

All Great People



CUSTOMER EXPERIENCE VISION





A stylized, handwritten signature of Joanne Conway in black ink, written in a cursive script.

Joanne Conway
Executive Group Chair and
CEO of the FM Conway Group

FOREWORD

FM Conway is a proud family business with a heritage of over 60 years, delivering infrastructure improvements for the communities in which we live and work. As Executive Group Chair and CEO of the FM Conway Group, it gives me great pleasure to introduce our Customer Experience Vision that demonstrates our continued commitment to serving our customers.

We started from humble beginnings and along our journey to become the business we are today, we have met many challenges presented to us by our interaction with every aspect of the built environment and the impact of construction on the wider society.

We want to ensure that every interaction with FM Conway is positive and our Customer Experience Vision has been created to ensure that we continue to declare and deliver the best possible service. To enact our vision, we have also created eight Customer Principles to support our people, supply chain and partners.

As always, FM Conway will continue to strive to ensure that our customers feel engaged, informed and valued.

INTRODUCTION

Our journey has taught us that our customer is anyone who interacts with our works. Customers comprise the organisations we work for, the businesses we assist, the supply chain we employ, and the people travelling and living nearby.

This Customer Experience Vision is a commitment to all our customers that we will continue to deliver essential improvement works in the best possible way. Our Customer Principles set out the framework through which we will fulfil all our obligations, including a positive customer experience.

Care, Innovation, Integrity and Excellence are the values by which FM Conway will continue to operate. And it is these values which ensure our people will commit to always doing the very best they can to produce the best possible outcome. Satisfied customers are at the heart of everything we do and we will continue to generate new ideas and the means to deliver the best products and services available.

OUR VISION

To be the leading family infrastructure business delivering a better society through collaboration, protection of resources and continued investment in self-delivery

OUR MISSION

To transform the built environment using sustainable, innovative, self-delivered, quality services; working together as a family with our people, our customers and our communities

OUR VALUES

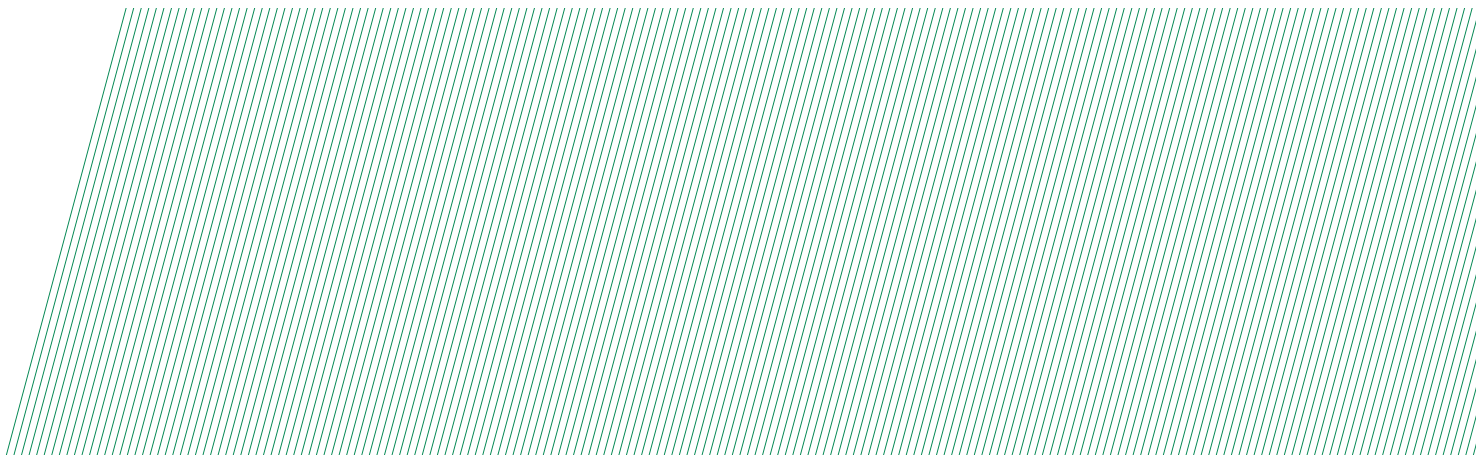
Care
Innovation
Integrity
Excellence

CUSTOMER EXPERIENCE VISION

To ensure that our customers feel engaged, informed and valued whilst we deliver essential works

OUR CUSTOMER PRINCIPLES

- 1. Best Solution** - we will always strive to deliver the best solution by embedding the customer in our planning and operational activities
- 2. Innovation** - we will always challenge the status quo, and ourselves, to seek a better way to improve our customer experience
- 3. Communication** - we commit to communicating honestly and consistently with our customers and promise to listen and act upon any feedback received
- 4. Collaboration** - we recognise that early engagement and collaboration with a full understanding of what matters to our customers is key in the successful delivery of works
- 5. Customer Service** - we will continue to ensure that 'customer service' is delivered as mandatory training to all our people annually
- 6. Environment** - we want to leave this world in a better place and will continue to demonstrate best environmental practise in our field to leave a positive environmental legacy
- 7. People** - we will enable our people to make a difference by continuing to ensure that customer experience is embedded in our appraisal process and training programmes
- 8. Communities** - we remain committed to measuring our social impact so that we can review, understand and improve how we are making a difference





OUR CUSTOMER IS ANYONE WHO

WAY

great people : great work



WHO INTERACTS WITH OUR WORKS

CUSTOMER EXPERIENCE



CARE

As a family business we act
with care and compassion



EXCELLENCE

Great people delivering
great work, always



INTEGRITY

A business committed to
doing the right thing



INNOVATION

Our passion is to always
find a better way