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NORWOOD UK

Customer Care Policy

## Customer Care Policy

### Objectives

Norwood UK Limited are committed to providing a high quality service to our customers. This guide explains our customer care policy and how we proactively strive to provide products and services in which our customers can have full confidence. We aim to carry out our Gas and Plumbing Services, Portable Appliance Testing, Fixed Wire Testing, Thermal Imaging and LED Lighting whilst delivering service levels designed to satisfy our customers needs and expectations, to the highest standards of safety. We aim to set clear standards of service and to regularly review and improve performance. We operate in an ethical manner treating customers, employees and suppliers as we would like to be treated. This guide sets out key aspects of our service and explains our strategy for achieving our service aims including:

- Customer Experience
- Accessibility
- Customer Communication
- Delivery
- Technical Support
- Environmental/Quality
- Safety
- Customer References

### Customer Experience

We aim to understand and measure your expectations in order to provide an enhanced customer experience.

Our aim is to:

- Establish customer needs for products and services

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- Operate a continuous product and service portfolio management program to ensure products and services are designed, produced and delivered to meet our customer requirements efficiently
- Provide customers with effective and innovative solutions to their problems
- Facilitate a teamwork approach with customers to ensure expectations are realised
- Provide communication links, processes, procedures and systems at all appropriate levels in order to maximise customer responsiveness and co-operation
- Facilitate customer reviews to improve the quality and delivery of service with the aim of developing continuous improvement to all added value aspects of our service
- Conduct regular surveys and welcome feedback whether positive or negative
- Regularly review any suggestions to improve our service levels made by both our customers and our staff
- Record and review all dissatisfactions raised in order to improve what we do, wherever possible
- Deliver our customer services fairly, reasonably and without prejudice
- Ensure our people will treat customers in a professional, courteous and helpful manner. Customers can expect us to respect their privacy and dignity. We are fully committed to treating people as individuals, providing equality of opportunity for all our employees and equal treatment for our customers

- Value diversity which will enable us to realise the full potential of all our employees and help provide the best possible service to our full range of customers
- Strongly promote customer focus within our entire organisation

## Accessibility

We provide a wide range of products and services and aim to deliver the best possible service to all our customers. We will strive to ensure that no customer is unable to use, or is disadvantaged in accessing, our products and services. We will consult regularly to review customer needs and requirements. We will act to avoid and eliminate discrimination against any customer.

Our office opening hours are as follows: Monday to Friday 0900 hrs to 1700 hrs excluding Bank Holidays.

We measure and assess our accessibility by:

- Customer Satisfaction questionnaires
- Customer complaints, compliments and comments

We aim to improve our accessibility through:

- Promoting the use of direct dial lines and voicemail facility
- Maintaining an accessible complaints procedure
- Developing use of new technology for provision of information to our customers
- Continuing to develop our online services
- Regularly reviewing the quality and delivery of information
- Researching customer information needs
- Using plain language for communication medium
- Providing training for specific staff on accessibility
- Continuing to develop methods of measuring customer satisfaction

## Customer Communication

We will set out information about our services clearly and simply so that all our customers can understand it. This includes information on how to complain or give feedback about our products and services. We will promote the use of plain language for communication medium. We will answer all correspondence including letters, faxes and emails in a professional, timely and efficient manner.

## Complaints

We will investigate all customer complaints for the products and services we provide and promptly deal with any complaints received.

Our aim is to:

- Strive for zero complaints
- Issue an acknowledgement of complaints within one normal working day
- Provide the minimum of a preliminary response to all correspondence relating to complaints within five working days of receipt by Air Liquide UK Limited. If we cannot do this, we will write to the customer to explain why, the reason for the delay, what we are doing to overcome their complaint and inform them when they can expect a reply
- Actively inform the customer of the progress relating to their complaint
- Ensure the customer receives a total action plan and resolution should a complaint occur, through the Customer Complaints Procedure
- Monitor complaint trends to endeavour to continually improve service levels and prevent similar complaints occurring in the future

## Responding to correspondence

Our aim is to:

- Endeavour to acknowledge non emergency or safety related queries within one normal working day
- Use email auto response when out of the office stating an alternative colleagues contact details for urgent enquiries

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- Provide the minimum of a preliminary response to all written correspondence relating to enquiries/queries within five working days of receipt by Norwood UK Limited. If we cannot do this, we will write to the customer to explain why, the reason for the delay and inform them when they can expect a reply.
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## Telephone

We will answer telephone calls quickly and helpfully. Norwood UK Limited will aim to answer 80% of all telephone calls within 20 seconds and all calls within 30 seconds during normal working hours – 0900 hrs to 1700 hrs Monday to Friday excluding Bank Holidays for standard enquiries/queries.

