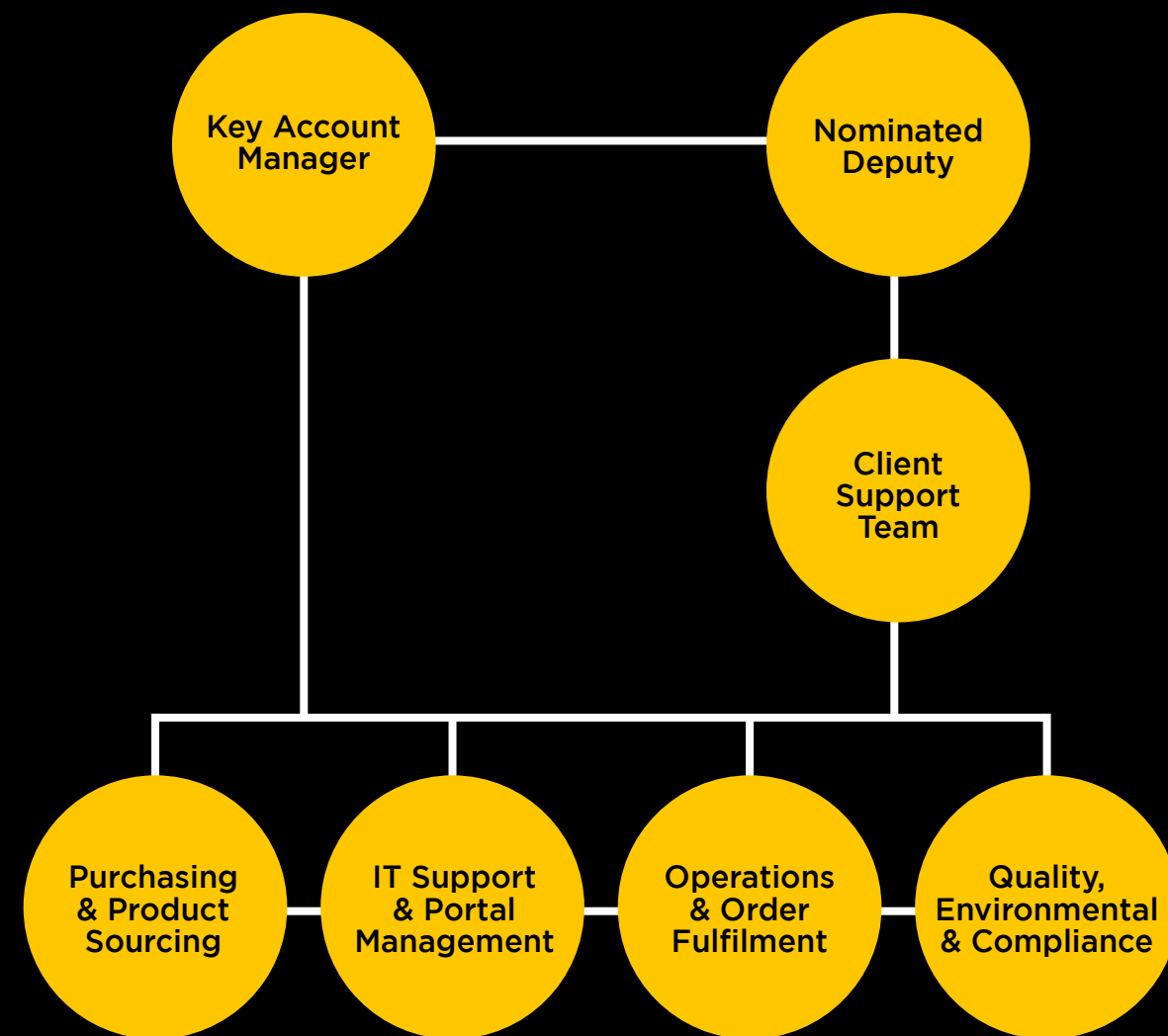


OUTSTANDING ACCOUNT MANAGEMENT



EMAIL

- All emails should be responded to within 4 hours.
- All email queries should be completed by the end of the same working day.
- All live chat requests to be responded to within 2 minutes.
- For any queries that can't be answered by the end of the day, the customer should be updated as to the current status.
- Account managers to be copied into responses such as complaints and other issues.

QUOTATIONS

- All quotes should be submitted within 48 hours.
- Quotes for standard stock items should be submitted within 4 hours.
- Copy in relevant account manager.
- Confirm receipt within 24 hours.
- Follow up within three days.

TELEPHONE

- Always answer the telephone in a professional, consistent manner.
- Calls to be answered within three rings.
- All telephone calls that require a call back must be logged.
- All queries should be completed by the end of the same.
- For any queries that can't be answered by the end of the day, the customer should be updated as to the current status.

Touchpoint	Type	Attendees	Agenda
Monthly Review	Virtual Meeting	Procurement (Client) Key Account Manager (Safpro)	Performance Review Reporting Analysis New Products & Services
Quarterly Review	Virtual or F2F	Procurement (Client) Health & Safety (Client) Key Account Manager (Safpro) Client Support Member by special request (Safpro)	Performance Review Reporting Analysis New Products & Services Innovation Cost Saving Opportunities Health & Safety Overview
Branch Contact	Telephone	Key Account Manager (Safpro) Client Support Member (Safpro)	Performance Review Client Feedback
Branch Visit	Virtual or F2F	Key Account Manager (Safpro)	Ad Hoc or by special request



OUTSTANDING ACCOUNT MANAGEMENT

Complaints and Dispute Resolution

Step 1: If there is a product or service issue where Safpro fails to meet pre-set contract Key Performance Indicators (KPIs), your nominated deputy conducts a thorough investigation to determine the cause of non-conformance and actions are implemented to prevent recurrence. Your nominated deputy will log the complaint, including all communication and steps taken to resolve the issue.

Step 2: If the product or service issue re-occurs it will be escalated to your Key Account Manager for further investigation and resolution. They follow up with the relevant personnel to ensure that they are satisfied with the resolution and address any concerns.

Step 3: If the resolution is not satisfactory, the matter is escalated to the Commercial Director for further attention.

This structured approach is designed to ensure swift and effective resolution of any product or service issues.

Escalation Procedure	
Step 1: Service Issue and Investigation	Nominated Deputy sales@safpro.co.uk 01452 529050
Step 2: Repeat Issue Resolution	PKey Account Manager
Step 3: Unsatisfactory Resolution	Commercial Director

	Monthly Call	QBR Meeting	Quarterly Call	Half Year Meeting	Half Year Call
Platinum	Yes	Yes			
Gold	Yes	Yes			
Silver	Yes	Yes			
Bronze			Yes	Yes	
Tin					Yes

