



CUSTOMER CARE POLICY

CCP Group is committed to service delivery that is totally customer focused. This philosophy is underpinned by our Customer Care Policy, which is shown below. Customer Care training is undertaken in-house to ensure that all levels of staff are made fully aware of their roles in Caring for the Customer.

At the heart of this commitment is communication: honest, open and timely. We place the highest emphasis on respect for our stakeholders: we work in partnership with both customers and suppliers to achieve jointly set project goals. Underpinning this commitment is our culture of valuing our staff: they are the keystones of our care policies and deliverers of our promises.

Communication begins well in advance of any works taking place, continues throughout the project and until well after the site is completed, right up to the commissioning and final sign off. Responsible, accountable people are assigned to ensure the highest standards of customer care: there is always a name and face to take responsibility.

Comprehensive Information Packs and Update Briefings provide a wealth of information ensuring that the customer always has key information to hand.

We place great importance on the valuable feedback we receive via our Customer Satisfaction Surveys which every client is invited to complete at the end of each project. Our Customer Care is our culture: an attitude and action philosophy.

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CCP aim to provide a professional service to satisfy our customers quality, delivery and price expectations.

To achieve this, our objectives are to: -

- Establish customer needs and perception of products and services.
- Customize our products and services to ensure they are designed, produced and delivered to meet our customer requirements quickly and efficiently
- Provide customers with effective and innovative solutions to their problems.
- Facilitate a teamwork approach with all involved parties to ensure client expectations are realized.
- Provide information and financial systems focused on rapid provision of customer relevant data.
- Provide communication links and systems at all appropriate levels in order to maximize responsiveness and co-operation.
- Seek to minimize disruption to customers and third parties in the performance of our contract works.
- Facilitate project reviews to improve quality and delivery of service with the aim of developing continuous improvement to all added value aspects.

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