

Checklist

Compare Structure Suppliers On the Aspects That Matter

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- ✓ What percentage of deliveries have been on time in the past 24 months?
 - ✓ Do you provide on-site support and supervision?
 - ✓ Do you offer project management during all phases of the project?
 - ✓ How do you ensure the safety of the structure?
 - ✓ Show me how you are committed to CSR and sustainability.
 - ✓ What is your current customer satisfaction score?
 - ✓ Do you have 24/7 emergency response?
 - ✓ Do you have a customer portal for planning, communication, and documentation?



1.

What percentage of deliveries have been on time in the past 24 months?

Our answer

100% of our projects have been delivered on time, with material deliveries also consistently meeting high reliability standards (**98.2%**).



2.

Do you provide on-site support and supervision?

Our answer

Yes, we always provide experienced on-site supervisors and support teams to ensure a seamless installation and dismantling process.



3.

Do you offer project management during all phases of the project?

Our answer

Yes, we always provide experienced on-site supervisors and support teams to ensure a seamless installation and dismantling process.

A photograph of an industrial interior, likely a warehouse or factory, featuring a complex network of steel beams and overhead lighting fixtures. The image is overlaid with a semi-transparent blue filter.

4.

How do you ensure the safety of the structure?

Our answer

We meet all workplace safety **certifications** and deliver structures that comply with the **Eurocode**, ensuring maximum safety and durability.

5.

Show me how you are committed to CSR and sustainability!

Our answer

We are ISO 14001 certified and hold an **EcoVadis Gold rating**, placing us in the **top 5%** of companies in our industry for sustainability. We are open about our journey and share our progress in our downloadable **CSR report**.



6.

What is your current customer satisfaction score?

Our answer

Our current Net Promotor Score (NPS) is a 9.1 out of a possible 10 (NPS 77).

The background of the slide features a blue-tinted photograph of two men standing in a hallway. The man on the left is wearing a light blue polo shirt and glasses, while the man on the right is wearing a darker blue polo shirt. They appear to be in conversation. Above them, large blue letters spell out 'GOLF HALL' on the wall, and below that, the word 'INGO' is partially visible. The overall tone is professional and corporate.

7.

Do you have 24/7 emergency response?

Our answer

Yes, we provide 24/7 emergency support to ensure rapid response and minimal disruption in case of unexpected issues.



8.

Do you have a customer portal for planning, communication, and documentation?

Our answer

Yes, we provide a dedicated digital customer portal for **real-time** planning, **communication**, and **documentation** access.

Questions?

We are open about how we work. In fact, we love to tell you about it.

Feel free to contact us – no strings attached. Or visit our website for more information.