



EOS Electrical is committed to promoting the visions and values of our company and to delivering the standards contained in this policy. Any person representing EOS Electrical is required to conduct themselves in a professional, respectful and courteous manner at all times, both inside and outside the company. A customer is anyone who comes into contact with EOS Electrical which may include current and potential clients, business supporters, suppliers, members of staff, contractors, subcontractors, work experience students or volunteers and visitors.

We aim to be the most trusted commercial electrical contractor in Western Australia. Our company values are a basis for how we work and we are focused on providing outstanding customer service and consistently high standards of work.

EOS Electrical strives to deliver a responsive and flexible approach so that we can respond quickly and customise our methodologies to meet the specific needs of our clients. We recognise the economic, social and environmental benefits of dealing with and working alongside members of the community to forge strong working relationships. Our company aims to satisfy and maximise the value of services we offer to our customers. We are focused on meeting the scope, schedule and budget objectives of our clients, whilst providing appropriate and satisfactory levels of quality, safety and environmental management.

EOS Electrical endeavours to continuously improve our internal systems and process to better ourselves as a company through empowered confidence to provide our clients with an exceptional level of customer service. We focus on long term relationships and are committed to delivering outstanding standards of work to earn repeat business from our clients.

EOS Electrical staff will:

- display a professional and courteous manner through all means of communication (face to face, email correspondence, phone conversations) at all times;
- greet clients and visitors politely and express appropriate gratitude;
- maintain a neat and tidy appearance when wearing the company uniform and representing EOS Electrical that will bring credit to the company;
- respond to client or third-party vendors in a prompt and polite manner and provide an explanation if an immediate answer is not available;
- follow up on outstanding customer queries or complaints until the issue is resolved then communicate the findings to the client and ensure their satisfaction with the end result;
- attend to jobs promptly and contact the client directly (or the office) to advise if any delays occur;
- make every effort to protect client property without compromising the health and safety of others;
- inform clients of the work that is being carried out and estimate charges and if applicable, ensure they are aware of any changes made to the scope of works that may incur additional costs;
- confirm that they have understood any changes and are satisfied with the work performed (E.g. instructions on how to set sensor lights, timers etc...);
- ensure that all work site areas are kept as clean and neat as possible (use drop sheets where appropriate) and that any unfinished work is left in a safe and tidy manner;
- maintain awareness of any specific client requirements in respect of access to their work site;
- market additional services or products to customers as appropriate;
- listen to customer views, suggestions and constructive criticism and welcome the feedback;
- provide clients with advice on our facilities and services; and
- report any incidents or accidents immediately to EOS Electrical management and the designated client representative if appropriate.

This policy strives to treat every interaction with clients as an opportunity to produce a satisfied customer and establish uniform values for EOS Electricals customer service standards.

Eamonn O'Sullivan

**Managing Director**

**Signature**

06 May 2021

**Date Signed**