



CUSTOMER SERVICE PLAN

INTRODUCTION

UrbanVirons Group is committed to the provision of exceptional customer service founded on our core values of **Innovation, Integrity, Respect, Teamwork and Trust**. We aim to get to know each of our customers well and to build lasting relationships and partnerships with them. We will meet their needs and expectations, by consistently gaining input and keeping an open line of communication.

DEFINITIONS

Client – *“Organisation using the services of UrbanVirons Group”*

Customer – *“A person who purchases goods or services from UrbanVirons Group”*

OUR CUSTOMERS

Our customer base consists of local and state government, civil and construction groups, commercial enterprise, insurance industries, community housing, property managers and residential.

OUR CUSTOMERS NEEDS

We understand that our customers want professional, experienced and quality service, delivering value for money along with exceptional WHS standards and environmental awareness. Offering the best solutions possible for their needs, along with providing skilled labour to achieve desired outcomes. All dealings with our customers are transparent, utilising our proven systems and procedures to deliver the best results.

QUOTES/TENDERS

Our goal is to provide professional and accurate quotes and tenders to our clients, providing them with the ability to make accurate selections to suit their requirements. All quotes and tenders are put together by our Tender Co-ordinator and Landscape Estimator and are based on individual requirements and are priced accordingly.

QUALITY CONTROL

We take quality control very seriously. The delivered outcomes should meet the customers' expectations. All documentation is controlled within our Integrated Management System. This enables us to update and ensure that all the staff are using the correct forms and procedures. Internal audits are performed to ensure that we are delivering as promised. The audits are conducted by the supervisors from each division and are scheduled and planned, to ensure that the processes that have been put in place are delivering on expectations. Audit records are kept for future reference and as part of our quality control process. Continual improvement is viewed as an integral part of our company and suggested workplace improvements are encouraged, assessed and implemented on their merits and included into the procedures accordingly.



CUSTOMER SERVICE PLAN

WHS

It is imperative to us that everyone is safe at all times. WHS is taken very seriously. Our Safety Management System provides guidance, responsibilities and expectations for our managers, supervisors and team leaders, enabling them to identify all hazards and risks associated with our works. Control measures are put in place to reduce risks to acceptable levels, to minimise the effects on workers, other people, properties, flora, fauna and the environment. Continual improvement in WHS is viewed upon as essential, all incidents, accidents and near misses are scrutinised and preventative control measures are put in place.

DEAL EFFECTIVELY WITH OUR CUSTOMERS

All enquires and complaints are handled with the utmost consideration and dealt with in a professional manner, to achieve a mutual and swift outcome. Complaints are reviewed to improve our services and eliminate reoccurrence.

COMPLAINTS PROCESS

Customer service staff are available Monday to Friday from 9:00am – 5:00pm. Management and supervisory staff can be contacted after hours on their mobile phones.

- **Complaint is lodged** - in person, mail, e-mail or by phone.
- **When responding to a complaint it must be addressed within the first two hours** - this shows the customer that their complaint is important and we are committed to resolving it.
- **Remain calm when dealing with a complaint** - our aim is to turn the customers negative experience into a positive one.
- **Give the customer your full attention** - the customer is to feel that their enquiry or problem is being treated as a priority.
- **If the customer has a grievance, put yourself in their shoes** - many contributing factors may have caused the issue. However, the customer needs to feel like you're on their side and that you empathise with the situation.
- **Best practise is for the customer to deal with one staff member** - ensure that the person assigned to the case has the authority to deal with the situation and investigate further.
- **If it is found that we are at fault, apologise without blaming** – When a customer senses that you are sincerely sorry, it usually diffuses the situation. Don't blame another person or department. Just say, "I'm sorry about the situation we will resolve it for you."
- **Resolve the complaint as quickly as possible** - communicate with the customer during the resolution and aim to resolve it within 24 hours or until the desired outcome has been achieved.



CUSTOMER SERVICE PLAN

COMPLAINT REGISTER

- **All complaints are recorded as soon as they are received** - this enables identification of any common complaints and steps can be taken to improve company processes.
- **The complaint register is to include who received the initial complaint and who it was directed to** - this assists with identifying the people who are, or have been involved in the process and assisting with any improvements that may need to take place.
- **All complaints are to be closed off once they are resolved** - a review can then take place on how they were handled and how long they took to be resolved.

COMMUNICATING WITH CUSTOMERS

As part of our continual improvement we are rolling out software that will be available for our clients. “Service Connect” is a functionality that will allow our customers to access details about works being performed for them. Clients will have access to an easy-to-use web portal, which will allow sharing of all service call information. What this means for our clients is improved customer service and efficiency in dealing with service calls.

EDUCATING STAFF

To ensure that our staff are equipped with the abilities to provide our clients with the highest levels of customer service, they are encouraged and provided opportunities to improve their knowledge and skills. We have three administrative resources that are trained and have expertise in delivering exceptional customer service. Our management and supervisors are qualified in responding to customer needs and handling customer complaints in a professional manner.

Training is provided for individuals and groups, either in house or externally comprising of:

- Certificates and Diplomas in Horticulture and Arboriculture,
- Skills based licences and certificates,
- Customer service and dealing with difficult customers,
- Expert guest speakers to present on meaningful topics at our quarterly company staff meetings.

OUR COMPETITIVE ADVANTAGE

Our vehicles and equipment are customised to provide unique services. Proof of qualifications, achievements, commendations and accolades are openly visible in our office and on our web-site. We offer ongoing/future maintenance in all areas of weed management, garden maintenance, landscaping and tree services. We also provide an organic solution for the eradication of weeds by using steam.

We aim to meet our customers’ needs and so, have developed a “one stop shop” for all horticultural and arboriculture related services.