

Customer Care & Quality Policy



Document Name: EOP 090 Customer Care & Quality Policy				
Revision	Reason for Revision	Prepared by	Approved by	Issue Date
-	First issue	M Lehane	L O Sullivan	30 th March 2012
2	Addition of Document Update Record	J O'Dwyer	M Lehane	04 th April 2014
3	Change of Address	J O'Dwyer	M Lehane	14 th Sept 2015
4	Change of Address	J O'Dwyer	M Lehane	24 th May 2016
5	Update of New Standard	J O'Dwyer	M Lehane	01 st June 2017

Company Name: Lehane Environmental & Industrial Services Ltd.

Address: Island Corporate Park, Wallingstown, Little Island, Co. Cork. T45 EW26

Description of Business:

Lehane Environmental provides a broad range of Environmental Services to Industry, Local Authorities and State/Semi-State Companies. These services include; Waste Management & Tank Cleaning (Hazardous & Non-Hazardous), Pipe & Drain Services, Spillage Clearance & Pollution Control and others.

Policy Aims: Lehane Environmental recognise that our clients and customers are looking for value and excellent customer care. The aims of the Customer Care & Quality Policy are:

- To provide an efficient, effective, quality service for all Lehane Environmental's Clients
- To ensure that services are responsive to Clients' needs and wishes;
- To ensure that whenever customers and clients have contact with Lehane Environmental they will receive consistently excellent standards of customer service;
- To ensure that no Clients are excluded from any area of service delivery;
- To ensure that services are of the highest possible quality within the resources available;
- To maintain and continually improve our service to ensure that Clients of Lehane Environmental are receiving the best value at all times.

Lehane Environmental Guiding Principles:

As an organisation we will:

- Identify ourselves, be helpful and courteous
- Be professional and positive
- Be well informed, so that we are able to help you
- Be effective in listening and responding to you
- Be fair and support your individual needs

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Delivery Of Our Customer Care Policy

- We will operate within the requirements of this policy to provide a customer driven quality service to all our Clients.
- We will deal with customers/clients promptly and treat them with courtesy and respect at all times.
- We will deliver services in a friendly fair and professional manner and will do all we can to ensure that enquiries, concerns or problems are resolved at the earliest possible opportunity.
- We will ensure that all our staff are trained to provide a high quality service to all our Clients.
- We will monitor and review our performance and will welcome any comments from our Clients on our services.

Customer Care Policy Statement & Standards

When You Telephone Us:

- Telephone calls to our office will be answered as quickly as possible.
- Lehane Environmental Staff will greet callers in a polite and courteous manner, stating their name.
- They will give their full attention to the Client for the duration of the call and remain professional at all times.
- Every effort will be made to resolve Clients' enquiries or requests immediately. Where this is not possible, Clients will be telephoned back on the same day or at a time which is mutually convenient.
- Voice Mail will only be used when staff are unavailable to deal with telephone calls.
- All messages on voice mail will be responded to at the earliest possible opportunity.

When We Write To You:

- We will reply to all letters promptly within target response times.
- Where we are unable to give a full response within target times we will advise the customer/client in writing about the reason for the delay and advise when we expect to make a full response.
- Documents, Licenses, Certificates and Reports requested by Clients will be sent out promptly within target response times.
- We will ensure that our correspondence is clear, easy to understand and written in plain English.
- We will always provide a contact name and telephone number.

Face To Face Contact:

- Our staff will always be well presented and professional.
- Our staff will all carry photo ID.
- We will encourage Clients to check with our office to verify our ID.
- We will have the Company name clearly marked on all vehicles.
- We will keep any appointment made and will inform people well in advance if we have to cancel it.

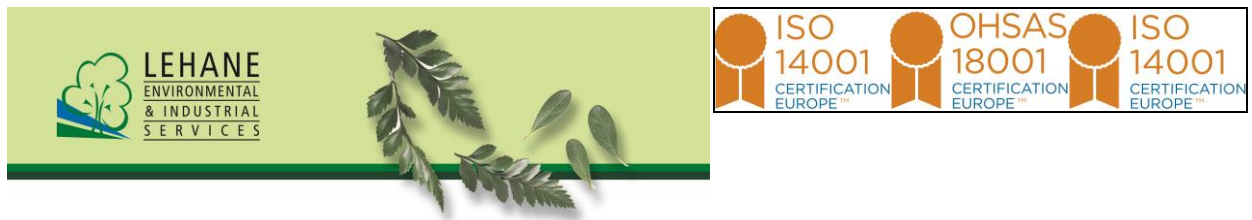
Accuracy and Confidentiality:

Any information provided to Lehane Environmental will remain confidential (apart from regulatory disclosure obligations) and we take steps to ensure that the data which we hold regarding our Clients is accurate, up-to-date and secure.

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Complaints:

Lehane Environmental welcomes all feedback. It is important that Clients tell us about any aspect of Lehane Environmental's services or policies which they are dissatisfied with and allow us the opportunity to correct them to their satisfaction where possible. We aim to ensure that all complaints are dealt with within the time targets set out in our Policy.

Continuous Improvement:

Lehane Environmental is committed to improving its services to its Clients and we will:

- Set targets and standards to achieve continuous improvement;
- Monitor and analyse all information received concerning Client Satisfaction;
- Take appropriate action to remedy any problems identified through the mechanisms we have put in place to measure Client Satisfaction.

Lehane Environmental Expectations of Our Clients:

Lehane Environmental is firmly committed to providing customer care of the highest quality to all our Clients. However we also expect an acceptable standard of behaviour from our Clients. We will not tolerate abusive or threatening behaviour towards any of our staff. A member of staff may terminate any conversation with a person who is behaving in an abusive or threatening manner.

Training:

Lehane Environmental, through its EHSQ Management System, is committed to training and developing staff to their full potential in order to deliver a high quality of service in all areas of its business to its Clients. The employee induction programme includes an overview of this policy, including responsibilities for the delivery of customer care as relevant to individual job descriptions. Staff will receive training on the policy. Training will be updated following amendments to and reviews of the said policy. Training needs are identified on an ongoing basis by various means through our EHSQ Management System.

Conclusion:

Providing excellent Customer Service is important in the success of our business. We know that important considerations in building strong Client relationships include factors such as trust, knowledge, efficiency and friendliness. People like to do business with people they trust. Trust is built through personal experiences as well as other people's recommendations. That is why it is important to us to treat our Clients well. They are the bloodline of our business.