

## **Witbrook Office Interiors Client Charter**

### **Our Pledge**

Your Witbrook Office Interiors Project Manager will work on a close partnership basis with you and your organisation. I pledge to provide the very best quality professional service before, during, and after the completion of your project.

I will develop a full understanding of your needs and expectations through working with you and any relevant third parties in the planning, design, and preparation stages of your project. I will work with you, other members of your organisation, and any relevant third parties to achieve your project on time, on budget, without stress, and with minimal disruption to the operation of your organisation. I will strive to ensure that at all times you are informed of and satisfied with the process of completing your project. Any grievances or issues that arise will be resolved in the shortest time possible, with a win-win outcome for all parties involved. To this end, Witbrook Office Interiors governs its activities by the following client service promises:

### **Communication:**

1. Your Project Manager will be available to you at all times. You will be given full contact details for your Project Manager, who will respond to all communication promptly and always be on-call.
2. Your Project Manager will be in constant contact with you, keeping you informed at every stage. Witbrook Office Interiors understands the importance of a solid, professional working relationship between our clients and Project Managers.
3. All documents that you receive from Witbrook Office Interiors will be thoroughly explained to you and as far as possible will be written in plain English.
4. You will receive a copy of all relevant documents produced during your project, including certified copies of plans if created, quotation, contract, schedule, final and practical completion notices and certification documents.

### **Confidentiality:**

5. Witbrook Office Interiors understands the importance of professional confidentiality to you and your organisation. We will not disclose details of your organisation or your fitout / refurbishment project to anyone except those tradespeople and consultants who will be assisting in the project.
6. Your personal details, and your organisation's details, will not be disclosed to third parties for marketing purposes. However, with your consent we would like to refer your organisation to those in our contact network who may be of benefit to you- please see Witbrook Office Interiors Referral Policy for full details.

### **Witbrook Guarantee:**

7. Witbrook Office Interiors has a proven track record of quality workmanship and excellent results. All works completed are guaranteed by Witbrook Office Interiors for a period of **2 years** from the date of practical completion.
8. Should any problems arise within 2 years of completion due to faulty workmanship, we will rectify the problem promptly with no cost to you.
9. All materials are guaranteed as per manufacturers/suppliers warranty.

Our guarantee does not apply to failure from wear and tear under standard working conditions, unless otherwise stated in writing by Witbrook Office Interiors. Guarantee is null and void, and not in effect while final payment of any monies remain outstanding, unless otherwise stated in writing by Witbrook Office Interiors.

**Professional Process Management:**

10. Scheduling and Minimising Disruption: Witbrook Office Interiors will keep you up to date with the progress of your project, including notifying you of scheduling issues as they arise, and our strategy for overcoming the issue.

Your Project Manager will develop a thorough understanding of your organisation and your needs before developing your project schedule. The schedule for your project will be designed to minimise disruption to the operation of your organisation, both in direct interruptions to your workplace, and indirectly through unnecessary demands on your time. Where necessary, Witbrook will work on areas of your workplace that can't easily be disrupted after hours or on weekends.

11. Firm quote: The final quote and contract value that Witbrook Office Interiors supplies you for your project is a reliable one. Witbrook guarantees that you will not be hit with additional costs arising directly or indirectly from a cheap quote that turns into an expensive job. Please see Witbrook Office Interiors Standard Terms and Conditions of Quotations and Contracts for full details and conditions.

12. Promises met: Witbrook Office Interiors respects and will fulfil all the promises that we make to you and your organisation, ensuring that the realisation of your project is a smooth and rewarding process complimented by an excellent finished product.

**Environment**

13. Witbrook Office Interiors endeavours to reduce waste and conserve natural resources, both in our building practices and in the design of your working environment. We will accomplish this aim through:

- Adhering to Witbrook Office Interiors Environmental Management Plan during the completion of all projects.
- Recommending energy and water saving design and appliances, including utilising natural lighting and airflow, and supplying energy efficiencies in design and appliances wherever possible

**Workplace Health and Safety:**

14. Workplace Health and Safety, the safety of our staff and subcontractors, your staff, and the general public is of the utmost importance to Witbrook Office Interiors. Throughout your project Witbrook Office Interiors will operate in accordance to our Workplace Health and Safety Policies and Procedures, which have been developed to reflect best practice. A copy of our Workplace Health and Safety Plan is available from your Project Manager.

**Client Referral Policy:**

15. Witbrook Office Interiors operates a Client Referral Policy. As part of our professional business relationship, Witbrook would like to refer you to other business contacts that may be of use to you as potential clients, suppliers, or contacts. Witbrook invites you to supply us with the profiles of any clients that you may be

seeking, and we will endeavour to find them for you in Witbrook's existing contact database.

16. Witbrook Office Interiors prefers to gain new business through referrals from our existing contacts base, organisations known to organisations that we enjoy a relationship with. I would like to request a reciprocal arrangement with you, where you refer Witbrook Office Interiors to your own contacts.

The referred contacts preferred by Witbrook Office Interiors are successful businesses with a turnover of \$10m p/a, located in Queensland with 20 or more staff.

Please be assured that Witbrook Office Interiors will always treat your referred contacts professionally, inform you of our interactions with your referred contact, and thank you whatever the outcome of the referral.

**Client Referral Recognition Policy:**

17. As a valued client you qualify for Witbrook Office Interiors Client Referral Recognition Policy. To recognise and thank you for your efforts in referring Witbrook Office Interiors to your contacts we would like to offer you a gift for every referral that results in a sale for Witbrook Office Interiors, and a place in our bi-annual prize draw for any referral which does not result in a sale.

- **An hour long Space Planning and Workflow Optimisation consultation.** One of Witbrook's trained and experienced staff will visit and assess your workplace, providing you with practical tips and advice on how to best make use of your space, facilitate workflow, maximise natural lighting, and enhance the feel of your office with soft furnishings.
- **A gourmet gift hamper.** Perfect for making your next staff meeting a tasty event to remember.
- **A dining voucher.** Entitling you to dinner for two.

**Grievance Procedure:**

18. If at any time you are not satisfied with the progress of your project or the service provided by your Project Manager you are encouraged to immediately raise your concerns with your Project Manager.

19. If you are not satisfied with the resolution of your concerns provided by your Project Manager, please contact Witbrook Office Interiors Managing Director, Keith Walker. Keith is available on 3349 5388 or 0403 255 170, and will promptly and professionally resolve your concerns.

Yours Sincerely,

*Witbrook Office Interiors*

The team at Witbrook Office Interiors