

# Temple Lifts - Customer Care Policy

## Security

- Pre-book service visits with site
- Always wear company clothing & logo
- Show ID card at access & whilst working
- Register site arrival & departure on site
- CRB checks on staff where required

## Communication

- Explain purpose of visit, work to be done & lift downtime
- Complete PDA report & obtain signature
- Advise client of any further works
- Request office to advise client if lift is to be isolated

## Respect

- Ensure clean footwear when entering site
- Apply protective coverings to work area
- Clean worked areas
- Remove waste materials, oils & used parts
- Be courteous to staff and public

## Safety

- Adhere to local safety rules, fire alarms & other working conditions
- Erect safety barriers & display warning signs
- Immediately report any unsafe condition
- Render equipment safe at end of the day