

Customer Excellence Policy



Policy Scope: This policy sets out the ambitious vision for Novus to be the best contractor at delivering an excellent customer service. For Novus team, customer excellence needs to be in the very DNA of all that they do. Our Customer Excellence Policy applies to all job roles within the company and it is recognised that every colleague has a responsibility to ensure our customers and clients have a great experience every time they come into contact with us.

At Novus, we value our Customers and our Clients. We believe it's our job to provide a quality service and a fantastic customer experience. We are dedicated to understanding our clients and customers' needs to exceed their expectations. Our aim is to be the contractor of choice delivering customer excellence in all that we do. Our clients aren't just organisations, they're the people within those organisations who have trusted us with their projects.

Our customers go beyond just the people in these organisations, our customers are the occupiers of properties we work in, the public we meet, our own colleagues and our partners.

Customer Excellence Principles

The Novus Values are an essential part of our ways of working and are underpinned by the following Novus Customer Service Principles:

- ◆ Customer Listening: Understand our customers by listening to their needs.
- ◆ Customer Focused Delivery: The customer and their requirements are at the heart of all we do.
- ◆ Innovate and Add Value: Go the extra mile to deliver solutions that are of value to our customers.
- ◆ Build Long term Relationships: Nurture the customer relationship, in order that we can grow together.
- ◆ Support Customers' Wider Goals: Help our customers deliver what is important to them.
- ◆ Fulfil Every Promise: Treat our customers with honesty and integrity, always doing what is right.

Leadership

To achieve true customer excellence, our leaders must live customer excellence and do everything they can to ensure all aspects of our organisation support our customer excellence journey.

Our Senior Leadership Team are dedicated to creating a culture which places the customer and clients first. Valuing our customers is one of the key pillars within our Novus Shield.

We believe that:

- ◆ Without our clients and customers, we are nothing
- ◆ We must treat our customers how we would want to be treated
- ◆ We must understand what our customers' needs are to provide them with true excellence
- ◆ We support our colleagues to always put the customer at the heart of what we do

We will achieve Customer excellence by:

- ◆ Learning and Development

We provide every colleague with a training programme to ensure everyone has the tools and skills to deliver customer excellence.

Updated training will also be provided through toolbox talks and online courses.

Customer Journey

Every project has its own bespoke customer journey, outlining each touch point a customer has with us. This will be developed in conjunction with the operations teams, Customer Care teams and the customer themselves.

Customer Profiles

We recognise that one size does NOT fit all, and so for each market sector Novus works within a set of customer profiles are devised to allow our people to tailor their communications approach and bespoke their delivery.

Our People.

We recruit, manage and appraise all colleagues on the core customer excellence principals to ensure we have the right people, committed to delivering a unique customer experience.

Continuous Improvement

The Head of Social Value and Client/Customer Care will annually review this Policy and Code of Conduct and update when necessary.

Responsibilities

All staff are responsible for ensuring that the minimum standards established within this policy are adhered to in line with their specific role and responsibilities.

This policy does not give contractual rights to individual colleagues.

Authorised by:



Chief Executive Officer

Document History:

Version	Issue Date	Review Date	Author	Comments
0	8 th October 2016	8 th October 2016	Kevin Rhone	Customer Care Policy STR 009
A	1 st Aug 2019	1 st Aug 2020	Sophie Seddon	New policy format, replaces STR 009 Document name change to Customer Excellence Policy- CSRPOL 002.
B	20 th Nov 2019	20 th Nov 2020	Sophie Seddon	This policy does not give contractual rights to individual Colleagues-added.
C	20 th Nov 2020	20 th Nov 2022	Terrie Brett	Changed "Reviewed by Customer Excellence Manager"
D	August 2021	August 2023	Terrie Brett	Reviewed and authorised by new Chief Executive Officer, Steve Davies New policy format
D	August 2023	August 2024	Kevin Rhone	No changes required
E	January 2024	August 2024	Kevin Rhone	Reviewed and authorised by new Chief Executive Officer, Lee Hartley.
F	August 2024	August 2026	Kevin Rhone	Continuous improvement section-job title amendment.