



Corporate and Social Responsibility/ Customer Care Policy Document

Springs Commercial Cleaning Services Limited operate with Integrity and Honesty in all we undertake.



Springs Commercial Cleaning Services Limited
Registered No. 4542571
Directors: A & J Crockford
Registered Office: Claremont House
223 Branston Road, Burton upon Trent
Staffordshire DE14 3BT





Company

Name: Springs Commercial Cleaning Company Limited
[referred to as "the Company" within this document]
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Staffordshire DE14 3BT
Company Registration No. 4542571
Directors: A & J Crockford

CSR Policy

Ethics

We operate with Integrity, Transparency and Honesty in all we undertake.
We will not operate in a manner which may be deemed detrimental to the Customer or the Community and will be pro-active in advising any concerns or issues we may have.
We will conduct our business in accordance with best practices, all Legal, Statutory and Governmental standards.
We will continue to support, finance, help and promote the activities of the Charitable organisations with whom we have relationships through our endeavours.

Employees

The Company will endeavour to recruit and retain Staff who are committed to its core values and objectives, working as individuals within a team. We will engage and develop Staff through ongoing/continual training working towards personal advancement.
We will be a responsible employer and neighbour.

Health and Safety

The Company is committed to providing working environment/s which are both safe and fit for all Staff, Customers and members of the General Public. In doing so, we will ensure that we comply with Health and Safety legislation which will be a matter of priority for all of our business operations.

Customers

We will continue to offer our Customers excellent standards of service and communicate effectively through relevant media when and wherever necessary. Customer satisfaction will remain our highest priority achieved by continually delivering best quality work and exceeding expectations within the marketplace as a valued service provider.

Environment

Our objective is to reduce our carbon footprint and any impact our business activities may have which are detrimental to the environment and world in which we live.
We will undertake to achieve this through a commitment to continual improvement, pro-active change and adherence and compliance with new and updated Governmental and Environmental Legislation/Regulations. We will minimise the production of waste where possible and any disposal of waste produced will be carried out with due care for the environment. We will try to minimise the use of new products where other recycled materials are a suitable substitute. Where waste materials or products can be recycled we will make every effort to ensure that they are recycled in an environmental responsible way in order to conserve resources.
We shall continue our involvement in support of Environmental activities such as the National Forest initiative.



Customer Care Policy

The Company will ensure Total Customer Satisfaction in all it undertakes through;

- All members of Staff continuing to deliver the highest levels of quality work.
- Operating best working practices in accordance with service delivery and Governmental and Environmental Legislation/Regulations.
- Exceeding expectations by resourcing ways to add value to our work.
- Responding to Telephone Calls within 24 hours and Written Correspondence within 7 working days of receipt.
- Behaving in a professional manner, being courteous, polite and helpful at all times.
- Accommodating Customers needs wherever possible/feasible.
- Communicating effectively whenever possible to Customers in a relevant way.
- Respecting Property and ensuring that no damage occurs by taking necessary precautions.
- Maintaining confidences on private information, showing discretion in all matters relating to Property, Security Locks and Access.
- Being sensitive to Customers with Special Needs or Disabilities

Should a Customer ever deem it necessary to make a Complaint, we ensure that this will be given priority and act accordingly to rectify any issues as soon as is possible/practical.

Contact

Please let us know if we do not meet or exceed your expectations.

We welcome your call - good or bad - we want to know!

We are constantly looking for ways to improve our service by listening to our Customers, monitoring our performance and adopting best practice from many other resources.

Should you have any issues or concerns that arise relating to work undertaken by the Company please contact Andrew Crockford on 07976 222226 or email info@springscleaning.co.uk.

Signed:



Andrew Crockford
Managing Director

Date:

21.12.09

