

## Purpose

Our 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.

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

## Site Specific

- Contracts Managers and Site Supervisor to ensure compliance of customers site rules and regulations by all personnel.
- Consideration should be given to the location of the site office and that the site remains secure at all times. Site supervisor to ensure minimum disruption through regular liaison with the customer.
- Construction Manager and Site Supervisor to agree with the Site Manager / Owner / Occupier the procedures to be carried out, with regard to the 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 provide to the Site Manager / Owner / Occupier.
- 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.
- 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.
- Site Supervisor to ensure that the site is kept as tidy as possible, leaving it tidy at the end of the day disposing of rubbish correctly.