



TOMAX
L O G I S T I C S

Providing safe & secure, end-to-end supply chain solutions since 1987

Tomax Logistics Australia Phone Policy

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Authorised: Group Human Resources & Compliance Manager

Background

Customers are at the centre of everything we do and at Tomax we have a genuine commitment to delivering high quality service for our customers. Part of this commitment includes our customers being able to speak with the appropriate Tomax team member who can help to resolve their query or issue.

PURPOSE

The purpose of this policy is to provide guidelines that will support staff, teams and the broader organisation to answer calls from our customers in a timely, professional and friendly manner.

SCOPE

This policy applies to all employees (full time, part time, casual, contracted) working at Tomax Logistics Australia.

POLICY STATEMENT

All Tomax employees are to make a conscious effort to answer incoming calls within three rings.

Employees

To support this policy all employees are responsible for the management of their phone and customer calls. Employees are required to:

- Answer all phone calls within three rings
- Arrange suitable coverage within your team for all incoming calls to be answered while you are away on planned leave
- Advise key external customers of any pending leave and how they can contact Tomax and who they should speak with in your absence

For example, “Good Morning Tomax Logistics, Jenny speaking....”

If the call is not for you, please transfer the call to requested person, or if they are unsure who they need to speak with ask some questions to the caller, “is it import or export, is it air or sea? “
Please also refer to your detailed staff listing to also guide you.

Please then ask for their name and company so when you put the call through the staff member can be prepared.

To transfer a call, press Transfer, then dial the extension number of that person and let them know “Tina from ABC is on line ... for you”, then press Transfer again and hang up.

You can also do a broadcast around the office in case you need to let someone know there is a call for them if they are not at their desk. To do this put the call on hold, then dial 299 and wait until you hear “Paging System Ready” then you can broadcast your message.

All staff are expected to contribute to answering the phones in compliance with this policy. If any employee is unable to assist with answering phone calls due to medical or other reasons, they will need to obtain prior approval from their Manager to be exempted.