

1st QA 33-Customer Care Policy

Introduction

1st Security Solutions Ltd's primary aim is to provide customers with the very best level of service that can be expected. As a security services provider our goal is the customers' complete satisfaction.

Policy

We are committed to our Customer Care Policy for all jobs, regardless of size, in the following manner:

- Deal with customers honestly, fairly and politely.
- Be trustworthy, 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 and act in a professional manner, wearing the appropriate clothing, which should always be clean and presentable.
- Always be efficient and effective, so as to ensure best value for the customer.
- 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.
- Apologise 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

All sites operate differently, so we tailor our Policy to suit this:

- Managers and Site Supervisor's are to ensure that customer's site rules and regulations are understood and complied with by all personnel.
- Consideration should be given to the customers' requirements and that the site remains secure at all times. Site Supervisor's to agree arrangements with the Site Manager/Owner/Occupier.
- Site Supervisor's are to ensure that the customers' needs are met through regular liaison with the customer.
- Security Managers and Site Supervisors are 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's are to ensure that the Site Manager/Owner/Occupier is kept informed. Contact telephone numbers to be provided to the Site Manager/Owner/Occupier.
- Site Supervisors are to post signage and barriers where necessary, to ensure safety for site workers, the client's staff and any site visitors.