



THE FLAMBOYANT PROJECTS HAPPINESS CHARTER

*In line with our purpose, we strive and aspire to give you **the Flamboyant Projects experience**. Here is how it looks like:*

1. Building happiness, for posterity

We are not just building structures. We are building happiness for posterity through craftsmanship that brings long-lasting value. Our Vision is **Building happiness through the built environment** and our Mission is **Building happiness, for posterity**.

2. The best at what we do

Our mark of distinction is quality of service and quality of products. We seek to be the best at what we do and to be known for it in the industry. It matters how big we get, but our pursuit is simply to be the best at what we do. Our work speaks for us, and our reputation precedes us.

3. Our values

In all we do, we are driven by professionalism, trust, efficiency and quality.

4. We put people first

We are in the business of making people happy. That is our mission, our value, and our business model. We are not in the business of brick and mortar, but people and their happiness. In all we do, we put people first: we prioritise them, their welfare, their safety, their satisfaction, their health, their wellbeing, their joy and happiness, their self-actualisation, and their ability to soar and flourish.

5. Presentation that inspires confidence

Our promise to our clients of professionalism, trust, efficiency and quality manifests in the manner we present ourselves to the world. We strive for presentation that inspires confidence, in manner, outlook, speech and deeds.

6. Communication and response that bring joy

We value those who work, partner, collaborate, support and trust us. Communication shall be answered and responded to promptly and professionally, and clients shall be served at the best possible instance that secures quality of both service and product. We believe that constant and proactive communication builds trust, confidence, and facilitates excellent in service. This is part of our client service experience.

7. Honesty and integrity are our currency

Integrity is our currency. The trust of our clients sustains us. Truthfulness, accuracy and candidness are standards in all our communication and engagements with our clients, stakeholders, partners, associates, affiliates and supporters.

8. After-service, we remain at your service

Every client will be engaged after service to check for full completion of assignment, satisfaction, get feedback, and correct any anomalies. We put our clients' happiness and satisfaction over profits.

9. The happiness test and promise

In all our interactions with our clients, we will always check whether our clients are happy with the service, progress, responsiveness, communication, and all else that is part of the Flamboyant Projects service experience. Our promise is that we will work until our clients are happy.

10. Be happy!

As the Flamboyant Projects Team (*The Happiness Team*) is dedicated to serving happiness, we value the happiness, well-being, self-care, safety and conducive operating environment for all our team members. Only under such circumstances are we able to spread our happiness.

The Happiness Team