



ALTRO WHITEROCK PREMIER INSTALLER CHARTER

This Charter has been produced for all managers, staff and clients including specifiers, end users and main contractors. It identifies the standards expected from an Altro Premier Installer and is the benchmark against which performance can be measured so that we continually challenge ourselves to maintain the highest standards by improving collective and individual ability, quality and performance.



Premier Installers are selected by Altro for their high level of skill and expertise as well as their commitment to Altro's quality values. Their technical and installation staff are trained by Altro and regularly audited to ensure the highest standards are maintained. Altro and their Premier Installers work together in developing new products, finishing details and installation procedures.

“An Altro Whiterock system fitted by an Altro Whiterock Premier Installer is peace of mind for years to come.”

The Charter Defined:

ALTRO PREMIER INSTALLERS WILL

Provide professional assistance to clients

- on technical issues such as product selection, surface preparation, site conditions and installation detailing
- with comprehensive and accurate quotations and specifications
- by liaising with Altro to resolve technical difficulties
- delivering contractual documentation in full and on time

Demonstrate the highest standards of workmanship when carrying out the installation of Altro Whiterock products ensuring at all times that

- works are undertaken by qualified, trained and experienced staff utilising approved and appropriate methods and finishing
- site personnel are trained and where necessary certified to carry out their duties and are equipped with the required personal protection equipment and safe and serviced tools and equipment
- their operatives work in a courteous, tidy, efficient and professional manner, cooperating with the site managers and other trades
- all projects are completed to the clients' satisfaction and are fully compliant with Altro specifications

Observe all current legislation and best practise including

- Construction (Design and Management) Regulations 2007
- Construction Skills Certification
- Health and Safety
- Environmental
- as well as those requirements prescribed by site operators

Continually assess performance and implement policy and training with a view to ongoing improvement.

To find your Premier Installer go to www.altro.com/PI