

The Sierra Piedmont Client Bill of Rights

You deserve a consultant that is:

RELATIONSHIP-DRIVEN

- Treats you and your time with **RESPECT**: your communications are answered immediately, or within one business day
- Offers a single point of contact for **ALL** matters: project, financial or administrative
- Invests **FULLY** in the relationship: you will never feel ignored, but rather that you are our only client
- Makes your life **EASIER**, freeing up precious resources

ACTION-ORIENTED

- Takes **OWNERSHIP** of your interests, your budget and your brand, placing them above our own, **ALWAYS**
- Reacts with the **SPEED** you desire, utilizing a start-up procedure that ensures projects start immediately upon authorization
- Proactively advocates **YOUR** interests, helping you be better prepared to anticipate future environmental challenges
- **DRIVES** projects forward to completion with a strong sense of **URGENCY** and bias for action

TECHNICALLY STRONG

- Has **STRONG** relationships with regulatory agencies in all 50 states
- Provides client-specific **TEAMS** with deep industry knowledge
- Provides **GUARANTEED** problem resolution, **ALWAYS** free from technical challenges

Above all else, you deserve a highly responsive, trusted advisor available at all times for all your environmental consulting needs.