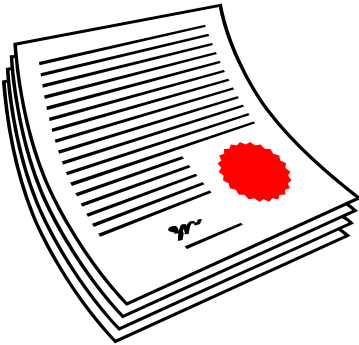




YOUR FIRST CHOICE  
FOR HOME RENOVATION

## BUILDFIRST CUSTOMER CHARTER



Our Customer Charter is the foundation upon which we build our customer service and operating systems.

This charter lets our customer know what kind of company we are and what to expect from us and is the cornerstone of our commitment to fairness and giving them peace of mind in all their dealings with us.

- ✓ Respect the Homeowner's rights at all times
- ✓ Act appropriately and be transparent during contract negotiations; do not exert any undue pressure to secure a contract
- ✓ Supply a written quotation when submitting a tender for contract
- ✓ Comply with all laws, statutory regulations and Building Regulations
- ✓ Maintain adequate employers and public liability insurance
- ✓ Respect the Homeowner's privacy and take all steps to ensure the security of their home and a safe working environment, with specific attention to Control of Substances Hazardous to Health Regulations and the safe and secure disposal of waste, and Work at Heights Regulations
- ✓ Ensure that all work is started and completed on the agreed dates and that any unavoidable changes are clearly communicated to the homeowner
- ✓ Arrive at the agreed time for appointments with the homeowner and to give advance warning of any unavoidable delay
- ✓ Ensure that all work is completed to pre-defined specifications and budgets as defined in an agreed contract. All changes must be communicated and agreed with the homeowner prior to proceeding

Customer Charter ... cont'd



YOUR FIRST CHOICE  
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- ✓ Ensure that all works are completed to the highest possible standards and that all guaranteed elements of work are agreed
- ✓ Leave all areas clean and tidy at the end of the day, and to remove all rubbish upon completing the contract
- ✓ Have a complaints procedure that ensures you will respond to any complaint in a reasonable time and in a proper manner
- ✓ Be fully responsible for all colleagues and sub-contractors in meeting these standards at all times
- ✓ Provide written guarantees for workmanship and materials and, whenever possible, an Insurance Backed Guarantee; at the very least provide information to allow the offer of an Insurance Backed Guarantee
- ✓ Ensure that your currently excellent legal and financial credit rating is maintained and does not fall below our required limits. This ensures that only the most professional and reliable contractors remain on our directory

On behalf of BuildFirst Limited

A handwritten signature in black ink that reads "Vicki Campbell". The signature is written in a cursive style and is underlined with a single horizontal line.

Managing Director  
BuildFirst Limited.