

Rosstone Client Code of Conduct

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 ROSSTONE

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Client Service Mission Statement

The mission of Rosstone's client service function is to provide the client with timely, responsive service with integrity, simplicity and a passion for excellence while meeting or exceeding the client's expectations.

Client Service Vision Statement

To strive for continuous improvement by measuring our performance against our clients' expectations and perception.

Client Service Fundamental Principles

CARE: The principle on which Rosstone serves its client are Commitment, Attentive, Responsive, and Empathetic.

Commitment

I work hard to gain and maintain client trust in us

- I am transparent in all my dealings with client including mistakes
- I take a stand for my client with integrity
- I never promise anything I can't deliver

Attentive

I understand our clients and their needs

- I listen to my client and communicate clearly and correctly
- I care for my client and understand who they are, what they need and why they need it.

Responsive

I am eager to solve my client's problem completely and as quickly as possible

- I own my client's problems and work hard towards resolution
- I work towards eliminating problems quickly with follow up
- I escalate client issues for quick & efficient resolution

Empathetic

I always place myself in the shoes of the client

- I consider the best interest of the client while resolving
- I learn and I improve

1. Terms and Definitions

- a) Complainant means the person or organisation making the complaint.
- b) Client means any person or organisation receiving advice, a service, using the facilities, or engaged in a business relationship, or any other person or organisation having an interest in the functions or activities of Rosstone.
- c) Employee means a person employed by Rosstone that provides various services to which this code applies
- d) Dispute means an unresolved complaint
- e) Concerns means a request for the resolution of a problem or difficulty by a client. Concerns can be resolved, partially resolved or not resolved.
- f) Comments mean any point of view expressed formally to Rosstone about the quality of the company's service.
- g) Compliments means any appreciative statement about a service or employee from client, organisation or individual who still isn't our client. Compliments will be recorded on the client Service Management system and can be used to facilitate learning, bring attention to service development and reinforce good practice.
- h) Complaint Management System means an application that is implemented to capture, escalate, track, resolve and communicate client complaints at Rosstone.

2. Purpose of Code of Conduct

The purpose of this code of conduct is to objectively specify the promises and obligations related to Rosstone's service delivery and complaints management towards all our clients.

Client Code of Conduct shall assist Rosstone to;

- a) Establish effective client service mechanisms
- b) Improve competitiveness
- c) Differentiate our offering via innovative client services
- d) Build client loyalty through positive client service experience
- e) Increase client retention
- f) Attract new clients via word of mouth
- g) Reduce marketing costs
- h) Increase service efficiency
- i) Reduce complaints and complaints handling resources and costs
- j) Improve compliance with laws and regulations
- k) Improve services and accountability
- l) Develop and sustain organisation-wide focus on clients and quality
- m) Improve ease of dealing with clients

3. Introduction to Code of Conduct

Improving client service is an important goal/ objective for Rosstone entities, by setting and monitoring service standards, we will be able to measure by how much we have improved.

The client service code of conduct applies to all employees of Rosstone entities to be used as a practical guide in providing good client service.

4. Our Commitment to clients

We are committed to providing a high standard of client service to all clients of Rosstone entities. Our clients expect efficient and accurate service, the sort of service we would expect to receive as clients ourselves.

We are committed to provide high quality services and delivering high standards of client service. As a client of Rosstone, you have the right to be treated fairly and considerately when using any of our services whether in person, by phone, in writing or by e-mail.

When dealing with all clients, we will:

- Be welcoming, fair, responsive and courteous in the delivery of client service
- Be friendly and accessible
- Understand your needs
- Be professional and well informed and take pride in what we do
- Meet your expectations wherever possible and explain when we cannot
- Let you know what we can provide and what you should expect to receive.
- Treat you as we would expect to be treated ourselves
- Respect confidentiality
- Respond effectively to all your complaints' and use the feedback to continually improve
- Provide a quality service and work continually to improve this service
- Aim to answer your telephone call within 5 rings
- Acknowledge emails, electronic submission and complaints within the same working day

In return we ask that our clients are courteous and respectful towards us and provide the information we need to deliver our services.

5. Capacity

We have provided sufficient resources available for development, implementation, managing and improving the client service system. With a mix of Rosstone employees, key management individuals and technology the execution and maintenance of service standards will be assured.

Rosstone has identified 4 client touch points with whom the client may communicate. Clear client service and Complaint management policy and procedures are documented and communicated to all of Rosstone employees.

