

# Client Care Policy

Doc ref number:	SSHEQ-POL-006	Version:	3
Owner:	Group SSHEQ	Department:	SSHEQ
Date of last review:	February 2022	Date of next review:	February 2023

## 1.0 INTRODUCTION

A key value in support of our corporate mission 'to deliver success for all stakeholders, through excellence and innovation, by the improvement of our built, natural and social environment from concept through implementation to sustainable operation' is that of Client Focus.

This value is lived and made real by our working hard to understand what our clients need, forming long-term partnerships with them, firmly linking our success to that of our clients and providing a quality of service which delights them.

It is the aim of the policy for Client Care to provide a comprehensive framework for extending client care to all Tetra Tech GB clients in support of our corporate Client Focus value.

## 2.0 OBJECTIVES OF THE POLICY

- To provide structured client care to all clients across all regions and skill/work sets
- To use active client care as a tool to further continuous business improvement within Tetra Tech and the client organisation to the mutual benefit of both
- To foster client perceptions of Tetra Tech which associate with our stated values. We are:
  - Confident
  - Authentic
  - Imaginative
  - Resourceful
- To generate a mutually affirmed culture in all dealings between Tetra Tech and clients which is underpinned by clear and open communications of an exemplar standard

## 3.0 CODE OF EMPLOYEE CONDUCT

The Tetra Tech Code of Employee Conduct further underpins the policy for Client care by defining how we should live the value of Client focus.

Rich Roberts

Group HR Director

Dated: 25<sup>h</sup> February 2022