



Halkitis Brothers, (HB), Group of Companies

Customer Satisfaction Policy

It is the policy of the HB Group to ensure all staff members provide our customers quality service which reflects our business values.

HB Group Values

Our values reflect our integrity and how we do business.

"The things we value most are our staff and our customers. We prove this by showcasing:

Our level of commitment, to the job and the client. We are committed to developing long term relationships with our clients.

We are good at what we do. Experienced and specialised staff work hard to ensure we are trained and capable to deliver and exceed expectations.

We take responsibility for our actions. We make a commitment to this on many levels, from environmental management to ensuring all projects are delivered on time and within budget.

We stand behind our products and services. We pride ourselves on guaranteeing superior products and excellent service. If we are not meeting your expectations we will work with you until this is achieved."

Customer Service:

We will not give any customer the "run around." If a staff member cannot help a customer, they are responsible to find someone who can help, and will be responsible for the customer until the customer query is answered satisfactorily.

Customer Relationships


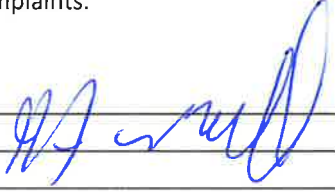
Business entity managers will establish personal relationships with customers. Depending on the project size and complexity, business entity managers will personally visit or contact clients on a regular basis, for example daily, weekly, fortnightly or monthly.

Customer Feedback

Customers will be given the opportunity to provide feedback on products and services. Customer feedback will be recorded, reviewed and evaluated as part of the HB Group commitment to continuous improvement.

Customer Complaints

Customer complaints will be recorded and maintained. Customer complaints will be maintained in a customer complaints register. They will be evaluated and reviewed, and corrective action implemented where necessary. Customers will be provided with feedback on the outcomes of complaints.

Nick Halkitis 	John Halkitis 
Signed:	Signed:
Director	Director
Date: 29.01.2017	Date: 29.01.2017

Reviewed Annually