



Customer service and customer care are a vital part of the Fibre Revolution Ltd business. All employees are required to focus on the customer care and service levels that are essential to ensure commitment to customer satisfaction.

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| 1 | Purpose | 1 |
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- 1.1 The purpose of this policy is to set out Fibre Revolution's approach and commitment to customer care.
- 1.2 The policy supports the company's strategic direction and serves as a basis for establishing our customer care programmes and initiatives.

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| 2 | Scope | 1 |
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- 2.1 This policy applies to all activities of Fibre Revolution Ltd and our impact on customers.

Customer service covers the following basic requirements:

- Enquiry / Sales response times
- Delivery performance (times, order accuracy and status of good on delivery)
- Order processing and picking
- Complaint handling
- Methods for dealing with enquiries
- Courtesy and helpfulness displayed by employees

This policy is supported by the following Fibre Revolution Ltd Policies:

- Quality Policy
- Corporate Responsibility Policy
- Labour Standards and Ethical Policy
- Environmental Policy
- Renewable Resource Policy
- Information Security and Communication Policy
- Data Protection Policy
- Data Sharing Policy



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| <b>3</b> | Definitions | 2 |
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The customer is defined as both external and internal:

### 3.1 External Customer:

The external customer is defined as the buyer– i.e. Services, Retailers, Distributors and Consumers/End Users.

### 3.2 Internal Customer:

The internal customer is defined as the persons within the group (Fibre Revolution). Every department who provides and receives independent services from each other. Fibre Revolution Ltd serves the external customer but the quality of that service is affected by the internal workings of the organization.

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| <b>4</b> | Policy Statement | 2 - 3 |
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The provision of a quality service to the external customer, is the responsibility of everyone within the organisation.

### 4.1 Customer Interface:

Customer communication can be either through:

- Verbal –telephone call, video conferencing, on site face to face interaction
- Digital – E-mail, MS Teams, Webchat
- Written - Letter

When communicating with customers the ensuing guidelines shall always be followed:

- Greet the customer politely, always be courteous
- Ensure you identify yourself
- Ask the customer’s name and organisation
- Listen carefully, do not interrupt
- Ask questions where necessary and do not make assumptions
- If you cannot help, then say so and find someone who can
- Always be positive and explain all possibilities. Never be defensive or assign blame.
- Make the customer feel valued. Remember the way in which you act, or talk can be as important as what you say

The customer will respond to an attentive, well-mannered member of staff who deals with their query or complaint professionally. The actions and attitude of each employee can make the difference between a satisfied or dissatisfied customer.

### 4.2 Telephone calls:

All calls should be answered within five rings (10 seconds). If there is no one available then the call will be diverted to another line for response.



### 4.3 Written Correspondence:

All letters and e-mails received should be dealt with efficiently and a response issued within one working day, even if it is only an acknowledgement until a full response is available. Specific reference must always be made to the date of receipt of the correspondence.

### 4.4 Specific Product / Service Complaints:

Product and service complaints shall be handled in accordance with the complaints policy and procedure. Complaints must be acknowledged within 24 hours, and a full investigation with corrective/preventive action communicated within 10 working days except for quality complaints which are up to a maximum target of 60 working days. Customers whose complaints cannot be dealt with within this timescale must be informed of the situation.

### 4.5 Performance Measures

Customer Care is monitored closely through several performance measures. These enable the business to focus on customer satisfaction and improvement of service and quality.

#### 4.5.1 Staff Performance

- Order processing accuracy
- Call response times
- Warehouse delivery and receipt
- Warehouse picking and despatch

#### 4.5.2 Delivery Performance

- Carrier performance (delivery slots, damages, accuracy)
- In-house transport performance (delivery slots, damages, accuracy)

#### 4.5.3 Product Performance

- Supplier / goods inwards QC product testing
- Independent testing
- Complaint receipt and handling

The above performance measures shall be reported monthly and reviewed during the Management Review meetings.

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| 5 | Responsibilities | 3 - 4 |
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### 5.1 Board

The board and non-executive directors provide support and strategic direction for the company's customer care policy.



## 5.2 **Departmental Managers**

Departmental managers are responsible for ensuring:

- Staff understand the processes, policies and procedures in each of their departments.
- That any customer care / service management training (including induction and policy training) is recorded on the company training platform.
- Educating and working with staff to ensure they understand how their role within the company supports the policy.

## 5.3 **Technical Department**

The technical department is responsible for:

- Management of the management systems.
- Managing the management review.
- Data analysis and reporting of the company management system performance.
- Tracking and follow up of objective progress and management review actions.

## 5.4 **Employees**

Employees are required to comply with the company's policies and procedures as set out in their employment contract, handbook, and training plans.

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| 6 | Communication | 4 |
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This policy is communicated through the company shared drive/intranet and company website (<https://fibre-revolution.com/>) and will be made available to all interested parties.

**Signature:** 

**Place of Issue:** Bourne, PE10 0DN, UK

**Name:** Neil Wilson

**Issue Date:** 09/01/2025

**Position:** Executive Director

**Review Date:** 09/01/2025

