

# ONE TEAM, ONE AIM

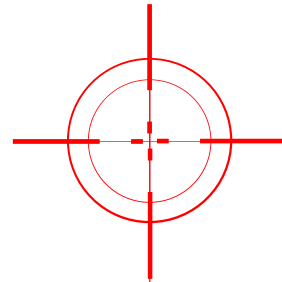
# BE THE BEST





**Like most businesses, we know that our success lies in delivering excellent service to you, our customers.**

**Our customer service charter sets out our commitment to provide you, our customer, with the service you can expect.**



## WHO WE ARE AND WHAT WE DO

We are a Scottish organisation that provides services across the UK and has the needs of our customers at the forefront of everything we do. We provide quality, value-for-money services to the built environment. We are a highly qualified and technically proficient business.



### PROVIDING SERVICES TO THE FOLLOWING BUSINESS SECTORS:

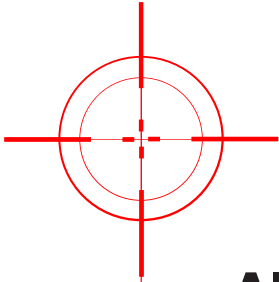
- Insurance repairs
- Re-active and planned maintenance
- Refurbs commercial and private
- Build – from design to completion of commercial/private properties
- Civil engineering and groundworks
- Surfacing works



**We provide quality,  
value-for-money  
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environment.**







## AIM HIGH

AIM has been an ambitious company right from its earliest days. This ambition isn't just about growing the company's size and profitability. It's about making AIM as robust as possible and delivering the best service to our clients, making us a business fit for the next generation.

We value innovation and undertake strategic research to ensure we lead the way in all the sectors we work in. This allows us to provide innovative products and services that deliver cost-savings and performance benefits to our clients.



## WHAT IS THE CUSTOMER CHARTER?

This Charter outlines:

- What we will do for you.
- The standards of service you can expect.
- The expected timescales.

It also outlines what we need from you to meet our commitments.

## CUSTOMER CHARTER

At AIM, we commit to providing excellent service delivered to the highest level of customer satisfaction.

## OUR PURPOSE

To provide a professional, friendly and comprehensive service to all our customers.

## WHAT OUR CUSTOMERS CAN EXPECT FROM AIM

- A high-quality, experienced team.
- A high standard of service and facilities.
- A safe and clean environment.
- Access to information on your progress.
- Access to well-informed and supportive staff.
- Opportunities to express your views and influence future developments.

Our commitments to quality are integral to our Vision and Values. An ethos of self-evaluation encourages and creates a culture where all staff contribute positively to achieving corporate objectives, customer needs and expectations.

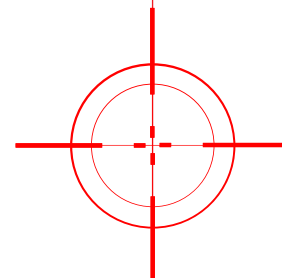
AIM staff are committed to a structured Quality Management System (QMS) that satisfies the requirements outlined in ISO 9001:2008.

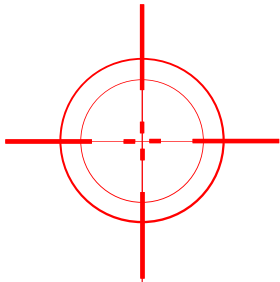
## AIM IS COMMITTED TO THE FOLLOWING:

- Ensuring staff are highly qualified through ongoing recruitment, development, and training
- Ensuring that measurable and realistic quality objectives are established annually, communicated to all staff, and evaluated, reviewed, and revised (as needed) on an ongoing basis
- Ensuring that our staff's learning experience is maintained and improved by active monitoring, reviewing, and improving all activities
- Meeting the needs and expectations of its very diverse client group(s) by improving the quality of service.
- Identifying and disseminating areas of Good Practice



**All staff contribute positively to achieving corporate objectives, customer needs and expectations.**





## HEALTH AND SAFETY

AIM is committed to the highest standards of health and safety. We have well-developed training, operating and supervisory systems to ensure that safe working conditions exist across our operations.

### ACCREDITATIONS:

CHAS Premium Plus, Construction Line Gold, SMAS, SAFE Contractor, Achilles. Member of Federation of Master Builders.

## OUR VALUES

### ✓ DO RIGHT:

We act with integrity and use our judgement to do the right thing.

### ✓ ALL OR NOTHING

We put everything we have into everything we do.

### ✓ GIVE MORE THAN YOU TAKE

We put more in, so everyone gets more out.

### ✓ BE YOURSELF, ALWAYS:

We're quirky, proud and at our best when we are free to be ourselves.

### ✓ WE, NOT ME

When we work together, anything is possible.

### ✓ EQUALITY

There's no place for discrimination, and we will not tolerate discrimination or racism in any way.

## PROFESSIONALISM

- Our dealings with you will be conducted with respect, integrity and honesty.
- Our staff will focus on providing you with a friendly and responsive service tailored to your individual needs as far as possible.
- Every customer is treated equally.

## CONFIDENTIALITY

- We have systems in place to ensure that we protect your confidential information.
- AIM recognises its responsibility and is committed to preserving confidentiality.

### TO ALLOW AIM'S TEAM TO HELP, WE EXPECT YOU TO:

- Give us information that is timely, accurate and complete.
- Take time to understand your contractual obligations and AIM to fulfil them.
- Treat our staff politely and respectfully.
- Provide us with honest, constructive feedback on our services.

## SERVICE STANDARDS

We understand the need to be flexible to each business. Our contracts are structured to accommodate a service agreement that suits each business. Clear, achievable deliverables set and agreed by both AIM and clients.

