

## CLIENT SERVICE CHARTER

*STANDARDS, VISION, PROMISE*

FEBRUARY 2010

### TABLE OF CONTENTS

DESCRIPTION:	PAGE:
Company Profile	2
B&A Business Focus	3
B&A Values	3 - 4
Code of Ethical Conduct	4 - 5
Client Service	5 - 6
Commitment to this Charter	6
Your Feedback	7
Help us to help you	7

## COMPANY PROFILE

**Bruniquel & Associates**, one of the pioneers in diversity and labour relations training in South Africa, has been in business nearly **30 years**. B&A specialises in **employee relations training and labour relations consulting**. B&A holds the distinction of making their own videos, some of which have received national television awards. B&A markets outcomes-based training packages with a uniquely South African flavour featuring videos, case studies and role-plays based on actual incidents.

**B&A is accredited with the Services Seta** and is one of the few training providers to be awarded the **Services Seta Star 3 rating for Customer Service** and the **Star 2 rating for Quality Management**. We awaiting confirmation regarding our application for the **Services Seta Star 1 rating for Legal Compliance**.

B&A offers a holistic approach to clients – from a pre-training audit/needs analysis to an ongoing support service. This may include customising policies and procedures where necessary, conducting a Strategy Workshop for decision makers, conducting training courses, conducting assessments, certificating learners and providing telephonic and consulting support to learners and managers.

B&A courses are designed around registered unit standards and are useful in training management, supervisors, team leaders and shop stewards within any organization. In this way delegates are assured of coming away from such training with a greater understanding of the intricacies of an organisations disciplinary procedure or leadership development policies.

**All B&A courses, are renowned for their practical, experiential approach to training and include realistic video case studies which supplement the learning experience.**

Our Practical systems based leadership and employee relations training is aimed at changing paradigms and improving the effectiveness of businesses. Benefits include:-

- Reduced conflict at the workplace.
- Balanced and well managed trade union relationship.
- Improved workforce morale.
- Reduction in absenteeism and sick leave abuse.
- Reduced labour turnover.
- No unfair dismissals with the angst and legal costs that go with them.
- Retention of key personnel.
- Greater tolerance and understanding of diversity issues.
- Greater productivity through effective performance management.

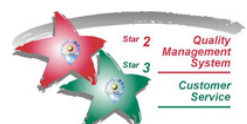
Through its network of franchisees and agents B&A provides a national service in all the major centres of South Africa. The head office of the company is based in Durban but with the new development will now have an office in Bloemfontein as well as Johannesburg, Port Elizabeth, Cape Town and Namibia.

### Consulting Service

In addition a full consulting service is provided.



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## COMPANY'S BUSINESS FOCUS

### COMPANY VISION

To be recognised as the leading employee relations training and consulting company with the best, most practical solutions in the SADC region.

### COMPANY MISSION

To provide a comprehensive professional employee relations training and consulting service to business and the public sector. In so doing, to help bring about the transition of business to meet global standards.

### COMPANY'S CORE FOCUS

To provide clients with proactive practical advice, systems and high quality Seta accredited training courses to meet identified needs and create productive workplaces.

### SLOGAN

*Perfecting the basics since 1981!*

If one strives always to do the basics correctly success will follow. This message is stressed throughout our training (e.g. do proper investigations before making accusations).

## COMPANY VALUES

### OUTSTANDING SERVICE

- We put our clients first and seek to develop on-going business partner relationships.
- We aim to provide exceptional service – friendly attitude, courtesy, regular contact, professionalism and timeous delivery.
- We adopt a holistic approach to employee relations by proper diagnosis and adopting best practice solutions.
- We focus on our clients' long term interests and do not compromise standards for short-term gain.
- We manage labour disputes with an end in mind, implementing principle-driven strategies.

### BEST TRAINING MATERIALS

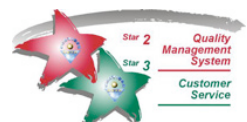
- We ensure our courses are NQF aligned and are accredited with the Services Seta.
- We provide superior products through continuous research and regular updating.
- Our training materials are practical, systems based and user-friendly.
- We aim to grow our business and ensure an equitable return on investment.
- We seek to perfect the basics in our own business by implementing proper systems, quality control, good communication and relationships, fairness, candid feedback and results driven culture.
- We seek to do things right the first time.

