

CUSTOMER SERVICE CHARTER

January 2021

Introduction

Riley Falcon Security Services is one of the largest and well established security companies in Kenya. We have been in the security industry since 1985. We pride ourselves in delivering customer solutions. Our products are custom made and are synonymous with quality and value. At Riley Falcon, we are committed to delivering quality service to our customers.

We do this by:

- ◆ Anticipating customer needs and providing practical solutions to them.
- ◆ Greeting our customers when they enter our premises promptly, cheerfully and respectfully.
- ◆ Listening attentively and giving full consideration to the needs and concerns of our customers.
- ◆ Communicating clearly and honestly with our customers.
- ◆ Respecting the individual customers.
- ◆ Serving with pride, commitment and with high ethical standards.

The purpose of this charter is to establish uniform standards for responding to our customer needs and requirements. We seek to treat every interaction with the customer as an opportunity to produce a satisfied customer. At Riley Falcon we put our customers at the centre of everything we do.

The standards outlined in this charter cover products and services, complaints or suggestions. The standards are reviewed from time to time in line with the changing customer needs.

Our Promise

- ◆ You will receive quality service
- ◆ You will be treated as an individual
- ◆ Your questions will be attended to promptly and efficiently
- ◆ We will not disclose any information about you without your consent, except as permitted by law
- ◆ Publish clear and up-to-date information about our products and services
- ◆ Provide contact points where one can make enquiries
- ◆ Monitor your level of satisfaction and take appropriate actions where there are service gaps

Product Range

- ◆ Guarding
- ◆ Courier Service
- ◆ Electric Fencing
- ◆ Baggage Scanner
- ◆ Event Management
- ◆ Alarm Back-up services
- ◆ Trained Dog & Handler
- ◆ Cash In Transit
- ◆ Vehicle Tracking Systems
- ◆ Riley Biometric System
- ◆ Under search Mirrors
- ◆ Access Control

Branch Network

- ◆ Nairobi
- ◆ Kisumu
- ◆ Mombasa
- ◆ Nakuru
- ◆ Eldoret
- ◆ Kitengela
- ◆ Embu
- ◆ Ukunda
- ◆ Kisii
- ◆ Nyeri
- ◆ Meru
- ◆ Kakamega

Customer Obligation to us

- ◆ Correctly address letters and other correspondence including the correct postcode.
- ◆ Call us through the following customer helplines; **0722716581, 0733617817 (020)2518906/7/8**
- ◆ Give us honest feedback.
- ◆ Adhere to the agreed terms of contract between yourself and us.

Vision/Mission/ Core Values



Service Standards

	PRODUCT	STANDARDS
1.	Guarding	<ul style="list-style-type: none"> ◆ 12 Hour response for Temporary Works Orders ◆ 15 Day response for contract orders
2.	Trained Dog & Handler	<ul style="list-style-type: none"> ◆ 24 Hour response for Temporary Works Orders ◆ 15 Day response for contract orders
3.	Courier Service	<ul style="list-style-type: none"> ◆ Same Day: Same day delivery ◆ Overnight: 9am of the following day ◆ Door-to-door: Within 3 hours of receipt of consignment
4.	Cash In Transit	<ul style="list-style-type: none"> ◆ Request for service -15 minutes before scheduled time or 15 minutes after scheduled time
5.	Telephone Courtesy	<ul style="list-style-type: none"> ◆ Answer calls within 3 rings ◆ Identify self by name / department E.g Good morning, Fred Odhiambo/finance department how may I help you? ◆ Aim to resolve enquiry during call ◆ Transfer to relevant party if unable to resolve. If immediate resolution is not possible, take down the customer details and let them know when and who they will get a response from.
6.	Correspondence (mail & e-mail)	<ul style="list-style-type: none"> ◆ All requests, questions or complaints to be acknowledged within 24 hours ◆ A holding response where answer not readily available. ◆ Correspondence to indicate the steps being taken to address subject and how long it may take to get a full reply. ◆ Respond to the customer using the fastest and most appropriate means of communication including, telephone, e-mail or letter. All telephone responses will always be confirmed through e-mail or letter as appropriate. ◆ Response shall include the analysis of the issue/s and proposed solution.
7.	Incident Management	<ul style="list-style-type: none"> ◆ Attend to reported incidents and share reports within 24 hours. ◆ Where Police intervention is required, report to the Police immediately.
8.	Invoicing	<ul style="list-style-type: none"> ◆ Deliver your invoice by 5th of every month ◆ Ensure accurate details captured in the invoice.



RILEY FALCON SECURITY
• COUNT ON US •