

## Client Service Policy

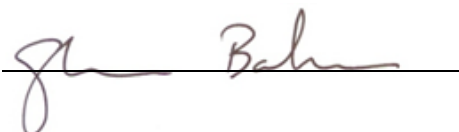
The following core values are to be embedded in Barker Ryan Stewart to establish a culture capable of achieving our vision:

1. We're tenacious – we'll keep at it until we find a solution.
2. We help our people, communities and clients prosper and grow – by growing ourselves we grow others. We undertake continuous improvement both personally and professionally.
3. We're energetic – we're here only once we may as well enjoy it and make the most of it.
4. We don't cut corners – we take pride in our work and we do the right thing.
5. We're commercially minded, everything we do has a commercial outcome and we're mindful of that all the way through.

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 enthusiastic about their work and their company and this is reflected in the level of customer service they provide.
- Listen alternatively, 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" link and phone numbers on our website.



Glenn Barker  
Managing Director

## Client Service Register

Name & contact details	Nature of compliant	Appointed customer service representative	Actions required to resolve the compliant	Has the customer been contacted	Have staff been informed and kept up to date?	Is the customer happy with the resolution?	How can we learn from the experience?