

Codes of practice

Safety

To ensure all employees, customers and public are safe from injury

- Ensuring the physical safety of ourselves, yourself and your employees
- Providing tools and equipment fit for purpose

Environment

To ensure all activities consider the environmental impacts

- Ensure we exceed environmental impact expectations
- Design equipment and service equipment to ensure regulations are met

Reliability

The ability to provide consistency, dependability, doing it "right first time" and keeping our promise

- Perform the service in the designated time
- Ensure the accuracy of billing and the booking of hours

Responsiveness

Responding to your requirements quickly

- Calling you back in the responsive time you require
- Giving prompt service

Competitiveness

We possess the necessary skills and knowledge to perform the services you require

- Knowledge and skill of the contract personnel
- Knowledge and skill of the operational support personnel
- Research capability of the organisation

Accessibility

Being easily approachable and provide ease of contact

- Easily accessible by phone or email
- Waiting time to receive service is not excessive
- Convenient hours of operation and convenient location of the service facility

Courtesy

Being polite, respectful, considerate and friendly in all contact with you

- Consideration for the client's property as if it were our own
- Clean and neat appearance of personnel

Communication

Keeping you informed in a language you understand and listening to you

- Explaining the service to be provided and how long it will take
- Explaining the trade-offs between service and cost
- Assuring the client that a problem will be handled

Credibility

Trustworthiness, competency and honesty... we always have your best interests at heart

- We will strive to maintain our good company name and reputation
- Personal characteristics of the contact personnel
- We will not pressure you in order to sell goods and services

Understanding

We make every possible effort to understand your needs

- We take the time to learn your specific requirements
- We provide individual attention

Rowater Australia

24 Maple Avenue, Forestville, South Australia

Phone +61 8 8193 2900

Email info@rowater.com.au