

SJD Electrical Company Charter



As a family-owned and managed company, SJD's objective is to provide the highest possible standard of service.

SJD does not simply have customers: it works towards achieving strong, long-term client relationships. This Company Charter sets out the standards to which SJD aspires when dealing with you, the general public, suppliers, and its employees.

SJD Associates Ltd Mission Statement

SJD's mission is to operate an ethical business, building strong relationships with clients by providing the highest possible standards of integrity, customer service, craftsmanship, and value for money.

SJD values both its clients and employees, and will treat both with respect and dignity. It is SJD's objective to work with its clients to help them achieve their aspirations and manage their budget effectively, by providing advice, experience and knowledge, and quality of service. SJD is committed to its own development as a contractor and as an employer. It will strive to build on its existing skills to meet the ever-changing needs of clients and staff alike.

Your first enquiry

Customer service is a key part of the SJD philosophy. Every enquiry or approach to SJD will be received with politeness and interest. Whether your first contact is by telephone, email, or in person, all SJD employees are trained in customer service skills. From your initial enquiry, SJD will undertake to respond within a period of 1 working day.

Site Surveys

Before undertaking any installation, SJD will appoint a Project Manager who will be responsible for your site survey. Your Project Manager will discuss your requirements and advise you how your installation can be implemented. SJD will aim to complete your site survey within 3 days or at your earliest convenience.

Quotations and Tenders

Following your site survey, your Project Manager will prepare a detailed written proposal for the required work. Your proposal will include a full description of the works, including the quantities and



specifications of materials. Any special conditions or exclusions will be clearly identified. Your quotation or tender document will be sent by post, or if you prefer, by fax or email.

Project Management and Installations

Once you have accepted and approved the proposal, your SJD Project Manager will confirm the start date of your installation. SJD will always endeavour to meet your proposed start date. In the unlikely event of any changes to this date, your Project Manager will immediately advise you of a revised date and the reasons for the change.

SJD use project management software to ensure all aspects of your project remain on track. The Project Manager is responsible for the day to day management of your installation.

SJD will keep you informed of the progress of your installation. Your Project Manager will be your point of contact throughout the installation, and will communicate any delays or alterations as soon as they become apparent.

Domestic Installations

Domestic clients can expect the same care and attention as SJD's larger clients. SJD recognises the importance of providing high standards of service to its domestic clients. All the SJD team are highly skilled and qualified to deliver services to Part P level, the recently introduced Building Regulation affecting electrical installations in homes and dwellings. The Part P legislation has been introduced to reduce the number of deaths, injuries, and fires caused by faulty electrical installations. Domestic clients can be assured they will receive exceptional standards of workmanship from SJD's employees. All SJD staff comply with the Health and Safety legislation to ensure any work undertaken will protect your safety and the integrity of your property.

SJD Guarantee

All work carried out by SJD Associates is fully guaranteed for a period of 6 years. As a professional, competent and accountable business, SJD is a member of the ECA (Electrical Contractors Association) and approved by NICEIC. All work carried out and guaranteed by SJD is covered by the ECA for a period of 6 years.

Health and Safety

To ensure your safety and that of your premises, all SJD staff will comply with health and safety legislation at all times. SJD provide ongoing health and safety training for all staff and engage the services of a health and safety specialist consultant. SJD is CHAS (Contractor Health and Safety Assessment) approved, which means the company undergoes regular rigorous health and safety assessments.

Complaints Procedure

SJD Associates Ltd takes complaints very seriously. The company works hard to protect and preserve its reputation, and any complaints will be fully investigated.

Client Feedback

SJD welcomes your feedback. It is only with your help that SJD Associates Ltd can continue to improve its service to you, the client. You can contact SJD by email, telephone, mail, fax, or in person.

Recording your Complaint

However your complaint is made, SJD will record the information according to its complaints handling procedure. In the event of a complaint about damage or poor workmanship, you may be asked to provide photographic evidence, if possible. All the information regarding your complaint will be recorded and will be used to implement corrective actions to prevent future issues.

Investigation and Resolutions

One of the SJD management team will be responsible for investigating your complaint. He / she will gather the information and interview any staff or contractors concerned. Any previous complaints of a similar nature will be researched. All the findings will be recorded.

Complaints Resolution

SJD's investigating officer will welcome your feedback, both positive and negative. Once a thorough investigation has been carried out, he / she will communicate the resolution to you and advise you of what actions will be taken to address your complaint.

Analysis of Complaints

SJD monitors any complaints to ensure it learns from the experience. Where necessary, corrective actions will be implemented to prevent future problems.



SJD and its Employees

SJD understands and appreciates its employees are one of the company's great assets. It is only with their ongoing support and dedication, that SJD can provide the standards of service which is its hallmark.

As part of this commitment, SJD commits to always treat its employees with courtesy and dignity. SJD operates an equal opportunities policy and is opposed to any form of discrimination on the grounds of race, religion, gender, or sexual orientation.

SJD will provide skills training to all its staff, ensuring their knowledge base is constantly updated and to the required industry standards. SJD is committed, not only to skills training, but to the personal development of all its employees in ways which will acknowledge their performance and individual abilities. To demonstrate this commitment, SJD has signed the Learning Council's Skills Pledge.

Environmental Policy

The Environmental Policy of SJD is to ensure its operations will be carried out with a commitment to protecting and enhancing the environment. The same commitment will be expected to be shown by Company contractors and suppliers.

Concern and awareness for the environment is the responsibility of all employees. Implementation of the Environmental Policy is the responsibility of the Management Team of SJD Associates Ltd.

All contractors working on behalf of the Company are required to adopt environmental standards fully consistent with those of the Company.

A full copy of SJD's Environmental Policy Statement is available on request.

If you would like more information on SJD's Company Charter, please contact Ruth Devine on 01908 224770.