Customer Relations Policy Statement

It is the policy of J Breheny Contractors Ltd to generate and promote good relationships with their customers.

To fulfil this policy, all members of staff are required to:

- Conduct themselves with polite and courteous behaviour.
- Endeavour to give the customer satisfaction at all times.
- Act efficiently and effectively in all matters.
- Take all practical steps to meet the requirements of the customer.
- Complete projects and tasks diligently, to time and in accordance with the customer's requirements.
- Liaise with the customer and keep them informed of developments on any project or task.
- Receive and record any customer complaints and to endeavour to rectify these in a speedy and amicable manner.
- Report all customer complaints in accordance with the Quality Assurance System for investigation, monitoring and appropriate corrective action.

This Policy is to be reviewed no later than 31st December 2012.

A handwritten signature in blue ink that reads "J.N.E. Breheny". The signature is written in a cursive style with a large, looping final flourish.

John Breheny – Chairman
1 January 2012