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QUALITY AND PROCEDURES POLICY

The purpose of this document: to provide our customers and business partners with innovative services, products and support.

December 2021
Updated January 2024

Scope

This policy applies to Hampshire Broadband Ltd trading as Hampshire Community Broadband (herein referred to as HCB, The Company or we/us). We encourage customers, suppliers and contractors to follow this policy.

Aims

In line with our business principles, HCB:

- Is committed to providing the best possible services and products to meet the needs of its customers:
- Will ensure we undertake all reasonable endeavours to rectify any outages, performance degradation or other service affecting incidents in the minimum possible time and in accordance with our terms and conditions.

Guiding Principles

To ensure our quality and procedures are relevant, progressive, and regularly updated, the Board of HCB promulgates and reviews the performance of our Quality and Procedures Policy annually.

Quality and Procedures Commitment

- To monitor HCB's quality administration systems to determine their continuing suitability and effectiveness in monitoring the service that we provide;
- To ensure volunteers and contractors have the freedom to provide a quality service and that no unnecessary barriers are raised to prevent that from happening;
- To address any customer complaints and non-conformances, in particular where they are caused by a deficiency in HCB's quality administration systems;
- To ensure the implementation and effectiveness of corrective and preventative actions taken, and that feedback on corrective actions are disseminated in order to educate and facilitate continual improvement;
- To monitor supplier performance, including any required actions resulting from unsatisfactory contractor performance;
- To ensure that HCB has allocated resources to volunteers and contractor training requirements.

Hampshire Broadband Ltd is a company registered in England & Wales, number 10669355, at 5 High Green, Great Shelford, Cambridge, England, CB22 5EG