

## 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 31<sup>st</sup> December 2010.



JNE Breheny  
Chairman and Chief Executive  
December 2009