



## **Customer service policy**

Enviroflo Ltd is a professional company committed to setting and maintaining standards in the water treatment industry, through its service programmes, training certifications, and its public representation.

Enviroflo strives to provide a friendly, timely and consistent service in its customer based activities. We regard all employees, industrial users, commercial users, partner organisations and the public whom we serve as our customers.

## **Customer service standards**

### **Courtesy**

Employees of Enviroflo will be educated in the service standards of the company; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

### **Confidentiality**

All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence, for the sole use of the company in meeting its stated objectives. No information will be released to employees, partner organisations, or any other third party in a format that will allow identification except with the express consent of the customer.

### **Communication**

Enviroflo can be reached by post, phone, fax and e-mail. All correspondence will be responded to in a clear, concise and timely manner. Our aim is that all correspondence, from date of receipt, will receive a response within 3-4 business days; more complicated issues will receive an acknowledgement within the response time, and continuous updates on the progress of a project are always available.

### **Consistency**

As part of its commitment to upholding professional standards, Enviroflo has implemented and constantly reviews policies to ensure that professional standards are maintained across all areas of business operations.

### **Support for partners**

We regard our associate companies as our partners in raising and maintaining professional standards in water treatment services. We endeavour to ensure that these partners are provided with clear and comprehensive information about our training and service objectives, in a timely and efficient manner. We welcome input from our associates to ensure that Enviroflo and its administration meet the changing needs of the water treatment environment.

### **Reduce bureaucracy**

Wherever possible, without compromising the professional standards of our organisation, we strive to reduce the burden of unnecessary paperwork.

### **Handling complaints**

Enviroflo seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Directors in the first instance, where they will be acknowledged and directed to the attention of the appropriate person.

### **Access to information**

Enviroflo complies fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by Hydro-Flo about employees, customers or associates is fully accessible to that person or body for review or editing by contacting the Directors.

### **Consultation and feedback**

Consultation is an important part of meeting our objectives. Enviroflo conducts regular surveys of the needs and perceptions of its customers, using the feedback to enhance its service. Provision for giving feedback is also included in our website.

Signed:

A handwritten signature in black ink, appearing to be 'S. H.', written over a light blue horizontal line.

Position held: Director

Date: 10/1/2011