

Client Service Policy Commitment Statement

At Barker Ryan Stewart, we believe in better. We believe in delivering better projects and outcomes for our clients, our communities, and our environment.

The following core beliefs are embedded in Barker Ryan Stewart to establish a culture capable of achieving our vision. We believe in:

- Building genuine relationships and providing great customer service is the key to success.
- Fostering a great culture enables everyone to work at their best, feel secure, be respected, and enjoy their work.
- Leading by example, setting clear goals and supporting the team, drives the culture and positive outcomes for staff and customers.
- With a clear strategy a business can grow and identify new opportunities and markets.
- Environmental and social considerations should be balanced with economic growth.
- Embracing the right technology is essential to being at the forefront of the industry.

To demonstrate our commitment to client service, we will:

- Engage with our clients with a view to creating mutually beneficial relationships.
- Have regard for our core values when providing our services to our clients.
- Ensure that every decision we make starts with a focus on our clients.
- Deliver warm, friendly service always, leaving our customers with a positive view of the experience.
- Ensure our clients receive a prompt and professional response to their queries.
- Use feedback to challenge and improve our processes.
- Commit to ongoing learning and development for our people in client service excellence.
- Create a work environment of loyal, engaged employees who care. Engaged employees are more enthusiastic about their work and their team and this is reflected in the level of customer service they provide.
- Listen attentively, document, discuss the best way to and aim to resolve all complaints.

Feedback from our clients forms an integral part of our Integrated Management System. Feedback is also encouraged through social media, client surveys, the contact us form and phone numbers on our website.

This policy is to be made available to our team, clients, stakeholders, and the general public via our website.



Andrea McDonald | CEO and Director
Barker Ryan Stewart Pty Ltd

SYDNEY

P (02) 9659 0005
E sydney@brs.com.au

CENTRAL COAST

P (02) 4325 5255
E coast@brs.com.au

HUNTER

P (02) 4966 8388
E hunter@brs.com.au

COFFS HARBOUR

P (02) 5642 4222
E coffs@brs.com.au

NORTHERN RIVERS

P (02) 6681 6696
E northernrivers@brs.com.au

SOUTH EAST QUEENSLAND

P (07) 5582 6555
E seqld@brs.com.au