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## Customer Care Policy

Northumbrian Roads Ltd is committed to service delivery that is totally customer focused.

Our style of doing business is based upon our values best described as:

- **FLEXIBLE:-** “ We have a positive outlook to change and deal with the unexpected without fuss or delay ”
- **RELIABLE:-** “ We are on time and in budget. We do what we say we’re going to do ”
- **HONEST:-** “ We are fair, respectful and honourable people ”

This philosophy is underpinned by our Customer Care Policy which is outlined as follows:

We recognise that long term repeat business relationships with our customers are fundamental to the continued success of Northumbrian Roads Ltd.

Our aim is for our customers to value the service we provide in the same way as we value their business.

To achieve this, our objectives are to:

- Ensure that “customer satisfaction/complaints” is on every management meeting agenda
- Train our employees in customer care
- Seek to minimise disruption during the execution of all our works
- Provide effective communication links in order to create a co-operative atmosphere
- Take responsibility by ensuring complaints are dealt with systematically
- Encourage customer feedback, measure and act to enable an improved service

This policy will be actively communicated to all internal parties and contractors working on behalf of the Company.

Chris Dancer  
 Managing Director

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ISO 9001  
 ISO 14001  
 OHSAS 18001