

# Customer Service Policy

## Policy No: TS008

### Policy Statement:

TS Constructions is committed to providing industry leading service to all stakeholders in every project we undertake.

- Our motto "Shaping the Built Environment" acknowledges that our activities are of a high profile nature and have significant prominence in the regions they occur.
- TS Constructions aims to be seen as an asset for the communities in which we work and part of the ongoing growth and improvement of both the built environment and social fabric.
- We have an obligation to provide clear and simple methods of communication with the community in which they operate.
- TS Constructions recognises that our activities may impact a wide variety of stakeholders in multiple and different ways.

### Policy:

TS Constructions has identified and developed procedures to manage the needs of our stakeholders, we understand that construction activity has a positive outcome for a community, however the process of construction may have some negative impacts.

### Construction Clients

- Clear, accurate and documented communication is a priority throughout all stages of our projects.
- Regular meetings must be held where all components of the project are clearly outlined and discussed.
- All documentation must be clear, logical and worded in a manner that is understandable to a person without extensive construction experience. Jargon must be avoided, and assumptions avoided.
- At the conclusion of every significant project, a feedback form is issued that allows us to track our performance in five criteria of yes/no performance and a further eight criteria on a 1 to 5 performance scale, with the option of additional comments.

### General Public

- All interactions with the general public must be undertaken in a professional and courteous manner.
- The general public must be able to identify TS Constructions worksites and have means to contact persons of authority for all projects.
- Where potential for complaint or conflict may exist, details must be forwarded to a Project Manager or a Director of the Company immediately.

### Subcontractors and Suppliers

- All subcontractors and suppliers must adhere to our documented standards of worksite behaviour that is outlined in our site inductions.
- TS Constructions will ensure our workers are professional in all dealings with any person or organisation impacted by their construction activities.
- TS Constructions will not hesitate to intervene and make every attempt to resolve third party issues that are within the control of their worksites.

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### Contacting Us

TS Constructions has developed multiple strategies that ensure all our stakeholders impacted by our operations have ways and means of contacting us and having their issues addressed:

- All TS Constructions work sites have clear signage erected in a prominent position with contact details including phone, email and website details.
- The TS Constructions website has a "Contact Us" page with multiple means of contacting.
- Our main office in Wonthaggi is open to the public from 8:30am to 5:00pm on workdays to enable direct, face-to-face contact.
- Emailing us at [admin@tsconstructions.com.au](mailto:admin@tsconstructions.com.au)
- All TS Construction workers are clearly identifiable in branded, hi-visibility clothing.
- The five Directors of TS Constructions are all actively involved in daily operations of the business and are often the first and final point of contact for concerns, clarification and complaints.

### Responsibility

TS Constructions has five active Directors who all work in the business on a day-to-day basis. All Directors are involved in all aspects of contract negotiations at all levels and generally act as project managers for all contracts, as such, they become the first and ultimate point of contact for all issues pertaining to customer service.

Effective communication between all stakeholders and TS Constructions is a priority and is encouraged through open access to Directors via face-to-face meetings, electronic and written communications and telephone contact.

The Directors of the Company as at the date of this policy are as follows:

- Trevor Bowler
- Stephen Howell
- Mal Lindsay
- Tony O'Connell
- Mark Patterson

Directors can be contacted by the following methods:

- Phone 03 5672 2466
- Email [admin@tsconstructions.com.au](mailto:admin@tsconstructions.com.au)
- Post to PO Box 267, Wonthaggi VIC 3995

### Review:

This Customer Service Policy is the responsibility of the Directors and Management of TS Constructions Pty Ltd. This policy was last updated January 2024, and will be reviewed January 2026, or earlier if there are any amendments to the relevant legislations.