

OUR GROUND-BREAKING SERVICE PROMISE TO YOU

We promise that we will deliver your building on time. In the unlikely event that we ever fail to meet the agreed contract start date we will give you a week's free hire.¹

We can confidently promise this because:

1. On Time Delivery

- We are the only site accommodation company to promise delivery on the agreed date and back this claim up with a unique Customer Charter pledge
- 99.5% of *Konstructa Hire* buildings were delivered on time over the last five years (we believe no other site accommodation company in the UK, possibly even the world, can offer this level of service)²
- We have the fastest growing network of depots in the UK so we can always provide an efficient, local service
- We consistently deliver over 75% of our buildings within 1 week of order and some on the same day²

2. On Budget

- We will always provide you with a comprehensive quotation meaning that there are no hidden costs
- 92% of our customers believe we offer excellent value for money so you can be assured of exemplary building quality and service³

3. Service

- We will meet you if required to gain a thorough understanding of your needs and create a tailored proposal for your ideal solution
- The quality of our technical advice is consistently rated 9.5 out of 10 by our customers, so you can be confident we have all the in-depth knowledge about our buildings that you may need to know³
- Local service from local people is always important and that's why our business is based around regional centres, not nationwide call centres
- We are the UK's only anti-vandal building supplier to carry out and publish customer satisfaction surveys in order to constantly drive up our market leading service standards

4. Building Quality

- We are the only supplier to have a modern-looking fleet of buildings that we manufacture ourselves to ensure consistent quality standards on your site
- We promise you a working environment of the highest quality – that's why in customer satisfaction surveys we constantly score 9 out of 10 or more for building quality,³ compared to an industry average of 8 out of 10⁴
- Our customers are so pleased with our building quality that more than 85% of them would recommend us to a colleague or friend³

5. Health, Safety & Environment

- We are the only supplier to offer the market's first and only site office with an A-rated Energy Performance Certificate and to manufacture its own buildings to the widely recognised ISO 14001 Environmental Management Standard
- Health and Safety is a major consideration for everybody in construction and our unwavering commitment is evident by our achievement of OHSAS 18001 for the manufacture of our buildings and our low accident rate which is 50% less than the average for the industry

Signed on behalf of Konstructa Hire Limited

Name

David Griffiths

Title

Director and General Manager, *Konstructa Hire*

Signature




¹ Terms and conditions apply. A copy is available on request.

² Based on *Konstructa Hire* order analysis 2012.

³ Based on *Konstructa Hire* Customer Satisfaction Surveys 2011.

⁴ UK Industry Performance Report 2011.

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