



INTEGRATED QUALITY, ENVIRONMENTAL & SAFETY PROCEDURE (iQESP)

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1. INTRODUCTION

All Hornbill Clients' have an expectation of the services we provide and it is important they know how we will achieve this. Hornbill will monitor customer services and measure how successful it is delivered. As an electrical engineering company we provide a diverse range of services and employ skilled and competent personnel. It is important that all of our personnel understand this and deliver the same high quality service right first time irrespective of the sector or area that they work within.

This customer service policy makes clear Hornbill's commitment to providing excellent services.

2. PROCEDURE

Hornbill's commitment to its clients' and customers' is to:-

- Act in a professional manner and be polite at all times.
- Deal with clients' enquiries promptly.
- Notify or explain the reason for any delays in a timely manner.
- Listen to clients' and ask for feedback.
- Keep our promises.
- Be open and honest and explain our decisions.
- Apologise when we make a mistake and rectify problems as soon as possible.
- Accept the clients' right to complain and guarantee a full investigation and considered response.
- Investigate complaints thoroughly and in a timely fashion.
- Use clients' feedback to influence changes in customer service through continuous improvement.
- Treat all our clients' with respect.
- Adhere to our Health, Safety and Environmental Policy.
- Abide by the Bribery Act 2011.
- Abide by the Modern Slavery Act 2015.
- Source goods and materials that are environmentally sustainable.

We would expect our clients and customers' to:

- Provide Hornbill with the necessary information we need to help them.
- Treat all our employees appropriately and with respect.
- Help us to improve our services through suggestions and feedback.
- Inform Hornbill if we don't adhere to our policy.
- To have read Hornbill's Health, Safety and Environmental Policy. (Available to read at www.hornbill.co.uk).
- Abide by the Bribery Act 2011.
- Abide by the Modern Slavery Act 2015.
- Source goods and materials that are environmentally sustainable.

How will we monitor this policy?

Hornbill will:-

- Monitor performance against the policy through internal audits.
- Train and support staff to ensure quality and service is delivered and maintained.
- Use customer feedback, comments, suggestions and any non conformances as part of the continuous improvement process.

Communication Process

Hornbill will:-

- Listen to its customers' and clients'.
- Respond to enquiries and queries efficiently and courteously.
- Notify customers' and clients' of any changes or delays in a timely manner.
- Be professional and accurate with all information provided to our customers' and clients'.

REVISION INDEX

DATE	ISSUE	SUMMARY OF CHANGE
22/02/2017	1	Issued after consultation.