



## CUSTOMER SATISFACTION POLICY

CB Energy provides a range of construction services to the Industrial, Residential, Commercial, Energy and Governmental sectors throughout Queensland and Northern New South Wales.

The Company, and expressly Senior Management, is committed to:

- Complete satisfaction of our customers through providing quality service with particular emphasis on professionalism, experience, expertise and capability.
- Encouraging all employees to accept their responsibility for Customer Satisfaction in line with company policy objectives.
- Continual improvement of our Customer Satisfaction performance; and
- Ensuring full compliance to the contractual or mandatory requirements for Customer Satisfaction of our clients.

Procedures have been implemented to exceed the requirements of **AS/NZS ISO 9001:2016 "Quality Management System - Requirements"**.

In our pursuit of continuous improvement, these Procedures are subject to regular internal audit, review and extension to incorporate any developments arising from changes in legislation, technology and customer requirements.

This Customer Relations Policy is issued to Management and Staff and is available to our customers and the public to provide a clear demonstration of our commitment to complete customer satisfaction.

Tim Clark

Managing Director  
September 2019

### Document Modification History

Issue No.	Auth. Date	Approved By (Title)	Summary of Changes
2	17/9/19	TC TC	Updating current legislation

To be reviewed by September 2020