



BRUBACHER

Insight. On Site.™

On Site Standards

What You Can Expect From Us

Our purpose is to be uncommonly refreshing in our approach to people, projects and solutions.
Our mission is to share insight, reduce stress and manage risks for clients.

We pledge to honor our clients with:

Safe Work Practices

- Planning and doing our work in ways that protect life, health and property

Accessibility

- Prompt response to communications from clients
- Ready access to a live person at the appropriate level to resolve problems

Courteous Interactions

- Friendliness, honesty, courtesy and respect at all times
- Professional relationships as experts in our respective areas

A Sense of Urgency

- Respecting the value of time and schedule
- Professionally prepared, honest and accurate project estimates
- Pre-project and short-interval planning
- Knowing and sharing project status clearly

Dependable Service

- Excellent craftsmanship
- Setting and following project objectives
- Having the people, skills and equipment to successfully deliver project commitments
- Accurate and timely invoicing

Empowered Managers Who Solve Problems

- Accountability of our managers to resolve project issues
- Educated and capable workforce

Timely Notification of Important Information

- Prompt response to questions and concerns
- Prompt notification if expectations can't be met

Accommodation to Reasonable Changes

- Adjusting to changes in client requirements throughout a project
- Prompt notification of cost and schedule impacts of changes in requirements and conditions

A Listening Ear for Concerns

- Understanding and resolving concerns fairly and promptly

Treatment According to the Golden Rule

- Treating the client as we would want to be treated

Good Value

- Providing a good return on investment with Brubacher as a contractor

Shared Appreciation

- Clients should expect to hear "thank you" for placing their trust in the Brubacher team of construction professionals to complete their project