



## **Customer Code of Practice / Policy**

This document is a guide to the services we provide and demonstrates how we aim to provide you with a prompt and efficient service. It outlines how to contact us, how we handle enquiries and monitor customer feedback and the standards you can expect from SHB Hire Ltd (SHB).

This code of practice:

- Sets out our commitments to the customer
- Provides information on how to contact us
- Provides information on our services and locations

This code will be reviewed annually or immediately following any significant events or changes which may cause material effect.

SHB is part of Enterprise Rent-A-Car and the Group Management Team is dedicated to customer service excellence and a system of quality management that will ensure the products and services it provides, meet the requirements of its customers at all times.

To achieve this and to strive for continuous improvements, procedures have been clearly laid down in the Management Manual to ensure those requirements are met in accordance with the quality assurance programme designed to comply with BS EN ISO 9001:2008. The Quality Policy will be brought to the attention of all employees through display in prominent places throughout the Group.

Enterprise and SHB are members of the BVRLA and we operate to the BVRLA's code of conduct and are regularly audited as a member.

Our customer commitments:

We are committed to providing customer excellence and will:

- Treat customers fairly and with respect
- Behave with honesty and integrity in all our activities and relationships with others
- Act ethically and fairly at all times in our dealings with our customers
- Ensure that internal controls are adequate to guarantee standards are met
- At all times endeavour to offer our customers the right product at the right price
- Provide a service to ensure we will be the customer's long-term partner of choice
- Adopt a flexible approach to ensure we react to our customer's needs by procuring and delivering goods and services in the right quantity, at the right quality and within the agreed timescales and with the operational knowledge to deliver services that ensure uncompromised customer support
- Make decisions in the most efficient way for the benefit of both the customer and the company
- Be innovative and a market leader, offering original services and technology
- Always respond to the customer in a timely and satisfactory manner and resolve problems quickly
- Log, register and act upon all customer feedback
- Provide clear, accurate, helpful information and advice at all times

- Keep customer information confidential at all times
- Our Senior Management will establish resources, responsibility, processes, reporting, empowerment and instil a culture of customer excellence throughout the business
- Our Managers will ensure processes are embedded within the business, all know their responsibilities, customers services are managed and they have the correct staff and training to support
- Employee's will be aware of our customer services aims, values, their responsibilities and provide excellent customer support

## About us

SHB Hire Ltd has been operating for over 50 years based in the UK, and is part of Enterprise Holdings which is a \$26 billion worldwide company. The services that we provide include vehicle rental as well as fleet and accident management.

In the UK, Enterprise Holdings operates its Enterprise Rent-A-Car, National Car Rental, and Alamo Rent A Car brands through a network of independent regional subsidiaries. These subsidiaries operate more than 470 fully staffed locations, employing more than 5,000 people.

Overall we have a diverse fleet in the UK of 120,000 vehicles with over circa 500 rental sites including airports and train stations. We also have 28 operational depots with full mechanical capability, bodyshop and fabrication, as well as over 100 mobile technicians. We specialise in tailored flexible solutions working with our clients to fulfil their demands. We offer spot, flexi and long term hire and fleet management.

We are able to provide a true one-stop-shop approach to vehicle management 24/7, 365 days of the year.

We currently operate out of 28 national locations covering the UK, as our client base grows we continue to expand our geographical footprint and continuously review opportunities for new depots or shared sites with our clients to support operations. We operate a "fluid" fleet so we can ensure that in the event a local branch hasn't got availability we can provide vehicles from any location within the UK via our logistics operation.



## Current Depots List

Romsey	Edinburgh	Teesside	Wigan	Ellesmere Port
Manchester	Sheffield	Heathrow	Exeter	Bridgend
Thetford	Newcastle	Leeds	Glasgow	Shrewsbury
Maidstone	Gloucester	Essex	Acklea - Calne	Nairn
Oldbury	Thornley	East London	Luton	Coventry

Derby

Norwich

Peterborough

## Contacting Us

You can contact us in the following ways:

- By telephone on 01794 511458
- By email to [equiries@shb.co.uk](mailto:equiries@shb.co.uk)
- By fax on 01794 511468
- By letter at:

SHB Hire Ltd  
18 Premier Way  
Abbey Park Industrial Estate  
Romsey  
Hants  
SO51 9DQ

Our office and depots are open 6 days a week, from 8am to 6pm Monday to Friday and 8am to midday on Saturdays (excluding public holiday).

