

## **ALTEREGO CONSULTANCY – CUSTOMER CARE POLICY 2016**

Much of our work is carried out in or to occupied premises including houses, hotels, commercial buildings, schools, etc. This places added responsibility on our employees to ensure that work is carried out not just in accordance with the specification but with consideration for those occupying the premises and consideration for their property.

### **Dress Code**

All operatives should wear the company provided workwear as this is printed with the Company name and logo which makes it possible for customers to recognize our employees. The type of workwear issued will change depending on weather conditions but it should all be laundered regularly and kept neat and tidy.

### **Security Badges**

Security badges will be issued to employees to enable formal recognition of our employees which is a particular consideration when working in the homes of elderly or vulnerable people. The security badges should be worn so that they are clearly visible. The badges may be “Dual Badge” i.e, contain both the name of the company and the name of the landlord.

### **Communication**

Employees should be courteous and polite at all times. Let customers know if you are unable to attend site when expected or if work cannot be completed because of lead in times for materials, parts, etc.

### **Protection of Customer's Property**

Always use appropriate protection to such as dust sheets, plastic sheeting, etc when carrying out work. It is not acceptable to allow dust and debris to fall on customers property even if it is cleaned up at the end of the job or the end of the day.

Clean up at the end of each day removing waste or debris and ensure that the site is left in a clean and safe condition and that, if applicable, services are safely restored.

Do not move furniture and effects without permission.

Protect gardens, plants and trees against damage from materials and equipment. If accidental damage occurs to customer property then operatives should notify the customer and the Contract Manager.

### **Behaviour**

- Avoid excessive and unnecessary noise and do not use radios, tape or CD players.
- Do not smoke inside the customer's premises.
- Do not consume alcohol or drugs.
- Do not use customer's welfare facilities without permission.
- Do not use customer's gas, electricity, telephone, tools or equipment.
- Do treat others with respect as you would wish to be treated yourself.

**Security**

- Do not leave windows and doors unsecured.
- Vehicles should be parked in a responsible and considerate way.
- Ensure that materials, equipment, waste etc are properly stored so as not to constitute a hazard to others.

Signed:



Date: 4 April 2016

Derek A Bolton (Managing Director)