### EMPOWERMENT

- We empower employers and their key personnel by assisting them to perfect the basics, preventing disputes and developing good employee relations.
- We promote diversity, equity and transformation within our business, our clients businesses and the wider community. We also seek to use our own diversity to promote our business.
- We ensure our learners' rights and strive to create competent learners with appropriate knowledge and practical skills.
- We maintain the necessary infrastructure to ensure compliance with confidentiality and Seta requirements.



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- We ensure our facilitators are trained, and have appropriate hands-on experience.

### **HONESTY & INTEGRITY**

- We conduct our business with honesty and integrity.
- We do not undertake work which we are not qualified to do.
- We ensure that we only invoice for work performed or products supplied.

### **CHALLENGE & GROWTH**

- We strive to maintain a supportive culture and learning environment within our business aimed at the continuous development of all our personnel and where advice and assistance is freely sought and given.
- We strive to retain our key personnel by providing challenge, participation, recognition, and reward.
- We strive to make our business a fun place to work and learn.
- We are champions of our business – energy, commitment and enthusiasm.

## **CODE OF ETHICAL CONDUCT**

All employees and consultants of Bruniquel & Associates, its agents and franchisees in addition to complying with the code of professional conduct of the **South African Board for Personnel Practice** shall abide by the following code of ethics and professional conduct:-

### **PROFESSIONAL STANDARDS**

Consultants will not undertake work for which they are not qualified and will seek the counsel of their peers or legal practitioners before advising clients on action, which could give rise to disputes.

Consultants are expected to keep up to date with political and socio-economic developments, relevant technology, changes in legislation and precedents affecting labour relations by reading and through membership of professional bodies (SABPP, SASLAW, IPM, Chambers of Commerce etc.) and participation in their activities.

Only competent, trained facilitators shall conduct B&A training courses.

### **COMPLIANCE WITH LAWS & REGULATIONS**

Consultants and employees shall at all times ensure that their conduct complies with legislation and with regulations governing the operations of Bruniquel & Associates.

### **CHARGES FOR SERVICES RENDERED**

Consultants will conduct themselves with integrity and will provide 'value for money' for their services. Under no circumstances will clients be charged for goods or services that have not been rendered.

### **CONDUCT OF CONSULTANTS**

Consultants are bound to act with honesty, integrity and the utmost good faith in all dealings with clients.

Under no circumstances will consultants or employees offer or receive bribes or gifts as a condition of doing business.

Consultants and employees are required to report any instances of bribery and corruption. In the event of a case being reported, the Company will bring it to the attention of the client and the authorities concerned and will co-operate with such authorities should internal disciplinary proceeding or criminal proceedings result from such reports.

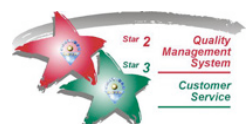
### **CONFLICT OF INTEREST**

Conflicts of interest may arise where consultants or employees are offered gifts, hospitality or favours, which may, or could be perceived to influence their judgement in business transactions.

All gifts must be declared and may only be accepted if they are not a condition of any business deal.



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Only approved B&A promotional gifts with company logos clearly inscribed on them may be offered to clients by employees or consultants. No conditions may be assigned to such gifts.

## CONFIDENTIALITY OF INFORMATION

Client confidentiality shall at all times be respected. No consultant or employee shall disclose confidential and/or sensitive information or trade secrets concerning clients to any other person.

## CLIENT SERVICE

### PROMPT RESPONSE

We will respond to enquiries on the day that we receive them. If we are unable to respond to your telephone call within this time we will ensure a relevant person will contact you within one working day.

We will provide a full quote and specification of a product or service within 2 working days if no customization is required, otherwise, we will provide the quote within 5 working days.

If the response time is going to be longer, we will inform you and advise you when you will receive a detailed response.

We will make every effort to respond to any complaints within 1 day.

We will keep pre-arranged appointments.

### COMMUNICATION WITH OUR CLIENTS

We strive to ensure that our training materials are kept up to date and that we provide the most up to date, relevant information on research changes in labour legislation and case law developments.

Our free monthly electronic newsletter – *The Communicator*, aims to provide clients with useful articles, which they can circulate within their organisations on relevant topics. The newsletter also aims to inform clients of our products and services, special offers and new or updated products as they become available. Our website – [www.bruniquel.co.za](http://www.bruniquel.co.za) is aimed at keeping our clients and other interested parties informed of our products and services.

Our staff will promptly respond to telephonic queries. Presentations on our services can be conducted at our premises or at client's premises.

