



# **SUPERPUMP**

**w a t e r p u m p s**

www.superpump.co.za

## **CODE OF CONDUCT**

The SuperPump code of conduct is designed to create a positive, professional, and customer-centric environment for both employees and customers.

It's important that all employees understand and follow these guidelines to maintain a high standard of service, and a positive customer experience.

### **1. Professional Attire:**

- Employees must wear professional and appropriate attire at all times when interacting with customers.
- Clothing should be neat, clean, and in good condition, reflecting a positive image of the company.

### **2. Punctuality:**

- Employees are expected to be punctual and arrive on time. Enough time should be planned for so work can start at the designated time slots.
- Delays should be communicated promptly and in advance to the relevant supervisor or manager.

### **3. Smoking Policy:**

- Smoking is strictly prohibited within the premises of the company and within a specified radius around the entrance.
- Employees must adhere to designated smoking areas and respect non-smoking zones.
- No smoking in front of customers, no cigarettes behind ears or in mouths in front of customers.
- No smoking in company vehicles
- No smoking in closed work areas.
- Smoking times to be strictly adhered to as in accordance with employment contracts

### **4. Email Etiquette:**

- When corresponding with walk-in customers via email, employees must maintain a professional tone, free from any offensive, inappropriate, or discriminatory language.
- Responses should be timely, clear, and concise, addressing customer inquiries or concerns effectively.
- All emails should be replied to in 24 hours, even if we cannot assist the customer, employees should still reply to a customer with a no-quote reply.

### **5. Turnaround Time:**

- Walk-in customer inquiries and requests should be addressed promptly and efficiently.
- Each employee must strive to provide accurate and timely information, ensuring customer satisfaction.

- Superpump has a 24 hr policy communication. Employees should quote, or reply to a customer within 24 hours of receiving a request by phone or email.

**6. Customer-Centric Approach:**

- Employees should always maintain a friendly, approachable demeanor when dealing with walk-in customers, phone in customers and email customers.
- Active listening and empathy should be demonstrated to understand and address customer needs effectively.

**7. Conflict Resolution:**

- In the event of a dispute or conflict with a walk-in customer, employees should remain calm, professional, and seek assistance from a supervisor or manager when necessary.
- Resolutions should be sought with the best interests of the customer and company in mind.

**8. Privacy and Confidentiality:**

- All customer information and interactions must be treated with the utmost confidentiality and privacy.
- Sharing or disclosing customer information without proper authorization is strictly prohibited.

**9. Language and Communication:**

- Communication should be clear, respectful, and in a language that the customer understands.
- Employees should avoid the use of jargon or technical terms that may be unfamiliar to the customer.
- When an employee is not at work or out of the office for more than half a day, he/she should post a message on the company whatsapp group so everyone can plan around this.

**10. Feedback and Improvement:**

- Employees are encouraged to actively seek feedback from walk-in customers to identify areas for improvement in service delivery, and product availability
- Suggestions and constructive criticism should be relayed to the appropriate channels for consideration.

**11. Continual Training and Development:**

- Employees are expected to participate in ongoing training programs and workshops to enhance their skills in dealing with walk-in customers, as well as product knowledge.
- Staying updated with company policies and procedures is essential.

**12. Use of cellphones:**

- No use of cellphones for non work related sites ( youtube, facebook, tiktok and other time wasting websites and applications ) during office work hours. Failure to adhere to this , will result in the use of phones being banned during work hours.

NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_