



## Customer Service Policy

We recognise that our customers and staff are our main priorities as a business.

akp operates as a professional construction firm specialising in Contracts, Interiors, Healthcare and we also operate a small works unit. Our approach is very proactive regarding service delivery and we promote partnership and a highly co-ordinated and integrated manner of project working. We are proud of our track record across the sectors.

### Our Aim?

To provide excellent solutions to clients' space requirements in accordance with quality, agreed budget and timescale. We are fully committed to the important principles of Quality Customer Service and Business Excellence and will continuously review and effect improvements at every level of our service delivery.

### Our Ethos?

Building Pride

### Customer Service Standards

- Everything we do is geared to provide the best possible service and ensure high standards of customer care
- We will provide our service ethically, with integrity and a high degree of professionalism
- We will work collaboratively because the views of our customers and partners are important and we will take full account of such views in our work
- Our sites will be operated in a safe manner
- Our customers' needs drive our business and we will respond fully and speedily to such needs
- akp is an open business, we are contactable and will respond quickly and efficiently to all communications
- We will behave at all times in a highly professional manner
- akp is an honest company and we accept responsibility for our actions
- It is our policy to provide clear and relevant information, guidance and feedback and we seek this from all others in our projects
- We recognise the mutual value of building long term loyalty and relationships
- Our Marketing and Advertising will be clear and truthful
- akp will continuously strive to improve our service to customers

**Ian McEwan, Managing Director**  
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