



Environmental Services Ltd

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## **L7.2 - CUSTOMER CARE POLICY**

### **1.0 - Introduction to Customer Care**

*Tritec's primary aim is to provide customers with the very best level of service that can be expected. Our goal is your complete satisfaction and to achieve this we are committed to our Customer Care Policy for all jobs regardless of size.*

### **2.0 - Customer Care - Statements**

- 2.1 - Deal with customers honestly, fairly and politely.
- 2.2 - Be trustworthy and reliable and respect confidentiality.
- 2.3 - Consider the customer's needs and environment and provide the appropriate care.
- 2.4 - Keep appointments on time and respond quickly and in a helpful manner.
- 2.5 - Arrive and finish at the agreed times.
- 2.6 - Look professional, wearing the appropriate clothing, which should always be clean and presentable.
- 2.7 - Always be efficient and effective to ensure best value for the customer.
- 2.8 - Always deliver what we say we will, with minimum disruption.
- 2.9 - Meet our deadlines and keep the customer informed of progress.
- 2.10 - When we cannot provide exactly what someone wants, be innovative and suggest alternatives.
- 2.11 - Only invoice and charge for works completed unless previously agreed with the client
- 2.12 - Apologise if things go wrong and do our best to put things right.  
Listen to feedback, act on it and respond.
- 2.13 - Keep customers informed of new and improved services available.

### **3.0 - Site Specific - Customer Care - Statements**

- 3.1 - Contracts Manager and Site Supervisor to ensure compliance of customers site rules and regulations by all personnel.
- 3.2 - Consideration should be given to the location of the site office and that the site remains secure at all times. Site Supervisor to agree arrangements with the Site Manager/Owner/Occupier.
- 3.3 - Site Supervisor to ensure minimum disruption through regular liaison with the customer.
- 3.4 - Construction Managers and Site Supervisors to agree with the Site Manager/Owner/Occupier the procedures to be carried out, with regards to handover of the premises each night where work is undertaken outside of office hours. Where work is undertaken during office hours the Site Supervisor is to ensure that the Site Manager/Owner/Occupier is kept informed regarding the contract progress and phasing arrangements. Contact telephone numbers to be provided to the Site Manager/Owner/Occupier.


**3.0 - Site Specific - Customer Care – Statements.....continued**

- 3.5 - Site Supervisor to post signage and barriers where necessary around the work area to ensure safety for site workers, the client's staff and any site visitors.
- 3.6 - Construction Manager and Site Supervisor to consider the environmental and customer impact during construction of the scheme including air pollution, water pollution, waste, noise, traffic, vibration and damage to the environment.
- 3.7 - Site Supervisor to ensure that sites are kept as tidy as is possible, leaving them tidy at the end of the day by disposing of rubbish correctly.

**4.0 - Monitoring**

- 4.1 - Having due regard to its general legal obligations, the Directors and Senior Managers of the Company will be charged with the responsibility of analysing and continually monitoring procedures, by personal knowledge and visual identification.
- 4.2 - Areas of concern highlighted by the analysis/monitoring will be identified and investigated by a Director in conjunction with the Departmental Manager.

This policy statement will be reviewed annually and amended accordingly to take account of any significant changes.



T.W.Fenemore .....

**Technical Director**

Review Date: January 2015