

Customer satisfaction is paramount to everything we do at Heatable and as such we expect the utmost effort from installers to adhere to our customer code of conduct, detailed below. Anything less than total compliance with these rules will result in the immediate suspension and possible termination of our partnership.

**Please note that we're well aware that the vast majority – if not all – of our installer network will already meet or exceed the items listed in this code of conduct but it is still important for us to declare and clarify these requirements.**

### 1.0 Customer contact

When conversing with customers, it is imperative that you afford them total respect, courtesy and as friendly a manner as possible.

If you need to contact a customer via telephone and are unable to reach them, you should leave a voicemail, politely detailing your name, relaying the install details and the reason for your current call.

Contacting a customer via text message should always be avoided where possible but in some circumstances, if customers are only responsive via text message then please, to the best of your ability, write in full sentences and without 'text speak' or abbreviations.

**Remember that any Heatable customer, becomes your customer. Feel free to leave your business card or contact details should that customer ever require your services in the future.**

Any form of disrespect, abuse or discrimination shown towards a customer, verbal or physical will be treated with an absolute, zero tolerance policy.

### 2.0 Presentation

Heatable expect that your personal presentation and hygiene is of a high standard at all times and work appropriate attire is always worn, with no inappropriate clothing or clothing bearing unsavoury wording or images ever fashioned.

Upon request, Heatable may provide branded t-shirts or other pieces of uniform, within reason, if you are unable to provide them.

You should also ensure that your business van(s) are suitably clean and professional in appearance for customer facing appointments. You must have your Gas Safe card visible, or ready to show to the customer if they wish to see it.

### 3.0 Conduct in the customers home

A customer's home should be treated with absolute respect and kept as clean and tidy as possible during the job. After completion of the job, you should ensure their home is as clean or cleaner than the condition it was in prior to your arrival.

**Floor sheeting and furniture protection must be used on all jobs.**

You should only use and enter rooms within a customer's property where absolutely necessary for the job being carried out and never without their prior consent.

You should go to any and all reasonable lengths to abide by any requests or rules the customer has asked of you in relation to your conduct in their home.

Under no circumstances is smoking or vaping allowed on the property of a Heatable customer, nor should you do so within a visible distance of the property.

If you feel a customer is being unreasonable or requesting something of you that impedes your ability to carry out the job, you should respectfully and politely inform them that you will need to speak with the Heatable team prior to continuing with your work. A Heatable team member will then contact you and the customer to help with proceedings.

#### **4.0 Communication**

It is not unusual or unreasonable that a customer may ask questions about the work being carried out or your activity in their home. You should always be mindful and respectful of this, and appease the customer as best you can if safe to do so and if your time schedule allows for it. If it is unsafe to speak with a customer or doing so would be detrimental to the allotted time for the job, you should politely inform the customer of this.

In instances where problems arise that require unplanned work or extensions to the job completion time, you should first inform Heatable of this prior to discussing with the customer.