



Risk Management Security Services - Customer Service Charter

We are committed to providing each customer with the service they expect.

We will do this by ensuring that all members of our team fully understand our goals and objectives and understand how we achieve these.

What Do We Deliver?

High quality security services through an honest approach and excellent communication. All services are delivered in accordance with the relevant British Standards, which are:

BS 10800	Security Services
BS 7499	Static Guarding Security Services
BS 7984	Keyholding And Response Services Provision of Mobile Security Services
BS 7858	Security Screening of Individuals Employed in a Security Environment
ISO 9001	Quality Management
ACS	The Security Industry Authority Approved Contractor Scheme

Our Vision

That every member of the team fully understands the part they play in our service delivery and are empowered accordingly.

Our Mission

To be the best-known supplier of high quality security services in our region.

Our Values

Quality - Delivering excellent standards of service consistently & focus on the delivery of added value to our customers and harbour a culture of continual improvement.

Value - We recognise the need to deliver exceptional value to our customers while maintaining profitable contracts.

Innovation - We need to continue to be at the forefront of innovation in the security industry by adding new services and offerings on a regular basis.

Trust - We aim to be a trusted supplier to all our customers and their consumers. We have a proud heritage of staff welfare, getting our pay right, customer care, and involvement in the local community. We want to continue to build upon this.

Honesty & Integrity - We tell the truth, when we get it wrong we say so and work to put it right. We will always operate legally, ethically and safely.

Service - Is about delivering the highest standard of services to all our customers and consumers regardless of contract size.

Proud - We want our people to be proud of the fact they work for Risk Management.

Valued - Our people are rewarded for their contribution to the business.

Equality - Our people are always respected, valued and treated fairly, whoever they are.



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Responsible - We aim to be ethical, respect our environment and act in a responsible manner in everything we do and to provide a stable and suitable work environment / employment for all our employees.

Customer Commitment

To deliver the service expected all the time and have a system in place that allows customers to communicate with us and our management team twenty-four hours a day.

All services will be delivered in accordance with the relevant British Standards and all front-line personnel employed by us will be licensed in accordance with the Private Security Industry Act 2001.

We will provide a full and detailed price of our services following an enquiry and should our services be required; a formal contract will be provided for both parties to sign.

We will advise of any changes that may affect the normal running of the service and work with the customer to ensure a positive outcome is achieved.

We will provide full details in how we achieve the service and provide as much detail to the customer as they require so they fully understand the methods we use.

Service Levels

Staff Standards

- We will ensure staff are suitably trained and equipped to provide our services
- Staff will always be polite and courteous, we will listen to our customers and any issues raised will be taken seriously
- We will adopt a "can do" attitude and should problems arise we will proactively deal with them
- Staff will be provided with an agreed uniform and wear it all times when delivering our service
- Staff will receive induction training and site training before working unsupervised

Written Communication Standards

- All our communication will be open and clear
- We will respond to all emails in a helpful and timely manner
- A signed contract will be in place prior to service commencement
- Formal assignment instructions will be in place for each customer detailing all elements of the service
- All emails from the office will have the contact details of the person who has sent the email
- All formal documents i.e. contracts, assignment instructions, letters etc. will be checked before sending to ensure spelling and grammar is accurate

Telephone Communication Standards

- All calls will be answered with the following greeting – "Risk Management Security Services, how can I help"
- A land line number will be provided for all communications
- All calls will be answered within five rings



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- Voicemail recordings will provide the caller with the details of the person in the company they are trying to call
- Our staff will provide contact details if the person requested is not in the office or ensure a message is passed on to make a return call
- All telephone calls will be answered twenty-four hours a day

Key Customer Service Levels

It is our intention to provide our services with the undertaking to:

- Ensure all shifts are covered with trained personnel
- Communicate any changes to the customer
- Meet at an agreed frequency to review service levels
- Advise where security improvements can be made
- Provide patrol and response services in fully liveried vehicles
- All initial enquiries will receive a phone call to discuss specific requirements
- A meeting will be suggested to all potential customers for all services
- No scheduled meetings will be cancelled without good reason

If there are any areas where you think we have fallen short or where improvements can be made please let us know and we would be happy to discuss these with you in more detail.

Review

A review of this Charter will be conducted periodically and at least annually to ensure it remains in line with our approach to business.

Contact

We have many ways you get in touch with us.

Telephone

For general enquires please contact the office by telephone on 01494 441 805. We operate 24-hours a day so this phone number will be answered by a member of our staff at any time of the day or night.

Email

risk@riskmanagementsecurity.co.uk – general enquiries

sales@riskmanagementsecurity.co.uk – sales enquiries

ideas@riskmanagementsecurity.co.uk – ideas/suggestions

Post

The Old Courthouse, Hughenden Road, High Wycombe, Bucks, HP13 5DT

“Quality is never an accident. It is always the result of intelligent effort.” John Ruskin


Graham Tilly
Managing Director