



# ECOSmart<sup>®</sup>

## Customer Service Charter

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Version 1.2

**Prepared by:**

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## Message from the Managing Director

EcoSmart was established in 2003 and use best practice tools and techniques to help our clients reduce greenhouse gas emissions with flow on financial, social and environmental benefits.

EcoSmart have developed a number of programs and services in line with our company vision to inspire and transform communities into action for a sustainable future. EcoSmart is administered by a Board of Directors.

It is within this vision we aim to provide you, our customers and those that participate in our programs the best service possible. We know we will do our best, our continuous improvement philosophy and strong teamwork ensures we treat everyone who deals with EcoSmart with the utmost integrity and respect.

This Customer Service Charter details how we at EcoSmart do our work to provide you our customer with service that is second to none.

Regards

Cameron Gardiner  
Managing Director  
EcoSmart



Ps: please feel free to provide any feedback to [info@ecosmart.net.au](mailto:info@ecosmart.net.au)

## Our Vision

An organisation that inspires and transforms communities into action for a sustainable future.

## Our Mission

A magnet for creative leaders for a sustainable future. Honouring what's possible through delivery of best practice initiatives that inspire and empower local and global communities

## Our Key Objectives

The key objectives of the organisation include:

- Providing quality education programs that change behaviour to be more aware how to reduce the use of water, energy; how to reuse and recycle and how to use other forms of transport
- Assist clients create their own targets for reduction.
- Leading by example
- To provide information, services and programs to the highest quality and professionalism

® EcoSmart is a registered trade mark brand and currently operating throughout Australia.





## Commitment to Quality

EcoSmart Programs Pty Ltd is committed to quality in everything we do. This extends to our development, delivery and management of our programs and services.

EcoSmart's quality policy is designed to achieve sustained, profitable growth by providing programs and services which consistently satisfy the needs and expectations of our customers.

The objectives of the Quality Assurance System are:

- To endeavour, at all times, to maximize customer satisfaction with the services provided by EcoSmart
- To maintain an effective Quality Assurance System complying with International Standard ISO9001 (Quality Systems)
- To be delivering award winning nationally and internationally recognised and respected programs and services
- To be recognised at the forefront innovative demand side management programs
- To provide shareholder wealth, be highly profitable and diverse ownership
- To be efficient in what we do, aware of and reducing our own environmental impact
- To respect and contribute to the objectives of sustainability to the best of our ability
- To have developed a highly recognizable protected and respected brand image
- To ensure compliance with relevant statutory and safety requirements.

## Our Aims and Objectives

- To be highly profitable
- To be delivering award winning nationally and internationally recognised and respected programs and services
- To be recognised at the forefront innovative carbon trading programs
- To provide shareholder wealth and diverse ownership
- To be efficient in what we do, aware of and reducing our own environmental impact
- To respect and contribute to the objectives of sustainability to the best of our ability
- To have developed a highly recognizable protected and respected brand image

## Our Characteristics

EcoSmart will strive to display the following characteristics:

- Sensibly financed (with prudent mix of equity and debt)
- Strong cash position (with access to follow-on or contingency funds)
- Offering above-average profitability (in terms of return on capital invested)
- Aiming for rapid growth in revenues (with profits lagging but in prospect)
- Targeting expanding, or otherwise attractive, market segments
- Developing a strong franchise and brand image
- Devoting substantial resources to innovation (R&D, offerings or market)
- Competing on non-price issues (e.g. quality, service, functionality)
- Very close to our customers and responsive to their needs
- Seeking specialist/leadership image with superior offerings
- Well managed with high-grade staff & good people-management





## Company Values

### **Commitment to Customers**

Their success is directly tied to our success. We listen to what our customers tell us, respond rapidly by delivering solutions that exceed their expectations and provide unparalleled service and support, and foster relations that are built on trust, respect, and mutual understanding.

### **Excellence**

Excellence is critical in building an enduring organisation. At EcoSmart, we deliver on our commitments, constantly innovate, and strive for the financial performance necessary to do both.

### **Initiative**

Initiative implies action instead of reaction. In order to succeed in today's market, we have become agile, and constantly evaluate our direction and action. Initiative is second nature to everyone in the organisation. It is nourished in an environment of decisiveness and continuous development. And it is designed into all of our various programs for customers, partners, and employees.

### **Innovation**

EcoSmart strives to be a leader in industry innovation and we aim to define the future of our industry by offering superior and innovative products and services that improve the sustainability for our customers and our associates.

### **Honesty and Ethics**

We uphold the highest ethical standards and treat our customers—and each other—fairly and honestly. We take our commitments seriously and do what we say we are going to do. Without this, nothing else matters, because people want to do business with those they trust.

### **Entrepreneurial Spirit**

We look for new opportunities and welcome challenges because they bring out the best in our abilities and provide meaningful professional growth. After all, what is great product and great strategy without bright, spirited people to make it all come together?

### **Integrity**

Integrity is the foundation of every relationship whether it's with our customers, our colleagues, our partners or our investors. For EcoSmart, integrity means acting responsibly, honestly and fairly, on both the individual and team level.

