

COMPANY POLICY

CUSTOMER SERVICES CHARTER

One of our priorities at Instalcom is our customers. Our business is built upon how we interact with our customers and the experience and service we provide. We are very aware that our actions can seriously affect in both a positive and negative way how the public and direct customers perceive our client's business.

This charter sets out the basic requirements we expect of our customer service activities, to ensure that we continue to protect and enhance both ours, and the reputation of our clients.

Instalcom is a well-respected business, built on solid foundations. Our reputation and credibility have taken a long time to build and can be lost in an instant. We depend upon our reputation to help us maintain and grow our brand and build upon our excellent track record. If we notice any behaviour or actions that fall short of the standards set out in this charter, we will take steps to address it immediately

The term 'Customer' can apply to many stakeholders - the public, our client's directly, companies for whom we are working on behalf of our clients and interested parties such Local Authorities and the HSE. We will strive to provide the highest levels of customer service for all.

With that in mind, we pledge to:

1. Operate a safe business
2. Treat all people fairly
3. Care about the communities in which we work
4. Comply with the law and compete fairly
5. Respect the environment in which we work
6. Deliver the best customer and client experience
7. Act in the best interests of our customers, clients and Instalcom
8. Maintain accurate records



Signed.....Date: 15/01/21
Vince Bowler - Managing Director

