

Customer Service and Safety Policy

I. Our Sustainability Commitment to Customers

Rich Honour Design Group is committed to providing exceptional design services and project management solutions. We pledge to integrate respect and integrity into every service, viewing customer safety and the protection of rights as the cornerstone of corporate sustainable development. This policy is based on our commitment to customer safety, service quality, and effective communication, serving as a vital core of corporate sustainable governance.

II. Assurance of Design and Service Quality

2.1 Ensuring the Safety and Quality of Design and Engineering

Professional Standards: All project management services strictly follow local regulations, environmental standards, building safety, and interior decoration codes.

Contract Transparency: All contracts clearly specify the design scope, engineering details, product specifications, acceptance standards, and after-sales warranty periods, fully protecting the client's right to information.

2.2 Customer Feedback Management

Proactive Care: After project completion, the customer satisfaction survey system is used to proactively collect evaluations regarding design outcomes, construction quality, and service processes.

Data Application: Customer satisfaction results are regularly compiled and quantified to serve as a basis for continuous improvement and are submitted for management review.

III. Complaint Handling Procedures

3.1 Diversified Communication and Complaint Channels

Multi-directional Communication: Customers can contact project managers, the customer service hotline, the designated service email (IR@richhonour.com), or the official website section to ensure prompt reception of their requests.

3.2 Handling Processes and Requirements

Implementation of Responsibility: For every customer comment or request, we commit to assigning a dedicated person for investigation and providing a preliminary response within 3 business days.

Transparent Tracking: The handling process remains objective, fair, and transparent, with a clear estimated resolution timeline provided until the issue is properly resolved and confirmed closed by both parties.

IV. Privacy and Information Security Protection

Regulatory Compliance: Strictly comply with the Personal Data Protection Act and relevant privacy regulations.

Data Confidentiality: Personal data, design requirements, confidential drawings, and business information provided by customers are protected with the highest standards, prohibiting unauthorized public disclosure or use.

Cybersecurity Defenses: Regularly review and strengthen information system protection capabilities through strict access controls to ensure customer data security and prevent leakage risks.

V. Policy Implementation and Continuous Improvement

5.1 Policy Communication and Internalization

Policy Communication: Customer rights and service standards within this policy are communicated to all relevant department personnel through internal communication mechanisms.

Implementation of Duties and Supervision: Department heads are responsible for integrating customer service quality, dispute handling, and information security requirements into daily duties and providing continuous supervision to ensure the policy's spirit is effectively practiced at the operational level.

5.2 Continuous Review and Optimization

PDCA Optimization: Periodically review the implementation results of this commitment, customer satisfaction reports, and complaint analysis to transform feedback into service process innovation and optimization, continuously enhancing the service experience.