

Checklist

Compare Structure Suppliers On the Aspects That Matter

- ✓ 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.

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).

7.

GOOLFIRMAAL

Do you have 24/7 emergency response?

INGO

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.