



**PILOT PROJECT  
MANAGEMENT INC.**

Pilot Project Management Inc. Customer Service and Business Policy briefing  
Ver: 61126-a

**Presidents Message:**

Pilot Project Management Inc. (PPM) exists to lead new business and technology various industries located throughout the world.

Pilot Project Management Inc. provides this Customer Service and Business Policy to outline a framework to provide the best information to our stakeholders and customers.

This Policy on Business Conduct and Ethics is a statement of the principles to which Pilot Project Management Inc. is committed to. The purpose is to provide direction to employees, contractors, officers and directors in determining how to deal with customers and to determine basic principles.

Our Policies applies not only to Pilot Project Management Inc. employees, officers and directors, but also to independent contract workers to the extent that they conduct activities on the Company's behalf. Pilot Project Management Inc. therefore expects all such contractor personnel to familiarize themselves with this Policy and to comply with it. In addition, Pilot Project Management Inc. will make all reasonable efforts to promote the application of these ethical business practices by our joint venture partners and third party suppliers.

This Policy has been developed to be consistent with and further expand upon those values and principles. Our Company's primary objective is to advance technology and maximize the value to our stakeholders, meanwhile we do this ethically and with morals.

All activities by Pilot Project Management Inc. will be lawful and safe, but we will achieve profitability through performing our duties in an ethical, honest and fair manner, without performing our duties dishonesty or impropriety, and as a result will continue to develop our reputation.

Disclaimer: This document is a briefing note highlighting major policies. This document does not provide the complete agreement between PPM and its customer.

## **Scope:**

The scope of this policy outlines the general terms between Pilot Project Management Inc. and its customers.

The following key principles outline the Pilot Project Management Inc.'s policy for the basis of the relationship:

## **Customer Policy:**

- Although each opportunity and project that PPM and the customer will be different, the approach, methods and processes that PPM uses towards its customers will reflect consistent and high quality and values necessary for success.

## **Customer Project Policy**

- Pilot Project Management Inc. will evaluate every project and participate only in projects that are ethical and legal in nature.
- Pilot Project Management Inc. will act and perform duties in a diligent manner.

## **Customer Business Policy**

- Pilot Project Management Inc. has the right to refuse any particular customer or project and will provide the customer with a reason such as lack of resources, improper alignment with goals, or other valid reason. PPM at that time, subject to customer request, may at its own discretion, seek other credible companies to fulfil the requirement.

## **Customer / Project Set Up & Delivery**

- All projects will have a signed charter outlining project scope, deliverables, expectations, timeline, budget, schedule, risks and other aspects as determined as per client meetings and project particulars.
- Throughout the project, the charters and related documents will be updated as necessary. Status reports will be provided periodically as required and negotiated within the project methodology.
- Any scope changes will be identified and managed via a change order process. Any changes will be identified and agreed to via a change order / decision summary request and record.

### **Customer Service Policy:**

- Every customer must be treated with the up most professionalism and respect.
- In event of a Customer dispute, all efforts will be made to resolve them in a reasonable manner, given the project contact and customer agreement.
- Customer acknowledgements of issues will be made within 1 business day.
- The Customer shall determine the best method of contact during dispute resolution – in person via electronic means (fax, email, video conference)

### **Consequences to contravening policy**

Should the policy be breached in coordination with this policy, the subject will be fully investigated and reviewed against the situation, appropriate actions will be chosen including contract termination and legal action as deemed necessary.