## FEEDBACK

### Compliments, Complaints, Suggestions...

We welcome all constructive feedback because it helps to improve our service, and if we've done something wrong, we want to put it right and learn from the experience.

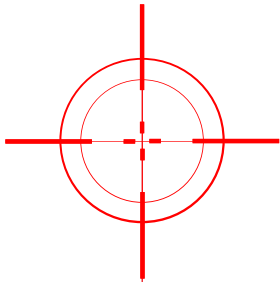
We conduct regular telephone surveys to ensure that our services meet your needs. We carry out a major survey of customer views after every project completion, and you are invited to participate. In addition, our Board of Management receives regular reports on customer feedback.



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**A friendly and responsive service tailored to your individual needs**

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## SECTORS

AIM have been providing services within a range of sectors including:

- Commercial Office
- Financial
- Industrial & Manufacturing
- Education
- Local Authorities/ Government
- Healthcare
- Retail & Leisure
- Insurance Repairs



### INSURANCE REPAIRS

We are specialists in insurance repair and reinstatement works. Covering fire, flood, storm, accidental, malicious or settlement damage. Our experts are on hand and can minimise any inconvenience caused when disaster strikes. Repairing your home or business whilst ensuring the work we do is completed to the highest standards.

### RENOVATIONS AND REFURBISHMENTS

Whether a small renovation or significant refurbishment, our expert tradespeople are on hand to complete the job to your satisfaction. Each project is carefully managed to meet the initial requirement and specifications.

### RE-ACTIVE & PLANNED MAINTENANCE

Our team of skilled tradesmen cover a range of general property maintenance, including electrical, plumbing, joinery, roofing and much more. Maintenance services are offered to residential, commercial, construction, insurance, and industrial service markets.



**We provide a comprehensive service, and that work is completed to a high standard.**





## **BUILD – FROM DESIGN TO COMPLETION OF COMMERCIAL/PRIVATE PROPERTIES**

We will undertake any building project, from small garden sheds to multi-storey buildings. Our experienced team plan and manages each project, ensuring we provide a comprehensive service, and that work is completed to a high standard.

## **CIVIL ENGINEERING AND GROUNDWORKS**

Every project are different, and the level of civil engineering and groundwork required will depend on the existing condition and plans for the site. AIM's highly skilled team will work with you to determine the extent of the work needed and the best way to carry out the project. We pride ourselves on flexibility and versatility and can offer a comprehensive range of groundwork services.

Our scope of work embraces every aspect of the construction cycle, from the initial site survey to liaising with the Project Engineer.

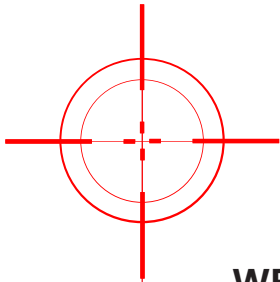
## **SURFACING WORKS**

The Company's service offering in surfacing is to supply and lay a range of products, including bituminous materials machine or hand laid to required specifications. In addition, AIM undertakes cold milling, the reduction of existing surfaces on a range of resurfacing projects, and the application of micro surfacing and resin-bonded surfaces.

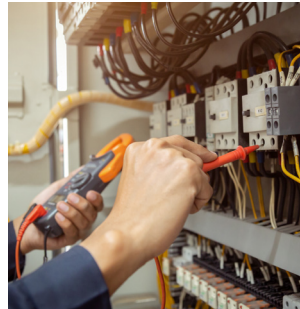
### **Our service includes:**

- Road Surfacing
- Footways
- Car Parks
- Playgrounds
- School Grounds
- Local Authority Works
- Driveways, Lining, Anti-Skid Surfacing, and Decorative
- Mastic Asphalt Reinstatements





## WE HAVE AN EXTENSIVE RANGE OF TRADES THAT INCLUDE:



### **ELECTRICAL**

Our skilled electricians are available and adhere to the latest 18th Edition regulations.

### **JOINERY**

Expert joiners and carpenters are available, covering a wide range of jobs, including window and door installation, loft conversions, bathrooms, kitchens and much more.

### **PLUMBING**

Central heating systems, gas services, drainage, pipework, and fixtures are some of our plumbers' many jobs.

### **PLASTERING**

All types of drywall, plastering and skimming works are covered, including roughcasting, cornicing and much more.

### **DECORATING**

We offer expert painting and decorating services to keep your property looking fresh and modern.

### **TILING**

All tiling services include wall/floor preparation, grouting, and laying of ceramic, clay, slate, marble, glass and many more.

### **ROOFING**

Minor repairs and guttering, including re-roofing and roof replacement. Our tradespeople are on hand to ensure your roof is watertight and structurally sound.

### **BRICKWORK AND CONSTRUCTION**

Our tradespeople and labourers are available to undertake groundworks, mono blocking, bricklaying, and structural engineering works. In addition, we make minor repairs to complete installations, and we cover it all.

### **SCAFFOLD AND ACCESS**

We provide scaffolding and access equipment/services to ensure safe construction works. All our scaffolders are competent, adhere to health and safety guidelines, and work at height regulations.

### **LANDSCAPING**

Landscapers are on hand to provide garden services and make your outdoor spaces look beautiful.

### **FENCING**

Our fence installation team cover all types of fencing, from temporary Heras style fencing to high-security mesh fencing.

### **CLEANING**

Services cover a wide variety of cleaning, decontamination, sanitisation, and deep cleaning.

Our Purpose is to  
provide a professional,  
friendly and  
comprehensive service  
to all our customers.





## **CONTACT US**

Aim Building & Maintenance Services  
2 Buchanan Gate, Stepps  
Glasgow G33 6FB

**0141 280 9521**

**[info@aimbms.com](mailto:info@aimbms.com)**

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