



Customer Relationship Management Policy

Engineering Building & Infrastructure (PTY Ltd) is an engineering and construction company specializing in project design and management across diverse sectors. We work on a wide range of projects, including educational facilities, commercial building expansions and new construction, residential developments, and infrastructure services (such as transportation systems, bridges, and tunnels).

Policy Intent

Our main objective in customer relationship management is to **exceed our customers' expectations at all times**. To achieve this, Engineering Building & Infrastructure is committed to:

- **Delivering quality service:** We will consistently provide high-quality, reliable service to every client.
- **Maintaining transparency:** We will keep all partnerships open and transparent, fostering trust through honest and clear communication.
- **Upholding ethics and professionalism:** We will operate responsibly and adhere to the highest standards of ethics and professionalism in all our dealings.

This policy fully incorporates:

- **ISO 9001** (Quality Management Systems) for consistent delivery and continual improvement,
- **ISO 10002** (Customer Satisfaction and Complaints Handling) to establish effective complaint and feedback resolution processes,
- **The Australian Privacy Act 1988** to ensure data privacy and secure handling of all client information,
- **Clear procedures** for client interaction, communication tool usage, subcontractor obligations, and
- **Measurable KPIs** to evaluate and improve customer satisfaction and service delivery.

Objectives

Engineering Building & Infrastructure will:

- **Keep dialogue open:** We believe constant communication between the client and our team is the key to project success. We maintain open lines of communication through regular updates and meetings.
- **Measure and improve performance:** We recognize the importance of tracking results and continuously improving our performance. Collecting and acting on client feedback is a critical part of measuring our success and identifying areas for improvement.
- **Promote professionalism through tools:** We ensure that the project communication platform **Procore** is fully implemented on every project. All relevant team members will receive training on Procore, as effective use of this tool is essential for our operations and professional collaboration.

Communication and Collaboration

We leverage modern project management tools to keep teams aligned and clients informed:

- **Real-time access:** By using the Procore mobile app, the entire project team has access to up-to-date project data from any location. Team members can archive and track emails, contracts, drawings, daily logs, RFIs, submissions, and punch list items on their mobile devices. This instant access allows them to answer project-related questions immediately, increasing collaboration and efficiency.
- **Integrated tracking:** We use tools like **Accelo** for workers to log hours and submit updates on project milestones. Documenting progress in this way keeps work aligned with budget constraints and ensures transparency.
- **Issue resolution:** These software tools diagnose problems in real time, enabling quick resolution. Rapidly addressing issues maximizes efficiency and helps prevent risks from escalating.
- **Stakeholder visibility:** Key stakeholders have 24/7 access to project health information. They can monitor progress at any time, which promotes confidence and early identification of potential issues.
- **Performance analysis:** Our tools analyze project performance in detail and identify risks before they impact the project or future projects. This proactive approach helps us stay ahead of challenges.
- **Accountability:** Every contract adjustment, commitment, or change order is tracked in Procore and Accelo. This allows project managers to keep teams aligned and avoid delays or rework.
- **Audit trail:** All activities in Procore and Accelo are tracked and archived—from email chains and RFIs to change order approvals and daily logs. Every user-specific change is recorded, ensuring that team members are accountable at every stage of construction.

Subcontractor and Supplier Expectations

All subcontractors, consultants, and suppliers involved in our projects must uphold our CRM principles. This includes:

- Complying with ISO 9001 and ISO 10002 standards where applicable,
- Using approved communication and documentation tools such as Procore and Accelo,
- Maintaining accurate, transparent communication with clients and internal teams,
- Participating in CRM training and onboarding as required by EBI,
- Respecting client confidentiality in line with the Australian Privacy Act 1988.

Key Performance Indicators (KPIs)

To track the effectiveness of our CRM approach, EBI monitors the following KPIs:

- Timeliness of client responses and issue resolutions,
- Number and resolution time of client complaints,
- Client satisfaction scores from feedback surveys,
- Accuracy and consistency of project documentation in Procore and Accelo,
- Participation rates in CRM-related training,
- Subcontractor compliance with CRM protocols.

By aligning our CRM policy with international standards, national legislation, and industry best practices, Engineering Building & Infrastructure reinforces its commitment to customer satisfaction, operational transparency, and continuous improvement.

This policy will be reviewed at least annually or whenever there is a significant change in our operations or legal requirements. Any updates will be approved by the Board. The next review date 11/07/2026.