



## Customer Service Charter

### What is ESiNet?

ESiNet is a Franchise platform for independent statutory inspection companies to work together to tender for contracts with the knowledge that the other members will maintain and services their customers. Any independent inspection company working under the umbrella of ESiNet will be working under the same RAMs, procedures, insurance, reporting system, and contracts so that the customer can be sure that any engineer working on their site will meet any procurement requirements to carry out their inspections.



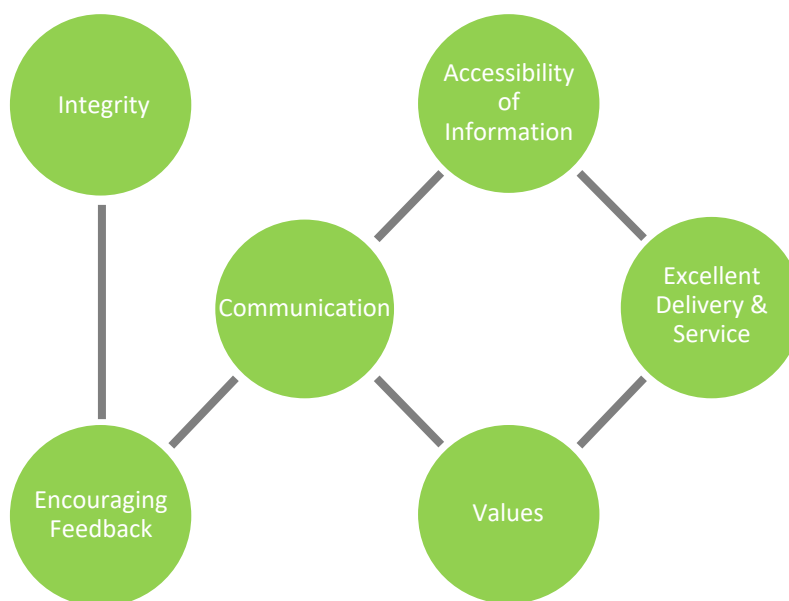
## ✓ Purpose

This Customer Services Charter aims to set out the commitment and the promise made to you when you engage one of our members to provide you with inspection services.

We also urge you to help us in our quest to provide continuous improvement in both our services and communications and those of the ESiNet member by giving us feedback and identifying where we could strive to better fulfil your expectations.

Delivering great service is about building a trusting, two-way relationship with honest, open and regular communication. ESiNet members consider these aspects to be at the core of their operating models and their culture.

The **6 core themes** which underpin this Charter are:



## ✓ What this Charter Covers

- ✓ Our commitment to you
- ✓ What you can expect to receive from us
- ✓ How we deliver your services
- ✓ What you need to do
- ✓ Giving feedback - how to tell us what you liked about our services and what we might do to improve them

### Our commitment to you

We will:

- keep you informed of the process and of the progress we are making in delivering our services to you;
- communicate with you clearly and politely, explaining any necessary technical or health and safety requirements, including those we will need you to adhere to;
- arrange to visit you to undertake the inspection services at a time to suit your business demands wherever possible in line with our Inspection Contract;
- keep to our arranged appointment and notify you if we are likely to be delayed in arriving at the agreed date and time;

- provide you with a diligent and competent inspection service in accordance with the applicable regulations to help you meet your statutory health and safety obligations;
- provide you with a report in a prescribed format as soon as reasonably practicable and within the timeframes set down in the regulations; and
- meet our obligations in respect of reporting imminent danger and serious defects to the relevant enforcing authority.

### What you can expect to receive from us

We will:

- examine your plant and equipment in accordance with the regulations governing thorough examination of such plant or equipment; and
- issue you with a report which details our findings and advises you what remedial action you must take.

### How we deliver your services

We will:

- ensure your Engineer Surveyor is competent to undertake the examinations and equipped to communicate the results of the examination to you in a timely manner;
- keep you informed about the progress of your plant examination programme including any items which were not available, not prepared or not functional to permit completion of the examinations; and
- endeavour to revisit your site within 7 days of our visit to complete any outstanding examinations due to unavailability or lack of preparation or functionality.

### What you need to do

You should:

- provide us with full and accurate information regarding contact details, address(es) and access instructions such as site security and safe systems of work;
- give details of your plant and equipment including serial or plant numbers and copies of past previous reports;
- prepare the plant for examination, including provision of safe access and as required a qualified operator, isolation from power, pressurisation or fuel source as required and after discussion with the Engineer Surveyor; and
- ensure the plant is made available for the duration of the examination at the time and date arranged with us.

### Giving feedback

We will:

- make it easy for you to pass on your comments, compliments or suggestions about the services you receive in a simple and safe way;
- respond to your feedback; and
- encourage your feedback so that we can seek to improve our service levels.



## More Information

We hope that you find this Customer Service Charter useful and relevant, and we would welcome your suggestions on how we could improve it. You can give such feedback either through your appointed ESiNet member or by e-mail at

[Info@esinet.co.uk](mailto:Info@esinet.co.uk)