For out for hours vehicle support 0845 8725419

We can also be contacted via our web site [www.shb.co.uk](http://www.shb.co.uk)

## Complaints Resolution

At SHB we strive to offer the highest quality of service and products. If for any reason a customer is unhappy with our service we will deal with these issues fairly and promptly. Complaints/issues and they should be sent to our dedicated Customer Services Team at:

[customerservices@shb.co.uk](mailto:customerservices@shb.co.uk)

SHB is authorised and regulated by the Financial Conduct Authority for regulated credit-related activities.

All complaints are taken seriously and will be resolved at the earliest possible stage by a member of the Customer Services Team.

We will define our customer complaints/issues and responses in two ways:

- Minor
- Major

### Minor

Many complaints can be resolved on the phone with an initial discussion, for these issues that can be handled and completed by the close of three business days following receipt of the complaint we will record, manage and conclude by sending a summary resolution communication to the customer.

### Major

## Time Limit Requirements

**Within 5 working days** of the complaint the Customer Services Team will send a written Acknowledgement Letter/email confirming:

- Receipt of the complaint
- The name or job title of the individual handling the complaint
- Details of the Complaint Internal Handling Procedures
- An Authority Letter to be completed and returned by the client. This is to enable the Complaints Department the authority to contact any third parties if required (if applicable)

If the complaint has been made verbally then the Acknowledgement Letter will request the Complainant to confirm the Advisers understanding is correct in writing.

**Within four weeks** of the date the complaint was received the Customer Services Team will, either send the complainant;

- A final response or
- A 4 week letter explaining why the Customer Services Team is not yet in a position to resolve the complaint and indicate when further contact will be made (this must be within eight weeks of receipt of the complaint).

**Within eight weeks** of the date the complaint was made the Customer Services Team they will either send the complainant;

- A final response or
- A 8 week letter confirming the following
- Explaining the reasons why they are not in a position to make a final response
- The reasons for the further delay, indicating when they expect to be able to provide a further response
- Explain that if the complainant is dissatisfied they may refer the complaint to the Financial Ombudsman Service whose website address is [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)
- Attach a copy of the Financial Ombudsman Service's explanatory leaflet.

## Final Response

Once the complaint investigation is complete and a conclusion made a final response letter will be issued to the complainant.

The final response letter must contain the following;

- A summary of the complaint and outcome of the investigation
- Details of any offer of redress which the Complaints Department considers appropriate or why no compensation has been offered
- Letter of Acceptance for completion and return by the complainant
- Confirmation that the complainant may refer the complaint to the Financial Ombudsman Service if they are dissatisfied with the final response and that they must do this within six months
- Details of the Financial Ombudsman Service can be found on the website address [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

For regulated customers if the Customer is not happy with our response they may refer the complaint to the Financial Ombudsman Service.

### **The Financial Ombudsman Service**

Exchange Tower  
London  
E14 9SR

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

phone: 0800 0234567 or 0300 123 9123

For un-regulated customers if the Customer is not happy with our response they may refer to the BVRLA who for members offer a Conciliation Service to mediate issues.

### **Customer Feedback**

We may through the course of the year or via scheduled surveys seek customer feedback which will be accumulated and results used as part of our continual improvement process. This information will be made available to the customer in regard to their contract and any generic information gained via open survey.

### **Confidentiality**

We will treat any information we hold about a customer in confidence and will not disclose this to anyone except that customer, or in accordance with any instructions the customer has have given or as required by law.

### **Data Protection**

We respect your privacy and your data. We only use personal information to the extent necessary for us to provide our services to you, to send you information about our products and services and to comply with our legal and administrative obligations. We do not share your information with any third parties unless it is necessary to achieve these objectives and we never share information with third parties for marketing purposes. All personal information you share with us is held securely and confidentially. Full details of how we collect and process your personal information, as well as your rights under data protection law, are contained in our Privacy Notice which is accessible from our website [www.shb.co.uk](http://www.shb.co.uk)

### **Performance Management**

In line with our quality control procedures and our customer code and its content and relating procedures we will be monitored and audited to ensure compliance and improvement.

Signed

A handwritten signature in black ink, appearing to read 'Nicky Simpson'.

Nicky Simpson  
Commercial Director  
March 2020  
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