



# Thompsons of Prudhoe Group of Companies\* Policy Statement

\*The Thompsons of Prudhoe Group Comprise:

Thompsons of Prudhoe Holding Ltd, Thompsons of Prudhoe Ltd, W & M Thompson (Quarries) Ltd & Tyneside Minimix (Concrete) Ltd  
Registered Offices: Thompson House, Princess Way, Low Prudhoe, Northumberland, NE42 6PL

## CUSTOMER CARE

It is the aim of the Thompsons of Prudhoe Group of Companies ("the Group") to provide customers with the very best level of service that can be expected, in compliance with all appropriate legislation. Our goal is complete customer satisfaction and to achieve this we are committed to this our Customer Care Policy Statement for all contracts regardless of size.

### Generally

- Deal with customers honestly, fairly, politely and with respect.
- Be trustworthy and reliable and respect confidentiality.
- Consider the customer's needs, environment and provide the appropriate service attention.
- Keep appointments on time and respond quickly and in a helpful manner.
- If you are likely to be late, make arrangements (provided it is safe to do so) to inform the customer of the likely delay. Upon arrival, explain the reason for delay.
- Arrive and finish at the agreed times.
- Look professional, wearing the appropriate clothing, which should always be clean and presentable.
- Always be efficient and effective to ensure best value for the customer.
- Always deliver what we say we will, with minimum disruption.
- Meet our deadlines and keep the customer informed of progress. If events transpire to cause a possible delay to a deadline, inform the customer as soon as possible, offering solutions and alternatives to maintain a deadline or minimise delay if unavoidable.
- Keep to customer's budget or contract sum. If a budget is likely to be exceeded, unexpected or un-priced work becomes likely or necessary, inform the customer as soon as possible, offering solutions and alternatives to keep cost within budget or to minimise extra expenditure.
- When we cannot provide exactly what someone wants, be innovative and suggest alternatives.
- Apologise if things go wrong and do our best to put things right.
- Respect others' opinions, especially complaints, listen to feedback, consider and act on them appropriately.
- Keep customers informed of new and improved services available.

### Site Specific

- Contracts Manager and Site Supervisor to ensure compliance of customers' site rules and regulations by all personnel.
- When making deliveries to customers' premises the site dispatching the delivery shall inform the delivery driver of all site rules or requests that a customer has stipulated.
- Consideration should be given to the location of the site office and that the site remains secure at all times. Site Supervisor to agree arrangements with the Site Manager/Owner/Occupier.
- Site Supervisor to ensure minimum disruption through regular liaison with the customer.
- Contracts Manager and Site Supervisor to agree with the Site Manager/Owner/ Occupier the procedures to be carried out. Where work is undertaken on a live working site, the Site Supervisor is to ensure that the Site Manager/Owner/Occupier is kept informed regarding the contract progress and phasing arrangements. Contact telephone numbers to be provided to the Site Manager/Owner/Occupier.
- Site Supervisor to ensure signage and barriers are posted where necessary around the work area to ensure safety for site workers, the client's staff, any site visitors, members of the public and any other stakeholders.
- Contract Manager and Site Supervisor to consider the environmental and customer impact during construction of the scheme including air pollution, water pollution, waste, noise, traffic, vibration





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and damage to the environment, liaising where appropriate with Thompsons Environmental Manager.

- Site Supervisor to ensure that sites are kept as tidy as is possible, leaving them tidy at the end of the day by dealing with rubbish and recyclables correctly.

This Policy Statement Shall be reviewed annually, and following any significant change or development in the Group's business operations.

Signed: .....

Date: 1.8.15 .....

**John Thompson Jnr**  
Director  
Thompsons of Prudhoe Group

