

## CUSTOMER CARE POLICY

The management of Bury Developments Limited believes that customer (client) satisfaction is an important key to the success of our business.

This message is disseminated not only throughout the Company but to all members of our supply chain.

In the achievement of customer satisfaction, the Company encourages compliance to the following objectives:

- Meeting and exceeding customer expectations
- Determination of customer needs and expectations
- Communicating effectively with our customers
- Taking care of customer property
- Ensuring our customers achieve highest returns on their investment
- Prevention of nonconformity
- Responding to customer complaints in a timely manner
- Maintaining professional relationships
- Adopting a partnering approach for the benefit of all
- Delivering projects on time and with minimal faults

Signed:

Dated: July 2018

Austin Cornish

Managing Director  
For and on behalf of Bury Developments Limited