

CUSTOMER BILL OF RIGHTS

Partner with *The Builders* and get access to a set of promises that every member of *The Builders* stands behind. We present this Customer Bill of Rights to you as a sign of our commitment to your business.

When you work with *The Builders*, you have the right to:

HIGHLY SKILLED PROFESSIONALS:

Contractors from *The Builders* employ only union craftsmen, all of whom who have the training and skill-enhancement programs available only to the organized labor industry.



UNLIMITED MANPOWER: Apprenticeship centers and union halls exist with the primary responsibility of keeping union contractors staffed with the best available workforce in the region.

SPECIALTY MANPOWER: If your project requires a specialist, *The Builders* will get its workforce the training they need to meet your needs.



A SAFE WORK SITE: Comprehensive OSHA, safety and first aid training is a mandatory skill for our members. This commitment is transferred to your site, so that every member understands his or her role in keeping the work site safe and sound, every day.

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A MEANINGFUL PARTNERSHIP: Our commitment to customer service is not lip service. We know that to stay competitive in the region's construction industry, we must create and maintain a partnership with project managers and owners that keeps jobs on time, on budget and done right the first time. No matter what that takes to accomplish.



A LOCAL WORKFORCE WITH A STRONG WORK ETHIC: We hire professionals with good attitudes and the personal drive to come to work on time and give a full day's work. And because your workforce is made up of local men and women working on local projects, their hometown pride is reflected in every job they complete.

AVAILABILITY: If you need crews for nontraditional work hours, or if a situation arises outside of the normal workday, *The Builders* will work with you to solve the problem.

FLEXIBILITY: Our goal is to keep our customers happy and profitable. We'll work with you to keep your project on track.

PRODUCTIVITY: The bottom line is this – partnering with *The Builders* ensures a productive job site. The combination of training, unlimited manpower and cooperative attitude allows us to meet your needs for every project.



P.O. Box 488
VIENNA, OH 44473
PHONE: 330-539-6050
FAX: 330-539-0130
WWW.THEBUILDERSONLINE.COM