

# Client Service Covenant

*Solving your problems as if they were our own*

"We will offer our clients technical expertise, trustworthy advisory skills, and exceptional service in a balance tailored to their needs. We will put ourselves in our clients' shoes, help to identify and solve their problems, and be responsible for the solutions." — Barr's strategic plan

To solve your problems as if they were our own, we will:

## **Keep your interests in mind**

- We will seek to understand your business
- We will work to identify your problems
- We will strive to provide creative solutions that meet your needs

## **Ask for your input**

- We will honor your concerns and priorities
- We will involve you in developing solutions
- We will ask what is important to you and your organization, and work with you to achieve your goals

## **Meet our commitments**

- We will develop a mutual agreement on the scope, schedule, cost, and service requirements for your project
- We will regularly inform you of our progress and expenditures
- We will promptly notify you of issues and conditions that could affect your project
- We will have appropriate staff members work on your project
- We will work to resolve problems and make things right

## **Make your life easier**

- We will prepare reports and submittals to meet your business standards
- We will work to match your priorities and schedule
- We will be accessible and respond to calls, faxes and e-mails in a timely manner
- We will provide clear and concise invoicing

## **Provide honest answers**

- We will be candid about our capabilities and experience
- We will take responsibility for our work
- We will work to avoid any conflicts of interest

If we fail to meet your expectations, I invite you to contact me.

A handwritten signature in black ink that reads "John T. Lee".

John T. Lee, CEO  
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