



VAN WALT  
Guide to Services

*Proud to be Different*

*“As a company who thrives on its core values, we want to make sure that our dealings with all our customers and suppliers are not only good, but that they are the best.*”

*As chairman of the Management Team and Non-Executive Director, it is my duty and obligation to warrant that what we say is always what we do. To carry this task out, I must ensure that all members of staff have read and understood this document and fully embrace our core values and what they stand for. It is imperative that they are reminded of this at regular intervals to sustain consistency.”*

Rosanna Ward

**We say what we mean & do what we say**



## Proud to be Different

Van Walt Ltd supplies high quality environmental research equipment. At the heart of our business and what defines us - our core values. The theory behind these is that everything we do, everything we sell and every time we touch a prospect, customer or supplier we make the difference between good and sensational!

Every member of the Van Walt team recognises it's the little things they do that make a big difference to you.

## The Van Walt Way

Our core values of respect and fairness enable us to work as a team to deliver what we promise, promptly and in a friendly way to add value over and above what is expected. Excellence through innovation, invention and learning so we can consistently improve the service, equipment and technical support we deliver.

We provide honest, professional and timely communications so you know what to expect and when, we pay attention to what you tell us to earn your trust and continued custom. You sustain us and we apply vision and courage to ensure we only offer the best solutions so we can justly claim we are proud to be different.

## Corporate Responsibility

For us corporate responsibility means managing our business responsibly, ethically, fairly and sensitively for long-term success.

To do this we consistently address the expectations of our customers, suppliers, employees and other business stakeholders.

We comply with the letter and the spirit of the law, without exception. We never put the company or our customers, suppliers and employees own personal situation at risk or do anything that may damage our corporate and personal reputations. We do not tolerate bribery in any form.

We share responsibility for the local environment with our neighbours and visitors to our premises by minimising any damaging effects of our normal business activities (land, water, air, noise pollution and by recycling our waste and reducing the use of natural resources) and re-cycling and re-using whenever possible.

We recognise the world is a rich and diverse place and it's our aim that our people reflect this diversity, so that we can better anticipate and meet our customers' needs.

Our first responsibility is to be a successful company. Success is the only outcome that satisfies all of our stakeholders and without it we would not have the resources to secure from our suppliers the best equipment for our customers to buy and we would not attract loyal, capable, dedicated people to work with us.

We are a business based on building deep and lasting relationships with our customers through the efforts of our colleagues and the quality of our equipment.

Van Walt customers can access our products and services via our website that provides detailed information on the range of environmental monitoring and research equipment and the services we provide.

Our direct impacts on the environment arise from our day-to-day business operations and business travel. We invest in environmental efficiencies and engage with colleagues to support our strategy.

Whenever possible we use virtual conferencing technologies as an environmentally friendly, cost-efficient alternative to travelling, particularly during negotiations with overseas suppliers and group businesses.

We can deliver environmental training, both theoretical and practical, sharing our knowledge, best practice and field techniques with our customers, students, environmental consultants and other interested parties.

We have adopted ISO best practices to ensure we have in place procedures, policies and auditable processes that support our business relationships with customers, suppliers and other stakeholders and adds value to the Van Walt brand; ensures our equipment is market leading and the customer service experience is recognised as the best in our sector.



## Employee Commitment

### What we expect from you:

- Adopt and engage Van Walt's core values, acting honestly, truthfully and with integrity in all business dealings
- To work hard to achieve your objectives
- To be punctual and disciplined during the working day
- Follow instructions, meet deadlines and if you are unable to, bring this to the attention of your line manager immediately
- To communicate effectively and politely with colleagues, customers and management, bringing issues to the forefront so they can be dealt with in a timely and appropriate manner
- Take responsibility for your actions and decisions, not to finger point and blame others or a lack of resources when things go wrong
- To value others to foster good team working
- Demonstrate emotional intelligence and a proactive approach to continuous development and business improvement
- Act as an advocate of the Van Walt Group
- To take pride in yourself, what you do and the company you work for.

### For all employees Van Walt promises to:

- Create a good, positive working environment
- Attract, retain and develop the best talent
- Encourage an engaged and motivated team
- Offer competitive reward packages
- Invest in your skills and knowledge through adequate training
- Ensure you have the right tools and resources to make your contribution effective
- Ensure you feel valued by recognising and rewarding your efforts
- Try to take into account your personal circumstances and offer you a flexible approach to work - life balance
- Respect the diversity of all members of the team
- Monitor your engagement through regular performance reviews.



## Customers – Our Commitment To You

Every time you buy or rent equipment from Van Walt we want you to have an excellent experience.

