

Customer Care Policy

Scope

AA Battery Recycling Ltd is a waste management company, specialising in the recycling and re-use of batteries and WEEE waste. We seek excellence in every aspect of our business and are committed to maintaining the highest standards possible and delivering a service to our clients that exceeds that of our competitors. The senior management of the company have agreed to adopt the following customer care policy with a view to obtaining registration to ISO 9001.

The broad aims of the company environmental policy are to:

- set objectives, targets and programme for improving the performance of the company in relation to customer care
- monitor performance against these targets
- review the objectives and targets on a regular basis
- promote awareness, competence and training for staff and sub-contractors where required

The specific aims in relation to the work of the company are:

- to be punctual for all meetings with customers, suppliers and colleagues
- to answer written correspondence in a clear manner within **5 working days**
- to use the email auto response when out of the office stating an alternative colleague's contact details for urgent enquiries
- to respond to telephone calls in a professional manner on the same working day
- to ensure telephones are diverted or voicemail messages are updated stating an alternative colleague's contact details for urgent enquiries
- ensure complaints are dealt with promptly and agree timescales with the complainant within which their complaint should be resolved.

To achieve this commitment, we will continue to:

- to obtain customer feedback a survey questionnaire will be forwarded to a percentage of customers by email or post by the Commercial Director or a nominated responsible person
- a short report against customer satisfaction KPI's will be prepared for review by the Board of Directors and if required improvement actions will be programmed
- Provide a service that will enable our customers to fulfil their Duty of Care and legal obligations

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To secure these objectives, we will continue to:

- Communicate internally and externally our customer care policy and performance on an annual basis, and encourage feedback
- Communicate the importance of customer care to our employees, suppliers, and clients
- Work together with our service partners and suppliers to encourage commitment towards improved customer performance.
- Investigate the advantages of achieving ISO 9001 accreditation.
- This policy will be continually reviewed to ensure that our customer care objectives are achieved

Anne Bishop
Commercial Director

Andrew Waterhouse
Operations Director

03 October 2016