

BLD Homes Customer Code of Conduct

Customer Code of Conduct

Brownlee Land Development Inc (BLD Homes) is committed to the highest standards of social and environmental responsibility and ethical conduct. This Customer Code of Conduct (“Code”) describes the expectations of BLD Homes towards its customers. BLD Homes requires its customers to operate in accordance with the principles in this Code and in full compliance with all laws and regulations. The employees of BLD Homes perform with the highest level of integrity, transparency, and compliance within the laws and regulations of the markets BLD Homes operates in. The Employee Code of Conduct and additional company policies back up these practices. BLD Homes expects its customers and other entities with which it conducts business (“Customers”) to ensure and apply the same level of commitment towards business practices. This Code should be understood as a framework of minimum requirements, which are applicable in most situations. BLD Homes recognizes the variety of legal and cultural environments in which its customers operate.

Intent

BLD Homes seeks to continually provide a welcoming and comfortable environment, which ensures trust and respect for all clients, visitors, staff, and volunteers. BLD Homes strives to provide clients with a safe environment, regardless of culture or religious beliefs. To maintain our longstanding reputation in the community, we have established this Customer Code of Conduct to specify our expectations.

Guidelines

Expectations of our Clients

All clients of BLD Homes are expected to treat our employees, other clients and visitors with the utmost respect and dignity while on company property. BLD Homes strictly forbids discrimination or harassment of any kind, whether based on race, colour, national origin, religion, creed, sex, age, physical, mental, or developmental disability, marital status, sexual orientation, political ideology or any other reason. Harassment may include unsolicited or unwelcome remarks, gestures, or physical contact, as well as the display or circulation of inappropriate or derogatory written materials or pictures.

The following is a list of behaviours that will not be tolerated:

- Physical violence;
- Verbal abuse;
- Written abuse;
- Profanity;

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- Any form of harassment;
- Intimidation tactics and/or making threats;
- Malicious or harmful statements about others;
- Public disclosure of another's private information;
- Possession of dangerous or unauthorized material; and
- Solicitation, purchase or selling of illegal substances.

Clients and/or visitors who appear to be under the influence of alcohol or illegal drugs may be asked to leave the premises.

Violations

Of paramount importance to BLD Homes is the safety and security of its employees, clients, and visitors. This policy is strictly enforced, and noncompliance will result in corrective measures being undertaken. The Site Supervisor and staff of BLD Homes reserve the right to exclude any person from accessing our services as a consequence of violating this policy.

Client Complaints

At BLD Homes we value our clients and what they have to say about the service they receive. We take all complaints seriously as they assist us to improve our products, services, and client service. We are committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all clients making a complaint equally.

Recording Procedure

All complaints made, whether verbal or written, will be recorded at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details. When taking a complaint, staff will record the name and contact details of the client, as well as full details of the complaint including the date. Details of all communication with the client and any actions to resolve the complaint will be recorded in the same place. We will follow up with them as soon as is reasonably practicable and provide them with a date and time to expect a response, where possible. Recorded complaints will also be monitored for any ongoing trends by Management and efforts will be made to resolve any ongoing issues. Clients' personal details or details of their complaint will not be divulged to third parties unless prior written consent of the client has been received.

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Informing Clients of Progress

Written complaints will be acknowledged promptly. We strive to resolve all complaints within fourteen days; however, clients will be given an approximate time frame of resolution at the time that they make their complaint. They will also be informed of the progress of their complaint, especially if there are any delays or changes to what has been agreed to. We will ensure that clients are informed of any changes to our products or services as a result of their complaint. Where appropriate, clients who have had a complaint resolved will be contacted at a later date to see if they are satisfied with how their complaint was handled.

Responding to Complaints

All clients making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. Complaints that are solved immediately will still be recorded, as outlined above. If the complaint can't be resolved immediately, the client will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person. Management will resolve a complaint by communicating directly with all parties in determining an acceptable resolution to the situation.

Escalation of Complaints

If a complaint cannot be resolved by the usual complaint process, it should be referred to the CEO and the client will be informed and given an amended timeframe for resolution. If we are unable to resolve the client's complaint to their satisfaction, we will inform them about where they can take further action (e.g., Office of Consumer and Business Affairs, Equal Opportunity Commission).

Acknowledgement and Agreement

I, _____ acknowledge that I have read and understand the Client/Customer Code of Conduct Policy. I agree to adhere to this policy and will ensure that others adhere to this policy. I understand that if I violate the rules/procedures outlined in this policy; I may face disciplinary action.

Name: _____

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Signature: _____

Date: _____

Witness: _____