

CODE OF PRACTICE

Honesty, Professionalism, Integrity, Quality .

Honesty:

- The product quoted is the product delivered
- There is no commission between group members working on a job
- There are no commissions paid to a second party
- Quotations submitted reflect what we honestly believe the job to be worth and all specifications are noted and adhered to.
- All advice given is given with honesty.

Professionalism:

- Reply to calls in a reasonable time 1 working day
- Any referrals given to be professional advice
- Give comprehensive quotations and explanations. (Note any deviations from specifications)
- Respect appointment times
- Prompt after sales service
- Make sure the final result matches the client's expectations
- Respect delivery time
- Make sure a good level of communication is respected with clients and members

Integrity:

- Maintain the highest level of integrity towards the client.
- Maintain the highest level of integrity towards members of the group

Quality:

- Always deliver a quality product using the highest grade materials and the best workmanship
- Always protect the site and assets of the client before and during work .
- Make sure all sub-trades used are qualified, trained and insured.
- Make sure workmen present the individual company well by the right behavior
- Ensure all OH & S documents and practices are in place for each job site