### **Camaraderie**

We are inspired by the talents, creativity and commitment of our associates and genuinely enjoy working with each other, because being good business people doesn't mean we can't have fun. Stop in at any of our properties and watch our people—helping a customer, fulfilling a service request or giving a tour—and you'll know what we're all about.

### **Learning and Development**

We work with all our people to identify their true strengths and inner talents. And we encourage our people to grow and evolve as EcoSmart evolves. A continual investment in learning and development empowers our people and leads us to achieve great results.





## Sustainability

EcoSmart realise that it will have an impact on the resources of the earth. EcoSmart will endeavour to address a diverse bottom line approach to its business dealings. This extends to understanding how the following indicators can affect the decision processes of the company, how we can report on our progress and how we evaluate whether our indicators are purposeful in our business dealings.

EcoSmart Pty Ltd has embraced the 1987 Brundtland definition of sustainable development, which refers to *development, which meets the needs of the present without compromising the needs of future generations.*

## Our Key Standards

You can expect the following service:

### Telephone / Email Inquiries:

Staff will be patient, courteous, polite and helpful at all times. EcoSmart will answer inquiries within 48 hours.



### Service Complaints:

Standard Operating Procedures (SOP's) are developed for all EcoSmart processes. Complaints are investigated within 48 hours and addressed in a written format when required once a thorough investigation has been completed to determine whether the SOP's was adhered to.

### Correspondence:

We aim to provide a plain English reply to your correspondence within 2 weeks. More complex enquiries may take longer to finalise but an interim response will be made within 2 weeks. A contact name and telephone will be provided in all correspondence.

## Evaluating and Improving our Performance

EcoSmart is committed to quality in everything we do. This extends to our development, delivery and management of our programs and services.

EcoSmart's quality policy is to achieve sustained, profitable growth by providing programs and services which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities. The Quality Assurance System applies to all activities of the Company, and has been developed in accordance with ISO 9001.

EcoSmart apply the methodology "Plan-Do-Check-Act" (PDCA) to all processes. Standard Operating Procedures (SOPs) allow key details of the task, including any relevant hazard controls, to be available for reference by existing employees or for the training and assessment of new employees.





## Program and Service Standards

Service Name	Service Description	Standard of Customer Service
<b>Customer Service</b>		
Booking / Confirmation Services / Eco Coaching Services	<ul style="list-style-type: none"> <li>• 1300 ECO NOW Booking Line Service</li> <li>• Bookings for Residential and Commercial Audits</li> <li>• Managing clients, cancellations, re-bookings</li> <li>• Behaviour Change / Eco Coaching Services</li> </ul>	<ul style="list-style-type: none"> <li>• All lists are 'washed' against the Do Not Call Register Act 2006 and (Telemarketing and Research Calls) Industry Standard Variation 2007 (No. 1)</li> <li>• Messages are followed up within 48 hours</li> <li>• Staff will be patient, courteous, polite and helpful at all times</li> <li>• Staff are trained in dispute resolution when appropriate</li> <li>• Compliance with Relevant Energy Marketing Codes of conduct</li> </ul>
<b>Residential</b>		
Residential Audit	<ul style="list-style-type: none"> <li>• Audit: Energy, Water, Waste &amp; Recycling, Travel</li> <li>• Greenhouse Gas / Carbon Neutral Audit</li> <li>• Star Rating</li> <li>• Behaviour Change &amp; Technical</li> </ul>	<ul style="list-style-type: none"> <li>• All work is conducted in accordance with EcoSmart's Quality Management System</li> <li>• All work is conducted in accordance with all standard operating procedures</li> <li>• Feedback from the Audit process is at 90%+ approval rating</li> </ul>
<b>Commercial</b>		
Small to Medium (SME) Auditing	<ul style="list-style-type: none"> <li>• Audit: Energy, Water, Waste &amp; Recycling, Travel</li> <li>• Greenhouse Gas / Carbon Neutral Audit</li> <li>• Star Rating</li> <li>• Behaviour Change &amp; Technical</li> </ul>	<ul style="list-style-type: none"> <li>• All work is conducted in accordance with EcoSmart's Quality Management System</li> <li>• All work is conducted in accordance with all standard operating procedures</li> <li>• Feedback from the Audit process is at 90%+ approval rating</li> </ul>
<b>Consulting</b>		
Consulting Services	<ul style="list-style-type: none"> <li>• Corporate Global Warming Risk Assessment</li> <li>• Audit and Action Plan: Pollution Prevention, Energy and Water, Waste and Recycling</li> <li>• Staff Awareness Training and Internal campaigns</li> <li>• Carbon Offsets</li> <li>• Councils needing to reduce Greenhouse Gas Emissions from their communities</li> <li>• Demand Side Management Programs</li> <li>• Sustainability Reporting and Verification</li> </ul>	<ul style="list-style-type: none"> <li>• All work is conducted in accordance with EcoSmart's Quality Management System</li> <li>• All work is conducted in accordance with all standard operating procedures</li> <li>• Feedback from the consulting process is at 90%+ approval rating</li> <li>• Consulting work is aim to be completed within +/- 5% of timelines</li> </ul> 