

Customer Care Policy

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Approved by: Gerard Maguire - Managing Director
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1.0 Introduction

Asbestos Abatement Services are aware that the Company can only succeed if our customers succeed. We are therefore committed to building genuine, lasting relationships with our clients to achieve mutually agreed objectives. To underline this policy Asbestos Abatement Services makes 7 key commitments to its customers:

- To be fair, reasonable always deal honestly and openly at all times
- To offer a high standard of service and professionalism
- To measure the satisfaction of our customers with our services and to take steps to improve areas which customers are not happy with
- Make our services available to customers in a way that matches their requirements, including those with differing or special needs
- To train all our staff in Customer Care procedures
- To strive to achieve service excellence by doing what the customer expects then exceeding that expectation.
- To handle Customer Complaints in a structured procedure to bring about a resolution to any problems with a specified time frame

2.0 General Operative Code of Conduct

2.01 Operatives are expected to be polite, co-operative and helpful. Under no circumstances should racist, sexist, abusive or foul language be used and no behaviour must be offend or intimidate.

2.02 Operatives will not use the telephone or any item of equipment belonging to the client

2.03 Smoking on any site is expressly prohibited, unless there are designated smoking areas

2.04 All operatives and staff must only use the facilities provided by the Company and under no circumstances those of the client, unless permission is granted.

2.05 In the event of a dispute developing between an operative and a client, operatives should try to bring the conversation to a polite conclusion by informing the person they can complain to a more senior level in the company. Incidents of this nature will always be reported to your supervisor.

2.06 For safety as well as consideration of appropriate behaviour, the consumption of alcohol during the working day is forbidden.

2.07 Operatives must always endeavour to complete the required work in an efficient and timely manner in accordance with the method statements provided.

3.0 Additional Rules for Operatives in occupied residential properties

3.01 Operatives will wear clearly visible identifying badges at all times outside of the asbestos working areas and will present them to the resident before starting work.

3.02 Operatives will always inform residents of the following

- When they wish access to the premises and obtain their agreement
- Estimate of how long the work will take
- Description of the work that has to be done and any restrictions on their access to areas within the property while the work is being done
- If it is necessary to change the date or times of an appointment for any reason, ensure the occupant is aware of the situation and re-arrange the appointment.

3.03 Operatives must always use clean dustsheets in residential occupied premises, when moving heavy storage radiators. If furniture has to be moved, it should only be moved with the residents consent and should be replaced after the work is completed

3.04 Use of radio/cassettes is prohibited.

3.05 The premises must be left clean and tidy and on completion a Works Completion Form must be signed by the occupant to confirm the work has been done and that we have caused no damage. If damage does occur then it should be noted on the form for us to rectify. This procedure should be clearly explained to the resident so they are aware of what they are signing.