To help us achieve this we have:

Our Terms & Conditions of Trade

Our Rental Agreement

The Van Walt Monitored Solution Procedure

The Van Walt Customer Charter

All available from our website: [www.vanwalt.com](http://www.vanwalt.com)

## Van Walt Monitored Solution Procedure

The Van Walt Monitored Solution is a tailored system status check for customers who have purchased a telemetry modem.

Every project will be assigned an account owner and it will be that person's job to monitor the system, the individual will be responsible for the following:

- Daily checks to ensure that the system is reporting as specified and that all sensors are giving data. These checks are to happen on weekdays only unless specified otherwise.
- To ensure that the battery status of the modem and loggers is checked daily.
- To alert the customer by email if any errors or inconsistencies arise either with the system or the data, with the aim to report the findings and suggest ways to resolve the problem to the customer by 10am each day.
- Weekly email status reports to be sent to the customer detailing the findings
- To provide technical back up as required
- To ensure that the monitored solution package is invoiced either monthly or yearly in advance
- To keep and maintain accurate records to ensure that the checks are happening daily, this shared database will be audited weekly
- To make sure that the system is still monitored whilst absent from work by ensuring that someone else is suitably trained to provide back up.

# The Van Walt Customer Charter

Our promise to you:

## To provide the most appropriate equipment

We won't compromise on quality, we will listen and then help you find solutions that meet your needs. We will supply equipment that keeps you safe and secure onsite and delivers the best, most accurate results. If we haven't got the right equipment for your job, we will tell you.

## To be open and honest at all times

Van Walt will be honest and straightforward with you, keeping you informed at all times of changes in our processes, equipment, personnel, prices and relevant technical updates. We promise to label our communications so you can see in advance the content of the communication.

## To make it easy to deal with us

We will make it as easy as possible: whether online ([www.vanwalt.com](http://www.vanwalt.com)), on the telephone (+44 (0)1428 661 660), by email ([sales@vanwalt.com](mailto:sales@vanwalt.com)) or in person, to deal with us to ensure you know what to expect from our equipment and services. If you are not entirely satisfied we ask that you tell us as quickly as possible and we promise to do our utmost to respond to your complaint within 1 hour. (Of course – if you are delighted with your equipment and the service you have received – we would love to hear from you as well!)

## To deliver excellent service

Friendly, efficient service is our passion. You can always expect approachable, helpful and knowledgeable service from every member of the Van Walt team. We promise to respond to your enquiries within two hours of receiving them during normal working hours.

## To understand your requirements

To provide the most appropriate equipment we need to know as much as we can about your project. We promise not to assume we know best but will work with you to ensure you get what you need in the simplest and most convenient way.

## So what we expect from you:

- Provide us with as much information as you can so we can better match equipment to your needs.
- Keep us informed if things change.
- Be honest about any project critical requirements.
- Provide us with accurate information regarding your purchase order number, delivery address and purchase ledger processes.
- Pay us according to our agreed terms of trade.
- Tell us if things go wrong so we can deal with issues opportunely.

## Working with our Suppliers

Van Walt is committed to the highest standards of social, environmental and ethical responsibility. So we ask our suppliers to provide safe working conditions, treat their staff with dignity and respect, act fairly and ethically and use environmentally responsible practices during manufacture.

As our supplier you own the Van Walt brand too, your success, the quality of your equipment and the service we receive from you matters to us.

We ask you to operate in accordance with the principles of our Supplier Code of Compliance as set out below and in return we promise to:

- Review contracts annually and report our findings in writing
- Work collaboratively with you to increase opportunities for new business
- Give you regular feedback on the quality/consistency of your equipment/service
- Visit our main suppliers at least once a year
- Ensure individuals within Van Walt are fully trained on your equipment
- Commit to paying your invoices according to your trading terms
- Notify you, in advance, of any disputed invoices.

## Supplier Code of Compliance

Van Walt Ltd has a continuous improvement policy which means to consistently deliver the best service and equipment we need to work together.

So what we expect from you:

- To complete our approved supplier form
- Provide written standards for the service level we can expect including
  - Technical back-up
  - Delivery lead times
  - Dispute process
- Have a process in place should the service levels of the above not be achieved
- Provide access with named individuals for:
  - Technical support
  - Commercial decisions
  - Shipment and invoicing
- Give notification of changes in prices at least one month before coming into effect
- Provide notification of changes in your procedures, in writing, at least one month before they come into effect
- Agree to the above and ensure the content is shared throughout your organisation.



VAN WALT  
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