**Client Care Policy**

Aqua Protec Ltd. places particular emphasis on the quality of services delivered. This reflects on all aspects of our services. We understand and acknowledge the importance of clients receiving our services promptly to ensure the Health and Safety of their air and water systems.

With over 30 years’ experience in the Legionella Control and Water Hygiene Industry, our Client Care Policy sets out the key aspects of our services and outlines our strategy for achieving our service aims.

**Our Mission**

The mission of Aqua Protec is to deliver water hygiene services to the highest industry standards.

**Our Core Values**

1. Purpose and Growth.
2. Exceptional Client Care
3. High Quality Service Delivery
4. Integrity
5. Positive Working Relationships
6. Skills Development
7. Safe
8. Quality

Purpose and Growth

Aqua Protec believes that in order for our business to grow our people have to grow. We recognise that individual development improves service delivery and client experience. We support all personnel within the organisation with our skills development programme offering internal and external training, mentoring and real-life experience. We care for the health and wellbeing of our personnel with mental health first aiders and additional support from external counsellors and coaches.

Exceptional Client Care

From a general enquiry to inviting us to tender, we adhere to maintaining our reputation for quality client service that is second to none. Through our service level agreement, clients’ requirements are established in order to facilitate a quality, cost-effective solution, conforming to all relevant legislation.

All clients receive the personal touch of a dedicated Project Manager who offers technical support, focusing on the individual needs of their clients, monitoring and managing successful project delivery. We acknowledge that every site is different, and through dedicated research, experience, and effective communication we ensure familiarity in order to provide the best products and services to suit our client’s needs. We invest in innovative approaches including mobile workforce management software, and fluid online reporting systems, adapted to our client’s needs.

Aqua Protec’s Project Managers ensure that our clients receive value for money in all services received. We offer cost effective solutions to ensure that our clients investment in our services goes towards ensuring a safe and efficient site.

High Quality Service Delivery

Onsite service delivery is punctual, professional, and completed competently to procedures that adhere the most up to date and relevant legislation, regulation, and guidelines. Our Operations team select operatives based on their skillset and the requirements of the client to ensure that the best match is made for cost effective, competent and efficient service.

We appreciate our client’s needs for their site to be environmentally aware, safe and run efficiently as possible, whilst getting the best return on their investment.

Integrity

Open, prompt and professional, communication and dialogue with clients and colleagues. Aqua Protec are committed to effective communication with all of our clients. Whatever our clients preferred communication medium, their dedicated Project Manager will ensure regular communication and that all queries are responded to as quickly as possible. We believe that face to face communication is important and endeavor to visit our clients at their convenience.

Positive Working Relationships

We respect all individuals, we are committed to equality, diversity and inclusion and to preventing discrimination. Aqua Protec is committed to being a safe work environment that is free of harassment, bullying and intimidation and promoting dignity and respect for all.

We at Aqua Protec strive for zero complaints. However, we acknowledge that although we do everything within our power to get things right every time, occasionally this might not happen. Any problem, no matter how small, will be rectified as soon as possible in line with our complaints procedure in order to achieve client satisfaction.

Skills Development

Aqua Protec recognises that our staff are fundamental to our success and that a strategic, professional approach to staff development will enable The Company to attract and retain high-calibre staff, with appropriate skills and competencies, to deliver our strategic objectives. We invest in progression to maximise potential.

Staff development decisions will endeavour to deliver an appropriate balance between the wants and needs of both individuals and the organisation, in order to maximise potential and obtain a return on investment.

We define competency as having the training, skills, experience, knowledge, and attitude to complete a task successfully, effectively and safely. Competent personnel have the ability to carry out and complete tasks successfully, effectively and safely, with knowledge of their limitations and the ability to communicate well both verbally and in writing. The ability to be able to work successfully, effectively and safely in unusual situations and the ability to manage time efficiently and to meet deadlines without compromising safety are additional attributes demonstrated by competent personnel.

In developing competency we recognise that knowledge obtained through training and experiences obtained over time conducting the assigned tasks are fundamental factors.

Knowledge is gained by training, through in-house workshops, external qualifications, and on-site training through our Skills Development Programme.

We offer direct support to our clients through our dedicated Project Managers to support their personnel with training.

Safe

All individuals at work and impacted by our business are safe and feel safe. Aqua Protec deems Health and Safety as paramount, as marked by our CHAS accreditation. In addition to our own good Health and Safety practices to ensure the welfare of all, we take our responsibility regarding the extreme importance of helping our client’s maintain good quality Air and Water hygiene seriously.

All services we offer are to ensure our client is compliant with ACoP L8 (2013) and other associated legislation and guidelines. Our Technical team is able to explain all aspects of ACoP L8 and tailor bespoke water treatment packages to help reduce and manage risk.

Quality

Quality management systems are in place for continual improvement. Aqua Protec is committed to providing quality services for our clients, as marked by our ISO9001 certification. We have an effective quality management system, to enhance client satisfaction by ensuring we meet our clients’ requirements. Our Quality Objectives ensure competency, rapid response, cost effectiveness and innovation.

Aqua Protec acknowledges that it has an obligation to control the impact of its activities of the provision of water and air hygiene compliance services on the environment. We have an effective environmental management system to ensure our commitment to environmental sustainability not only to brings about positive environmental change, but to also provides cost effectiveness and rapid response to our clients whilst ensuring the service they receive mirrors, and if not exceeds their own environmental sustainability expectations. This is marked by our ISO14001 certification.

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Sophia Carter

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Managing Director

06/06/2024