An automation of complaint capture, tracking, follow up and escalation is implemented for efficient and accurate client service.

6. Visibility

We promote the existence of our client Code of Conduct and Complaints Policy and Complaints System to our employees and to our clients through:

- a) Documented manuals, workshop and orientation to our employees
- b) Availability of client Code of Conduct on our Rosstone portal – www.rosstone.co.za
- c) For complaints, complaint form on the 'Reach Us' link of our websites.
- d) Availability of 'Complaint Handling Procedure' on our websites.
- e) Publishing the numbers and categories of complaints we receive and the resulting improvements we have made in executive reports.
- f) Every policy issued from Rosstone to carry information and detail of complaint contact options.
- g) Every Invoice and Statement of account submitted to client is to carry complaint contact options.

7. Accessibility

We shall make sure that our complaint management system is available to all our clients by supplementing personal contact option, web portal, email and dedicated telephone based complaints.

A person wishing to make a complaint may do so in person, by telephone, by letter, by e-mail or via our website. All complaints made with us will be lodged via a 'Complaint Form', and recorded on to our Complaints Management System.

A person may lodge a complaint by filling out and completing a 'Complaint Form' on our website. For complaints made in person or by telephone, letter, fax, or e-mail, one of our staff members will complete a Complaint Form on behalf of the complainant and attach any associated correspondence that has been received (e.g. letter or email).

Complaints are best made to the member of staff with whom the client has been dealing and having a facility to file a complaint with dedicated client service representative. They can, however, be directed to the department Manager or General Manager.

Clients' are provided with a range of contact options for lodging a complaint.

- Phone: 012 367 5000
- Email: complaints@rosstone.co.za
- Rosstone website – www.rosstone.co.za

8. Responsiveness

If you receive a complaint by phone or face-to-face, you shall:

- Request the client to provide clarification and additional information if and when the complaint is not fully understood.
- Document the complaint in Complaints Management System as soon as possible.
- Clearly record the nature of the complaint, the complainant's name and their contact details.
- Send an acknowledgement of registration of the complaint within 24 hours and provide them access for follow up and track their complaint
- Route or involve concerned department and manager to discuss what may need to be done to resolve the matter.
- If the complaint is not resolved within the acceptable timeframe escalate the complaint to the line manager.
- Once a resolution or course of action has been decided, respond to the client within the given timelines.
- If client feels the resolution or course of action may not be accepted, escalate the complaint to line manager for resolution.

9. Objectivity

Rosstone is committed to address each complaint received in an equitable, objective and unbiased manner.

- Rosstone shall maintain openness to both Rosstone employees and the complainants and make the complaint handling process accessible and understood to both.

- While dealing with complaints, Rosstone shall be impartial and shall avoid any bias in dealing with the complaint or complainant. Rosstone is committed to emphasis on solving the problem and not to assign blame to any parties involved.
- The utmost amount of confidentiality will be considered to protect the identity of the complainant, until and unless Rosstone employee need the identity to communicate for further clarifications and assist in resolving the problem. Under such circumstance, utmost care will be taken that Rosstone employee do not discriminate the complainant.
- Rosstone is committed toward giving equal treatment to all people
- Rosstone shall consider each case on its merits and pay due care to individuals' difference and needs.

10. Confidentiality

The identity of the client and the information provided will be shared only on a "need-to-know" basis with those responsible for addressing and resolving the concern.

11. Accuracy

We understand that all our client expect accurate information and accurate delivery. Rosstone shall do all it can to collect, rely and process client request and complaint accurately. We shall ensure all correspondence is easy to understand, professional and accurate. Formal business language is to be used at all times.

12. Accountability

Rosstone has realised that accountability is one of the fundamentals of great client service and puts it at the forefront of its client service culture. Accountability in Rosstone's client service practices ensures to develop a strong sense of personal accountability among all its employees with a motto 'Each one of us is the company'.

Our employees are committed to own a service request or a complaint received and they are responsible for finding answers and getting the issue resolved. If the employee cannot solve the problem him/herself, he/she is expected to find someone who can and follow up until the issue is resolved.

Periodically, the management shall review all the complaints, action taken to resolve the complaint including the client experience in complaint with this client service code of conduct.

13. Continual Improvement

- Commit to improve our client service abilities
- Regularly ask our clients for feedback about our client service
- We will use this feedback to help shape the services we deliver
- Ensure our staff are trained and competent to deliver our services
- Ensure all staff and members are trained in client Care