In order to maintain regular contact, learners' certificates will, for the most part be hand delivered by consultants. After completion of training, in the event of them encountering problems, learners are encouraged to contact their trainer for free telephonic advice. If the matter is too complex to be dealt with in this way, the learner will be advised accordingly and given an indication of the cost of a face-to-face consultation.

We receive feedback from our clients in a number of ways. These include written comments by email, fax or letter and oral feedback from training courses and meetings with clients.

In addition we hold regular meetings with our staff, franchisees and agents to evaluate client feedback received, so as to improve our products and service and to develop new products to meet market needs identified.

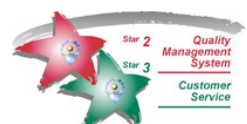
We also conduct surveys of our clients from time to time to help us identify specific needs and their perceptions of our products and services. These surveys provide valuable data help us monitor our progress.

### TRAINING COURSE FEEDBACK

B&A training facilitators require learners to complete anonymous course evaluations at the conclusion of each training course. The results of these evaluations are analysed with a view to improving the product and service delivery.



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During training courses, training facilitators are expected to make a note of any problems or performance barriers raised by learners. These will be discussed with our director/our franchisee's director and the client's representative who commissioned the training.

Where serious problems exist, on request, a feedback report with recommendations may be submitted and a follow up meeting arranged between the course leader, our director/our franchisee's director, and your representative and relevant management. The purpose of such meetings is to enable us to provide feedback on the performance barriers raised by learners during the training courses and to advise you on how best to resolve the issues raised.

## PERFORMANCE MEASUREMENT

We undertake to measure the extent to which our commitment to Customer Service is adding value to our clients and our own business.

We will:-

- Ensure that contact is made with every client at least once every three months.
- Our client database is regularly updated to ensure correct people receive our communications.
- Investigate and attempt to resolve all complaints to the satisfaction of our clients.
- All training courses are followed up by way of a questionnaire to clients and delegates to ensure feedback and client satisfaction.
- Ensure that Service Level Agreements are implemented for consulting retainers and where possible for big training projects

## CONFIDENTIALITY & CONFLICT OF INTEREST

B&A agrees and warrants that during audits, consulting assignments, client visits or training and /or assessment activities conducted at your place of business, all documents and information that may be a trade secret or of a confidential nature, shall be treated with the strictest confidence by our consultant or training facilitator.

We further undertake not to misuse any client's personal or organisational information. This includes not selling or divulging information in respect of our clients on our database. The information provided will remain confidential and will not be divulged outside of our organisation without your express permission, or when we are legally required to do so.

## COMMITMENT TO THIS CHARTER

We will continuously monitor our performance against the standards in this charter.

We will also monitor the number and nature of the client complaints and other client feedback to see where and how our services can be improved.

Our procedures for implementing this charter will ensure we receive and respond to client comments, suggestions and complaints on a continuous basis. More formally, we will review the charter 12 months after its introduction and at least once every 12 months thereafter.

Each review will consider all customer comments, the findings of our most recent client survey and direct feedback from face to face discussions with clients.

## YOUR FEEDBACK

Please help us to continuously improve our service by registering any complaints or letting us know when you are happy with the service we have provided. Our employees and consultants will welcome any compliments as they are encouraged to deliver excellent service at all times.

Please give us your feedback on our service delivery within 20 working days of contact. We are particularly interested to know whether our employees, consultants or associates have dealt with you fairly and honestly and have given you the best possible service.

If you have a complaint and are not satisfied with the service provided, you may contact our director Bruno Bruniquel directly on:

**Phone:** +27 (0) 31 309 4627 or +27 (0) 83 226 3379 (Bruno)

**Email:** [bruno@bruniquel.co.za](mailto:bruno@bruniquel.co.za)

## HELP US TO HELP YOU

To help us provide you with the best possible products and services to meet the requirements set out in this Charter please:

- Provide all your contact details when making any enquiries.
- Advise us of any changes of address in writing.
- Retain a copy of any correspondence you send us.
- Provide us with feedback on the services rendered.
- Attend pre-arranged meetings on time.
- Notify us of any complaints and/or compliments timeously.
- Make direct electronic funds transfers to: Bruniquel & Associates (Pty) Ltd within the stipulated time frame reflected on the invoice.
- Clearly indicate what the payment is for by stating a reference number.

*Bruno Bruniquel*

**MANAGING DIRECTOR**



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