



CODE OF CONDUCT

Aspect Building & Plastering aims to provide an excellent quality service to all customers every time. The aim is to make sure that every customer contact is a positive experience for all concerned, and that customers and their property are treated with courtesy and respect. To help achieve this an Aspect Code of Conduct has been developed. The following sets of standards are the minimum expected from all employees to deliver and ensure first rate customer care. A zero-tolerance approach will be taken towards those who breach this Code of Conduct.

Presentation and Behavior

- Be tidy and appropriately dressed.
- Introduce yourself and show proof of identity
- Be polite and courteous and behave in a proper professional manner at all times.
- Do not use language or behavior that discriminates or is offensive.
- Do not smoke, work under the influence of alcohol.
- Do not play radio's, cassette or CD players without the permission of the customer.

Communication

- Explain the nature and purpose of the job and keep the customer informed about the progress.
- Explain and demonstrate the use of any new appliance fitted and pass on the manufacturers manuals where available.

Care of the Property

- Minimise disruption and mess
- Do not use and facilities without the permission of the customer.
- Take care of all property and possessions and protect them from paint and dust etc.
- Ensure the level of security to the home at the start of the works, is maintained throughout the job.

Care of the Customer

- Keep safe all materials and equipment used on site to avoid danger to the customer, visitors and most importantly curious children.
- Reconnect and test services such as water, gas and electricity at the end of each working day.
- Clear and rubbish from inside or outside of the property relative to the works being carried out at the end of each working day.

Completion of Works

- Ensure all works are completed to the quality and standard specified.
- Ensure the customer is given the opportunity to comment on their satisfaction with all aspects of the works carried out.