



CUSTOMER SERVICE CHARTER



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Introduction

Our Customer Service Charter states our commitment to provide you with quality services and provides you standards by which to measure our performance. It also gives our employees clear goals to strive for in service excellence and to achieve the Saniflo Vision and Values identified in our Strategic Customer Service Plan.

The Vision and Values of Saniflo

Saniflo is committed to the following vision and values:

Vision

Saniflo's strategic vision remains to maintain excellence, respect, and integrity in all aspects of the business while striving to reflect the highest ethical standards in the relationships with our clients, service providers, colleagues, and other interested parties.

Values

Primary Values:

In alignment with Saniflo's bold vision, Saniflo believes the following primary values should be inherent within any well-functioning driven organisation:

Transparent, Accountable, Honest, Ethical, Respectful, Sustainable, Professional

Distinguishing Values

In order to drive strategic improvement and maintaining of Saniflo as leaders in excellence the following distinguishing values guide the direction and operations of the Company into the future:

Bold - We will make courageous decisions for the benefit of the community and future generations.

Ambitious - We will lead with strength and conviction to achieve our vision for Saniflo.

Innovative - We will learn and adapt to changing circumstances to ensure we are always one step ahead to provide clear Customer Service to our customers.

Enterprising - We will undertake ventures that forge new directions for business.

Compassionate - We will act with empathy and understanding of our customers' needs and ambitions.

Service standards you can expect of our employees

In general

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- If you are making a request that requires action, we will provide you with a reference number to quote, if applicable, should you need to re-contact us.
- We will take ownership of your enquiry, follow-up and keep you informed of progress to completion.
- We will be realistic about what we can do and in what timeframes.
- We will provide you with accurate and consistent information.
- We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- We will actively seek your feedback on our services to ensure they meet your needs & exceed your expectations.

Face to face

- We will provide you with information as to what is happening within Saniflo and provide relevant options and available services to you.
- We will listen to you and discuss your requirements fully.
- We will endeavor to satisfy your request at the time of your visit. When enquiries of a technical or specialised nature are made of our Customer Service Department, the appropriate Area Sales Manager will be called to assist if available, or contact will be made within 24 hours to arrange an appointment or to discuss the matter over the phone.

Over the telephone

- We will endeavor to answer your call promptly.
- Phones will not go unanswered. If the person you are contacting is unavailable, the call will be forwarded to someone who can assist.

- Where messages are left on voicemail, they will be returned within one business day.
- We will advise you of any delays and offer suitable options or offer to return your call.
- We will provide a 24-hour telephone service for urgent after-hours calls with a Network of Service Engineers and a local BT link line number, which will route you to your nearest sub-contractor in your area if you ring on a landline.
- We will introduce ourselves using first names and business Department name and provide a direct contact number for further communications where necessary.
- We will take personal responsibility for and ownership of your enquiry to reduce transferred calls.
- Where possible, when customer calls are transferred internally, we will introduce your call to the recipient so as to reduce the need for you to explain the purpose of your call multiple times.
- We will return your telephone enquiry by the next business day.

In writing or email

- We will write to you in clear, concise, easily understood language.
- We will send out standard information to you within 24 hours of receiving the request via the Saniflo's record management system.
- We will respond to your letter or e-mail of general correspondence relating to Saniflo business within seven working days of receipt via Saniflo's record management system.
- If your enquiry requires in-depth research or follow-up that will take longer than seven working days, we will acknowledge your correspondence and, where possible, provide an expected completion date and details of the employee responsible for the response.

Via the internet or social media

- We will maintain our website with accurate and up-to-date information that is easily understood and accessible.
- We will post interesting, engaging, relevant and up-to-date information on our social media platforms that encourages interaction and feedback.
- We will respond to enquiries and posts on our social media platforms in a timely and professional manner.
- We will keep up to date with online services and community engagement tools and trends.
- We will continue to review Saniflo's web-based and social media platforms to engage further and connect with our customers and provide additional online self-service facilities and tools.
- Ongoing monitoring of our staff to intercept any practices that do not meet our company standards.

Measuring and improving the quality of our service

We will measure and improve the quality of our service by:

- conducting an annual 'Customer Satisfaction Monitor' survey
- obtaining feedback from our customers using feedback forms and customer service surveys
- implementing quality training and coaching activities for our staff
- using key performance indicators in corporate and business planning
- using effective internal systems and corporate reporting to measure our performance
- recognising our staff for customer service delivery excellence.

Helping us to help you

You can help us to meet our commitments to you by:

- being courteous, polite and respectful of our employees
- respecting the rights of, and provide courtesy towards, other customers
- being open and honest with us by providing accurate and complete details when contacting us
- letting us know when your situation changes, for example, your address or personal details change
- contacting the Technical Department to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee
- contacting the employee referred on any correspondence sent to you and quoting the reference number – if applicable
- using appropriate channels for customer requests, complaints and compliments while using online social media channels for general dialogue
- working with us to help solve problems
- telling us where we fall short on our service in any aspect so that we may improve our services to you
- helping us recognise our employees by telling us when you have received excellent customer service.

Customer service feedback

As we strive to deliver exceptional customer service, we encourage you to provide feedback. Whether you have a request for action, a compliment or a complaint, we would like to hear from you.

Saniflo has a Customer Service Manager to assist with customer feedback, compliments and complaints. This person will ensure your request or comments are dealt with appropriately by the relevant employee. Please refer to 'Contact us' for further

Contact us

If you would like to suggest ways in which we can improve our service, you can:

Call:

- speak to Saniflo Customer Service Manager by calling: 0208842 0033

Email:

- Saniflo via: Enquiries@saniflo.co.uk
- the Customer Relations Manager via: Lucy.Reeves@saniflo.co.uk

Internet:

- Visit Saniflo's website at www.saniflo.co.uk and complete the online Customer Feedback Form.

Mail:

- Write to us at:
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Colonial Way,
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