



## Client care policy

Absolute trust between client and consultant is essential for project success and for **Morgan Sindall Professional Services** reputation. All our clients are important to us and we maintain the highest standards of integrity for all and this policy communicates our deep commitments. We adhere to clients expectations in respect of duty of care, confidentiality and risk protection. We are committed at every level of service and our aims and objectives include:

### **Duty of care team:**

At the beginning of our relationship and, reaffirmed on each project with you, our team members formally contract and commit to a duty of care. Elements of this duty are discussed below and reflect our quality of service, our professional ethics and behaviours.

### **Communication:**

Our procedures support effective communications as the foundation for project success and excellent client relationships. Our communications objectives include:

- Frank and open communication
- Constructive challenge
- Risk identification and monitoring
- Early warning notification
- Effective, not overt, information distribution
- Protection of intellectual property.

### **Quality of service:**

Our policy provides all our customers with services of the highest quality and reliability, consistency with business drivers, sound commercial practices and economic consideration.

Morgan Sindall Professional Services is an accredited quality assured business. Our accreditations include:

- ISO 9001:2008
- ISO14001:2004
- ISO18001:2007

In addition, our internal processes benchmark our performance against brief compliancy, innovation, gateway approvals, project management, project delivery and client feedback.

We promote a 'right first time' culture supported by our interdisciplinary offering, common IT platforms and procedures.

### **Safety, health and environment:**

Morgan Sindall Professional Services considers effective SHE management to have prime importance and is at the top of our business agenda. We are committed to being an industry leading performer, we will:

- Fully comply with legislative requirements.
- Maintain comprehensive SHE procedures for effective control.
- Integrate SHE in all business decision procedures.
- Create and maintain a SHE culture based on positive actions and behaviours.
- Review performance and industry indicators to ensure continuous improvement.
- Ensure thorough training of our staff and collaborators.

Detailed responsibilities are set out in our SHE Policies, Responsibilities & Management Framework.



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### Protection of data:

We staunchly and insistently protect our client data and information. Our servers are independent and securely managed. We reflect your requirements and needs and offer stand alone environments for highly sensitive information and records.

### Minimising risk:

We consistently and rigorously identify risk. From business case, option analysis and constraints of legislation to commercial and environmental risk. Our procedures record both risk and speedy solution from project inception to operational performance.

### Confidentiality:

We offer the highest levels of confidentiality to our clients. Our integrity is evidenced in a client list of 'blue-chip' organisations within highly sensitive public and private sectors. Our heritage is one of working closely and confidentially in the development of innovative products, buildings and operations for our clients. Your information is sensitively and securely handled and stored. Our integrity is further proven in our MoD/FCO List X status.

### Conflict of interest:

Morgan Sindall Professional Services Ltd is an independent company wholly owned by the Morgan Sindall Group.

Our business activities across sectors and many clients generally do not conflict - when issues of conflict do arise we communicate the conflict openly and fully. We do not allow our clients to be exposed to risk.

### Feedback and comment procedure:

Our client care culture is founded on long-term relationships and mutual dependency. In essence we want you to recommend us to others.

We position ourselves as a 'business partner' providing an exemplar service, capturing your business needs, helping you develop and accommodate changes in your business drivers.

We employ a suite of procedures and actions to ensure we capture your valuable feedback, comments and suggestions. To this aim we employ:

- A Morgan Sindall Professional Services client champion with regular contact
- A clear responsibility structure
- Established project KPIs
- Regular feedback sessions
- Feedback analysis to inform continual improvement targets.

### Equal opportunity and accessibility:

Morgan Sindall Professional Services is fully committed to the principle of equality of opportunity.

We seek to ensure that the careers of our employees are determined solely on merit and opportunity, judgements about employees are free of bias or prejudice and that no-one receives less favourable treatment based on colour, race, nationality, ethnic or national origin, religion or religious belief, gender (including gender reassignment), sexual orientation, sexuality, age, marital/civil partnership status, disability or trade union membership.

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