

<p>Appointments</p> <ul style="list-style-type: none">• Make appointments a minimum of 24 hours before arrival, do not cold call• Provide the name of the employee who will attend• Remember to ask Covid-19 screening questions• Strive to keep all appointments, inform the customer if we are likely to be delayed• If you cannot gain access, telephone the customer. If you still cannot gain access, leave a calling card with the date and time and the reason for the visit.
<p>Identification</p> <ul style="list-style-type: none">• Make sure your uniform, and IDM Doors van is clean, so you create an excellent first impression• Show your ID card on arrival without being asked.
<p>Communication</p> <ul style="list-style-type: none">• SMILE, use the customer's and your own names when making introductions• Remember to ask Covid-19 screening questions• Explain what the work entails, the measures to ensure safety and how long the job will take• Keep customers informed of progress and any delays, e.g. to obtain parts• Tell the customer if we must leave site and when we expect to return• Tell the customer when you finish the work.
<p>Courtesy and fairness.</p> <ul style="list-style-type: none">• Treat all customers with courtesy, fairness and respect, without discrimination of any kind due to race, colour, gender, age, religion, disability or sexual orientation• Give special attention to vulnerable people and respect customer needs, be aware that customers may have hidden disabilities• Never speak disrespectfully or be over-familiar.• Never use foul language, smoke in the workplace or play loud music
<p>Respecting Property</p> <ul style="list-style-type: none">• Always ask before entering the customer's property or their grounds• Do not use customer's facilities without prior agreement• Ensure that obstructions are away from the work area, do not move any items without the customer's permission• Use dust sheets to protect floors and furniture• Wear over-shoe protectors when dust sheets are not in place• Work tidily and ensure materials are stored safely• Clean up using our own vacuum cleaner and equipment.• Ensure waste is removed safely as work proceeds and not allowed to accumulate obstructing the customer's access• Try your best to avoid damage to flowers or plants when working outside.
<p>Safety and security</p> <ul style="list-style-type: none">• Follow Covid-19 risk assessments• Park considerately• Show consideration to customers by warning them about hazards and measures to ensure safety• Segregate the work area, keep hazardous materials out of reach of vulnerable persons and pets at all times• Ensure that the work area is left safe before you leave• Ensure that the property is kept secure, do not leave any open aperture unattended• Remove or making safe all work equipment, such as ladders before leaving site• Report health and safety accidents or incidents to the IDM Doors site supervisor or contract manager immediately.
<p>Difficult situations</p> <ul style="list-style-type: none">• Never retaliate or act in a threatening manner even, if provoked• Walk away if situations get out of hand and cannot be resolved amicably.• Never give personal opinions about the condition of the property, or the standards or methods used by other companies, if the customer asks you questions refer them to their landlord• Report to your contract manager any safeguarding or modern slavery concerns.
<p>Maintaining confidentiality (GDPR)</p> <ul style="list-style-type: none">• Keep all customer information secure, on completion return all paperwork to the site supervisor or contract manager.
<p>Customer feedback</p> <ul style="list-style-type: none">• Encourage customers to complete satisfaction surveys• Report to the contract manager any complaints that you receive.