

SEPTEMBER 2020

Customer Service

CAEVEST PRIVATE LIMITED



Prepared by

CORPORATE COMMUNICATIONS
CAEVEST PRIVATE LIMITED
SEPTEMBER 2020

cævest

Customer Service Standards

Overview:

This policy explains Caevest’s commitment and position on Customer Service Standards. Caevest is committed to providing a high-quality service to our clients. This policy explains how we proactively strive to deliver services in which our clients can have full confidence. We aim to deliver service levels designed to meet our Client’s needs and expectations, to the highest standards of safety.

Scope

This policy applies to all directors, employees and contractors engaged by Caevest globally.

Table of Contents

- Customer Service Standards 1
 - Principles:** 2
 - Objectives** 2
 - Customer Experience** 2
 - Customer Communication** 3
 - Complaints**..... 3
 - Telephone**..... 3
 - Delivery of Service**..... 4
 - Technical Support**..... 4
 - Environment** 4
 - Quality** 4
 - Safety** 5
 - Compliance and Review** 5
 - Breaches of this Policy** 5
 - Further Information** 5

Principles:

The principle of the Customer Service Standards is to ensure Caevest has a well define standard of service as part of our customer service strategy. This gives all employees clarity on how they are expected to behave with all Caevest's external and internal customers.

Expected Workplace Behaviour

Caevest expects all employees and contractors of Caevest to:

-) At all times behave in a manner that is consistent with Caevest's policy, and
-) Report any instances where the actions or behaviours of Caevest's employees are not consistent with Caevest's commitments set out in this policy.

Implementation of this Policy

The Managing Director is responsible for this policy across all the company, worldwide.

The Human Resources lead will communicate this policy and any subsequent updates or amendments to it, to all employees within the company for implementation.

Objectives

We aim to set clear standards of service and regularly review and improve performance. We operate in an ethical manner treating clients, 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:

-) Client Experience
-) Client Communication
-) Delivery of services
-) Technical support
-) Environmental/ Quality
-) Safety

Customer Experience

We aim to understand and measure client expectations to provide an enhanced client experience. We aim to:

-) Identify and establish the client's needs for services, equipment, and products
-) Provide clients with effective, pragmatic, and innovative solutions for their projects
-) Facilitate a teamwork approach with clients to ensure expectations are realized.
-) Provide clear communication channels, processes, procedures, and systems at all appropriate levels to maximize our responsiveness and cooperation.
-) Provide client reviews to improve the quality and delivery of service with the aim of developing continuous improvements 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 clients and our staff

-) Record and review all dissatisfactions raised to improve what we do, wherever possible.
-) Deliver our services, fairly, reasonably and without prejudice.
-) Ensure our staff treat external and internal customers in a professional, courteous, and helpful manner. We are fully committed to treating people as individuals, providing equality of opportunity for all our employees and equal treatment for our customers.

Customer Communication

We will set out information about our services clearly, this includes information on how to give feedback about our services. We will promote the use of plain language for all communication mediums. We will answer all correspondence, including letters, faxes and emails in a professional, timely and efficient manner.

Complaints

We will investigate all complaints for the services we provide and promptly deal with any complaints received. Our aim is to:

-) Strive for zero complaints
-) Issue and 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 Caevest Private Limited. If we cannot do this, we will write to the client 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 client of the progress relating to their complaint.
-) Ensuring the client receives a total action plan and resolution should a complaint occur.

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 colleague contact details for urgent enquiries.
-) Provide the minimum of a preliminary response to all written correspondence relating to enquiries/queries within five working days of receipt by Caevest Private 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.

Telephone

We will answer telephone calls quickly and helpfully. For emergency calls related to Project work we operate a 24/7 system. 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 straightaway. If we cannot do so we will acknowledge receipt of the enquiry within one working day and let the client know when to expect a full response.
-) At all times offer practical, clear and timely response which is specific to the client's needs and expectations.

Delivery of Service

Caevest will endeavor to deliver our services in a safe and timely manner.

Our aim is to:

-) Focus on service delivery to enable Client's business targets to be met
-) Honour contractual agreements for delivery parameters to meet the project requirements

Technical Support

Caevest ensure full technical support and product and equipment knowledge is available to support our Client's needs. Our aim is to:

-) Ensure all relevant commercial, technical and safety detail is available for all standard services, products, and equipment.
-) Deliver a continuous training program for products and services for all employees involved in client facing/contract roles.
-) Provide access to relevant technical and safety training to meet client needs wherever possible.

Environment

The principles of sustainable environmental actions have been at the heart of Caevest's corporate strategy since our founding days. Our aim is to:

-) Contribute towards preservation of the environment and natural resources at our corporate offices and at client sites where possible.
-) Always continue to develop and support innovative and technological progress to guarantee the advancement of the company and its clients being respectful of environmental impact.
-) Maintain and continuously to develop a sustainable business operation
-) Preserve and protect the environment
-) Continue to support innovation for the future environment

Quality

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

Safety

Safety is at the heart of Caevest's work. Safety is a real priority not only for Caevest's teams but also at our subcontractors and client sites. With this key focus Caevest is committed to operate within all regulatory and legislative guidelines. Our aim is to:

-) Strive for zero accidents and incidents
-) Comply with all industry best practice
-) Comply with our client's processes and procedures
-) Ensure all 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 services is readily available for our staff, subcontractors and clients.
-) Continuously develop and support best working practice for all our operations
-) Deliver our services in the safest way possible and empower our staff to ensure all safe working conditions are met.

Compliance and Review

The Board is responsible for establishing, overseeing, and assessing achievement against measurable objectives in relation to gender diversity.

The Managing Director is responsible for all other objectives and initiatives set out in this policy.

Breaches of this Policy

Employees who do not strictly comply with this Policy will face disciplinary action, including counselling, formal warnings, and dismissal.

All Caevest employees and contractors are responsible for reporting any breaches of this policy to their line manager or HR representative.

Further Information

For further information contact the Administration Manager, email admin@caevest.com