For Emergency calls we operate a 24/7 call service. This is for emergency calls only relating to safety issues.

Our aim is to:

- Introduce ourselves and the department in a professional and courteous manner
- Accurately take all details of the enquiry/query and we will try to answer the enquiry straight away. If we cannot do so we will acknowledge receipt of the enquiry within one working day and let the customer know when to expect a full response.
- At all times offer practical, clear and timely advice which is specific to the customers needs and expectations
- Transfer calls only when necessary and ensure the transfer is available to take the call to minimise the passing of the customer

## Appointments

Norwood UK Limited endeavours to visit customers and companies interested by our services on a regular basis. Key objectives for these meetings are to establish opportunities to listen carefully to customers' needs and views. Members of staff will see visitors punctually when an appointment has been made at the office or an external venue. All staff will approach visitors in a courteous manner.

## Delivery

Norwood UK Limited will endeavour to deliver products and services in a safe and timely manner.

Our aim is to:

- Focus on service delivery to enable business targets to be met • Honour contractual agreements for delivery parameters
- Deliver all core standard product mainland UK orders within 48hrs with the exception of orders where delivery times are specifically detailed and communicated to the customer which differ to our standard service offer
- Deliver all overseas orders in the most cost effective way, to meet all delivery dates
- Endeavour to deliver all orders right first time and in full
- Ensure when delivery dates are quoted they are met and if any delays arise the customer is informed at the earliest opportunity

## Technical Support

Norwood UK Limited will ensure full technical support and product knowledge is available to support our products and services.

Our aim is to:

- Ensure all relevant commercial, technical and safety detail is available for all standard products and services

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- Offer a complete and satisfactory maintenance programme for our equipment installed at customer sites
- Deliver a continuous training programme for all products and services for all employees involved in customer facing/contact roles
- Provide access to relevant technical and safety training to meet customer needs wherever possible

## Environment

The principles of sustainable development have been at the heart of Norwood UK corporate strategy for over a 15 years.

Our aim is to:

- Contribute towards preservation of the environment and natural resources, both in Group operations and at customer sites
- Continue to develop innovation and technological progress to guarantee the advancement of the company and its customers being respectful of environmental impact at all times
- Maintain and continuously to develop a sustainable business operation
- Preserve the environment
- Continue to develop innovation for tomorrow

## Quality

We will continually work to deliver services of the highest quality. We will work in close cooperation with all regulatory, legislative and governmental bodies to ensure complete compliance to all current legislation, regulation and industry best practice guidelines.

Our aim is to:

- Provide quality gases to meet regulatory requirements
- Provide in-house laboratory and analytical facilities for the benefit of our business operation and our customers

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- Operate a paperless, integrated Safety, Quality and Environmental Management system
- Maintain close links with key organisations in order to have full involvement in the development of industry and regulatory standards for cylinder gases and related equipment
- Provide products compliant to all applicable food and medical legislation e.g. HACCP and food premises regulations
- Make certification available to suit customer needs
- Continue to meet all aspects of ISO9001:2008(UKAS)

## Safety

Safety is at the heart of the Norwood UK industrial policy. Safety is a real priority not only for Norwood UK teams but also at our subcontractors and customer sites. With this key focus area in mind Norwood UK commit to operate within all regulatory and legislative guidelines.

Our aim is to:

- Strive for zero accidents
- Comply with all industry best practice guidelines
- Comply with Air Liquide Group Industrial Management System processes and procedures
- Ensure our staff are fully trained and qualified to complete their roles
- Produce regular safety bulletins to remind all staff of our commitment to safe working practice
- Ensure safety documentation relating to our products and services is readily available for our staff and customers
- Continuously develop best working practice for all of our operations
- Produce and deliver our products and services in the safest way possible

Signed for and on behalf of the company

A handwritten signature in blue ink, appearing to read 'Jo Shuttlewood'.

Jo Shuttlewood – HR Director

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