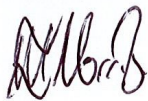


CUSTOMER CARE POLICY

As a sustainable and well established organisation that has delivered exemplary levels of Customer Care for many years our approach is one that incorporates input and action by all parties and members of the Halsion team – and links in to our management processes and operational activities through site reporting procedures and regular management meetings.

Adaptability of our systems with the customers own means greater efficiency when dealing with, and resolving any issues that may arise during construction and the agreed defects period. However, our approach is one that aims to prevent defects/snags arising by ensuring that all work is completed correctly in the first instance, constantly checking and reviewing each stage of work as it is carried out, and learning from mistakes thus ensuring that they are not repeated.

Post practical completion Halsion aim to respond to all identified defects within a 24 hour time frame with an action plan of 'who, what, when and where'. Halsion work with end users as well as our clients and sub-contractors to ensure any defects are closed swiftly taking into account cost implications and inconvenience for all concerned. The Company has a strong reputation for building excellent working relationships with all partners and takes pride in delivering a positive, structured and pro-active approach to customer care.



Michael Morris

Mechanical Director

Dated: 03/01/2024