

# Customer Policy

We recognise the importance of providing a first class service for customers and are committed to working with our clients and industry partners to continually improve our customer's experience. As a business we aim to deliver beyond expectation and have five key objectives designed to help us achieve our aim. Our key customer objective is to 'Always seek to minimise our customer impact and provide a great customer experience'. We aim to do this by;

## **Being courteous and polite, keeping our customers informed at all times**

It is our experience that informed customers are often happier customers. We need to ensure that our customers are informed in advance of our works on what we are doing, why the work is important and its benefits. Customers must be kept up to date throughout the works so that they are not left wandering, and at the end to ensure that they are satisfied with our delivery.

We must all be professional at all times and courteous to every customer, even when this is difficult to do.

## **Anticipating and responding to our customer's needs before they have to ask**

We need to put ourselves in our customer's shoes and think how our works might impact their lives so that we can implement solutions which minimise our impact before they have to ask.

## **Always keeping our promises**

As a team we all need to be reliable and honest at all times, there is nothing more frustrating than people making promises which they fail to keep. Before we make commitments we need to be sure that we can deliver on them. On occasion that we are not able to meet a commitment we must inform the customer as early as possible to reduce the impact on them and to rearrange at a time convenient to them.

## **Minimising the impact of our works on the customer and get things right first time**

As a business we need to ensure that our personnel are trained and competent to ensure that they are able to deliver each job safely, quickly and right the first time whilst protecting the environment. Our team need to be engaging, caring and professional, and always ensure clean, tidy work sites during our works and when we leave.

We need to continually seek to identify new ways of working and technologies that reduce the time it takes to deliver our works, and which minimise the impact our works have on customers.

## **Taking responsibility for resolving issues when things go wrong by being responsive, listening, caring and acting decisively**

Things do not go according to plan, when this happens we all need to take responsibility and ensure that we listen to our customer's needs, responding quickly to provide the right solution.

There will be times when the failure is not as a result of anything that we have or have not done. When this happens we need to work with our clients and partners to help ensure that our customer's issues are resolved for them.



**Dan Holland (Chief Executive Officer)**