

CUSTOMER CHARTER PACIFIC HYGIENE SYSTEMS

Welcome to Pacific Hygiene Systems Customer Charter. Here we outline what you can expect as our customer. It also provides a yardstick by which we can gauge our service to you. Our mutual rights and obligations are covered by our Agreement's Terms and Conditions.

We will immediately respond to your enquiries during office hours. Outside of our business hours our response will be the following day for emails and telephone messages. Customers with urgent service issues, within the metropolitan region of Brisbane, can usually be serviced the same day or the next day. For less frequented localities within greater Brisbane our endeavour is to resolve service issues within 48 hours. We will always try to rectify your enquiry first time. If we can't we will contact you to advise you of progress made or if we require more information. If you are not satisfied with our response, we will refer it immediately to our General Manager for dispute resolution.

All rental services provided by Pacific Hygiene Systems includes installation and servicing throughout the service life. No additional service charge will be imposed by PHS for unscheduled sanitary pick ups unless the number of bins are inadequate to meet demand or are overfull or other than feminine hygiene products is found to be the cause of an odour.

Our sanitary service is a complete hygiene service. The sanitary unit is installed and replaced in situ as per the agreed service schedule by a freshly cleaned unit washed in our service depot.

PHS undertakes to emphasise to the customer that no 'On-site Servicing' is engaged. On-site servicing is the removal of contents only without exchanging the bin. This type of servicing is a short cut process with serious potential for WH&S issues for the customer, clients and hygiene service personnel. Sometimes syringes are deposited in Sanitary bins and in the confines of a cubicle they may inadvertently poke through the liner with dire consequence for the service person changing the liner. In addition, the cursory wipe over of the bin by on-site service personnel does little by comparison to a proper depot clean, where the units are machined cleaned in extreme hot water temperatures and then allowed to air before being wiped dry thus removing any residual odours from the plastic bin.....

Sometimes saving a little can cost a lot.

To ensure competitive pricing, billing is usually annually however other payment frequencies are available to the customer depending on the size of the account. Some extra billing frequencies may attract an additional processing fee. Payments are Cheque or EFT (Electronic Funds Transfer).

Pacific Hygiene Systems is committed to :

- * ensuring social responsibility and conducting fair & equitable transactions with customers and suppliers alike.
- * complying with all relevant laws, social expectations and standards.
- * protecting the global environment in relation to the disposal of waste.
- * sourcing products from Australian / NZ suppliers where ever possible.
- * ensuring that all or any confidential information that is provided or obtained from customers remains confidential and not available for third party use.

oooo0000oooo