

Customer Service Policy

Crown House Technologies is committed to developing close and mutually beneficial working relationships with all stakeholders, including customers and suppliers.

Our vision is:

- To be the company of first choice for all stakeholders;
- To challenge and change the image of construction worldwide;
- With leanness and agility, to adopt work processes to compete with the world's leading businesses.

We are committed to delivering exceptional customer service by:

- Providing a totally integrated best-value service.
- Employing high-calibre people who understand the importance of customer service.
- Understanding and meeting each customer's requirements and endeavouring to exceed their expectations.
- Continually striving to improve our products and services.
- Expanding our scope of service to meet our customers' changing needs.
- Being aware of the impacts of our operations on third parties and managing these impacts appropriately.
- Implementing project-specific public liaison and communications strategies.
- Providing dedicated public liaison resources, when appropriate.
- Responding rapidly and effectively to issues and concerns raised by customers, stakeholders and third parties.
- Ensuring the health and safety of all people involved in or affected by our operations is given top priority at all times.
- Maximising opportunities to protect and enhance the environment while minimising any negative impact from our activities, products or services.
- Seeking and acting on feedback on our performance and the quality of our service.



R G O'Rourke
Chairman and Chief Executive



M J Lewis
Business Unit Leader
Crown House Technologies Limited