

## Customer Care Policy

Sir Frederick Snow & Partners Ltd and Snow Consulting Ltd recognise the fundamental importance of satisfied clients to the success of our companies. We seek long term business relationships with our clients, benefiting each party. We aim to build such relationships by exceeding our clients' expectations and adding value to their projects (including social value), taking a wide view of our responsibilities and developing cost effective solutions for a realistic fee.

To this end, we will:

- Act professionally and with integrity at all times;
- Work collaboratively with our clients and their other professional consultants;
- Seek to understand our Clients' businesses in terms of culture and objectives
- Provide clear, prompt and impartial advice;
- Treat information received in confidence, where appropriate and in accordance with our contractual responsibilities;
- Advise our clients on risks and assist in managing such risks;
- Keep our clients informed of progress at agreed intervals;
- Complete actions within agreed time-scales;
- Deal with any problems promptly;
- Seek feedback from our clients and use this to improve our future performance.

Duties can be varied in nature and may change during a commission. In working with our clients, we will:

- Endeavour to fully understand, not only our client's stated requirements, but also the reasons behind them.
- Adopt those requirements and then analyse, develop and refine them in close liaison with the client.
- Define and agree the brief with the Client at an early stage of the project and take account of all subsequent changes.
- Maintain appropriate systems to record and implement changed client requirements and advise on the implications of such changes or suggest an alternative approach where advantageous;
- Identify adequate and appropriate resources to respond to the brief;
- Manage such resources in an efficient manner;
- In carrying out our duties, use knowledge and experience gained on previous commissions to improve efficiency and add value for the client.

Service is provided to and by individuals. Therefore, we will:

- Employ willing and competent staff, and provide them with the support, facilities, information, training and guidance to allow them to provide a high-quality service;
- Provide a Director to take personal responsibility for our performance of each commission;
- Provide the Client with opportunities for direct involvement through personal contact at all stages of the project.
- Promote a culture of helpful, friendly, approachable and proactive interaction with clients – a culture in which every commission is important, no matter what its size, type or location;
- Where possible and appropriate, maintain continuity of personnel between one commission and the next for the same client, to enable the strengthening of relationships and the benefits of shared experience to accrue.

