

CUSTOMER SERVICE POLICY

Purpose

The purpose of this policy is to set out the company's position for the delivery of excellence in customer service with a community focus across the business.

Our service to customers, site users and the general community reflects our Vision and our Mission Statement. We aim to create an environment where our customers know that their satisfaction is the most important thing to us.

Scope

All workers and site users (including contractors and tenants) and to any person or organisation that acts for or represents the company, including Board members.

Policy

Mornington Park Waste Transfer Station (MPWTS) is committed to excellence in customer service, continuous improvement and treating all customers equally and fairly across all aspects of customer contact. We aim to assist our customers to think differently about waste. By rethinking our approach to materials that arrive at our site, together we can ensure a more sustainable and environmentally aware community.

To deliver on this commitment and build on our vision of **sustainable futures through resource recovery**, we will work together with our team and contractors to make a positive difference in waste management by increasing diversion and offering customers alternatives for use of materials destined to landfill. Through our school tour program, we aim to educate the community on how the transfer station operates to reduce, re-use and repurpose applicable materials on site, as well as in strategies to preserve our natural environment.

MPWTS commits to being accessible and responsive to all customers and delivering an experience that meets customer needs and expectations.

MPWTS will regularly seek and act on customer feedback to improve the quality and range of services offered. Importantly, where we may have 'got it wrong' we will work to 'make it right'.



Wesley Hazell
Managing Director

Title	Customer Service Policy	Reference	Policies	Issue Date	27/07/2022	Version V11
All documents are to be treated as MPWTS confidential. Printed or electronic copies are uncontrolled and are intended for immediate use only. The current version of this document is electronically controlled on the MPWTS Server.				Review Date	27/07/2023	Page 1 of 1