

## Customer Care Policy Statement

We recognise that long term repeat business relationships with our Customers are fundamental to the continued and growing success of GroundShore Ltd.

Understanding our Customers' needs and priorities are the keys to a successful project and we will, therefore, manage our customers' expectations and accept that any customer of our customer is treated as if they were our own customer.

Our aim is for our customers to value the service we provide as highly as we value their business and deliver a level of service that satisfies our customers in the context of a proper commercial understanding. We have therefore, implemented.

At GroundShore we will ensure proper communication links and systems are in place to maximise responsiveness and co-operation at all appropriate levels.

We recognise that a major benefit to our customers is to be provided with a project that is free from third party complaints and we believe it is our responsibility to ensure that this happens. Furthermore, any third party complaints that are received are dealt with in appropriate timescales and with no detriment to the customer.

At GroundShore we are committed to looking at ways in which our level of care can improve upon industry current practice and shall measure the customers' satisfaction with our service and respond to the feedback to provide an improved level of service.

We believe that a customer's image can be enhanced by selecting a contractor who recognises the importance of these issues and is committed to ensuring that excellent care is provided.



Signed:.....

Eamonn Vaughan  
Managing Director

Date: 07/06/18