

Customer Service Policy

1. Purpose

- 1.1 This policy has been developed to describe the approach of ServiceFM to quality service for our customers.
- 1.2 This policy is supported and underpinned by the values of ServiceFM.

2. Scope

- 2.1 This policy applies to all ServiceFM employees, workplaces, and work activities.

3. Policy Statement

- 3.1 ServiceFM is committed to providing the highest level of service that is designed to both meet and exceed the expectations of our customers.
- 3.2 A happy and satisfied customer creates a high probability of repeat business and becomes the best form of advertising for ServiceFM, by passing on positive feedback to others. The basis for excellent service is the development of lasting relationships with customers.

4. Principles

- 4.1 All employees of ServiceFM are always expected to apply the highest possible standards of service and embrace a culture of continuous improvement when dealing with customers and others who interact with ServiceFM.
- 4.2 The standards of customer service expected of employees include, but are not limited to:
 - Honesty, respect, fairness, and a courteous manner in all dealings with customers, co-workers, suppliers, management, and the public
 - Ensuring the privacy and protection of a customer's personal information, the accuracy of that information and the timely correction of that information where required
 - A high standard of after sales service; and
 - A commitment to the process of continuous improvement
- 4.3 ServiceFM has a service approach which addresses:
 - The way in which all customers are treated
 - What will be done for customers, and by when
 - What will not be done for, or to customers
 - How complaints by a customer will be dealt with, and by when; and
 - How ways for constantly improving service will be addressed

5. Feedback

Feedback about this document can be emailed to compliance@servicefm.com.au

6. Endorsement

6.1 This policy is authorised, supported, and approved by:



James Pollock – Chief Executive Officer

Date: 01/04/2021