



Customer Code of Practice

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 quotes, orders, enquiries and complaints and monitor customer feedback and the standards you can expect from SHB Hire Ltd (SHB).

This code of practice:

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

This Code of Practice will be reviewed annually or immediately following any significant events or changes.

SHB is part of Enterprise Mobility, which is dedicated to customer service excellence and to providing a system of quality management that endeavours to ensure our products and services meet the requirements of our customers at all times. Our Code of Practice sets out our intent to ensure that all complaints, either written or verbal, are handled in a consistent and transparent manner.

To achieve these aims and to strive for continuous improvement, we have established procedures to meet our high expectations and quality standards and we deliver on-going training to our teams designed to further this aim.

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

Our customer commitments:

We are committed to providing customer excellence and will:

- Treat customers fairly and with respect
- Act to deliver good outcomes for our customers
- 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
- Develop the right products to meet our customers' varying needs
- 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 changing 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
- Adapt our products to a changing economy and market place
- Assist our customers if their change life situations impact their need for or ability to pay for our products

- 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
- We will establish resources, responsibility, processes, reporting, empowerment and instil a culture of customer excellence throughout our business
- We will ensure processes are embedded within our business, and that all our staff know their responsibilities, that customer service issues are managed and that all our staff have the correct training to support our customers
- All our employees 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 Mobility which is a worldwide company. The services that Enterprise provide include vehicle rental as well as fleet and accident management. SHB provides our customers with a diverse mix of vehicle rental solutions.

In the UK, Enterprise Mobility 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 500 fully staffed locations, employing more than 5,000 people.

Overall, Enterprise have a diverse fleet in the UK of 150,000 vehicles, located at a variety of sites including industrial parks, high-streets, 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 short term, flexible and long term hire and fleet management services.

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

SHB utilised Enterprise Flex-E-Rent's depots which are 28 national locations covering the UK. As our customer 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	Bristol	Acklea - Calne	Nairn
Oldbury	Thornley	East London	Luton	Rugby
Derby	Norwich	Peterborough		

Contacting Us

You can contact us in the following ways:

- By telephone on 01743 457600, option 6 – requesting the regulated team
- By email to regulatedhires@em.com
- By letter at:

SHB Hire Ltd
Regulated Team
C/O Enterprise Flex-E-Rent
Battlefield Enterprise Park
March Way
Shrewsbury
SY1 3AB

Our office and depots are open 5 days a week, from 8am to 5pm Monday to Friday (excluding public holiday).

For out of hours vehicle support call: 0345 266 9289 (non premium line)

We can also be contacted via our web site www.shb.co.uk/information

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 should be sent to our dedicated Customer Services Team at:

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

Customers can express dissatisfaction to their adviser about us as a provider, or the quality of our services. We will need to establish whether or not your complaint relates to the advice given, the team's service, the product or performance of the product, or the quality of the service or vehicle which will all be investigated.

If the complaint is about another party, we will refer details of the complaint to the third party and confirm this course of action to you in writing.

We will establish the nature and scope of your complaint having due regards to the Financial Conduct Authority's direction to:

- Deal with complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress

Minor

Many complaints can be resolved on the phone with an initial discussion. For issues that can be handled and completed within 3 business days following receipt of the complaint, we will record, manage and conclude the issue by sending a summary resolution communication to you.

Complaints that can be settled to your satisfaction within 3 business days can be recorded and communicated via an informal process.

If a solution to your complaint is proposed and you indicate your acceptance, we will promptly send you a 'Summary Resolution Communication', being a written communication from us which refers to the fact that you have made a complaint and informs you that we now consider the complaint to have been resolved to your satisfaction.

We will tell you that if you subsequently decide that you are dissatisfied with the resolution of the complaint you may be able to refer the complaint back to us for further consideration or alternatively refer the complaint to the Financial Ombudsman Service.

In addition to sending you a Summary Resolution Communication, we may also use other methods to communicate the information where:

- We consider that doing so may better meet your needs; or
- We have already been using another method to communicate about the complaint.

Major

Where our Complaints Officer judges that your complaint cannot be resolved within 3 business days, or they were unable to resolve your complaint in this period, the formal FCA complaints procedure will be followed. This process requires that we:

Time Limit Requirements

Within 5 business days (or immediately on realising the informal complaints handling process will not reach resolution) 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
- That they will fully investigate the complaint and, where necessary, make contact with you to seek clarification on any points
- That they will send you a final response letter as soon as possible, but no later than eight weeks after receiving the complaint, detailing how your complaint has been resolved and if any redress will be offered.

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

Within four weeks (if not completed) 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 will either send the complainant;

- A final response or
- A 8-week letter confirming the following:
 - 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
 - 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
 - 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
- 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

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

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

Closing a Complaint

Where we receive confirmation from you that you are satisfied with the findings of the investigation and any resolution we have proposed, your complaint will be considered closed.

Where no confirmation has been received from you within four weeks of our final response letter, your complaint may also be considered closed.

Records of a complaint will be kept for a minimum of 3 years

The British Vehicle Rental and Leasing Association's Conciliation Service

As a member of the British Vehicle Rental & Leasing Association, we are bound by the BVRLA's code of conduct, and you have access to their free conciliation service. If you are unhappy with our response to your complaint, you will be able to refer the matter to the BVRLA. As an approved Consumer ADR body, they will independently review the matter and report their findings. More information about the conciliation service can be found on the BVRLA's website. Using the BVRLA's conciliation service does not in any way affect your right to refer the matter to the Financial Ombudsman Service if you are eligible.

The Financial Ombudsman Service

It is our policy to treat all customers the same, however, some eligible complainants may also refer their complaint onto the Financial Ombudsman Service (FOS). Eligible complainants are legally defined and have additional rights in law that we must acknowledge and adhere to.

Eligible complainants are:

- A consumer
- Companies within the definition of a microenterprise
- Charities with an annual income of under £6,500,000
- Trustees of a trust with assets of under £5,000,000
- A small business (only an eligible complainant if the conduct took place after the 1st April 2019)
- A guarantor

The Financial Conduct Authority complaints rules apply to complaints:

- made by, or on behalf of an eligible complainant;
- relating to regulated activity;
- involving an allegation that the customer has suffered, or may suffer, financial loss, material distress or material inconvenience;

We will co-operate fully, at all times, with the FOS in resolving any complaints made against us and agree to be bound by any awards made by the FOS.

The FOS can be contacted at:

Exchange Tower
London
E14 9SR

www.financial-ombudsman.org.uk

phone: 0800 0234567 or 0300 123 9123

email: complaint.info@financial-ombudsman.org

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.

Customer Communications

Through the course of the agreement, we will provide you with on-going relevant information on your hire and may contact you via phone or email to check on mileage and any due maintenance events and to offer you a chance to discuss your on-going hire and answer any questions you may have.

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

Performance Management

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

Signed

A handwritten signature in black ink, appearing to read 'Nicky Simpson', written in a cursive style.

Nicky Simpson
Commercial Director
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