

Customer Care Policy

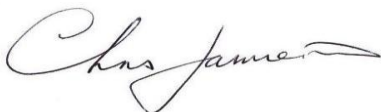
Jamieson Contracting aim to provide the highest level of commitment to Customer Care and will always strive for complete customer satisfaction in all their undertakings.

Our key objectives to achieve this are as follows:

- Fully understand the customer's requirements to know what is expected and communicate this clearly in the project.
- Incorporate Customer Care on the Agenda of all project meetings.
- Formulate a customer care strategy and incorporate this in the Project Plan.
- Deliver a level of high level service in keeping with the commercial status of the contract.
- Undertake surveys during the life and at completion of every project and endeavour to independently measure customer satisfaction.
- Respond to feedback in order to continuously improve on level of service.
- Ensure that a get it right first time culture is engendered into the staff aiming for zero defects at all times.
- Deliver the contract safely in accordance with our Health & Safety Policy, Risk Assessments and Method Statements.

Fulfilling the promise we make for Customer Care is guaranteed and underpinned by our Management System procedures.

Signed



Chris Jamieson
Managing Director