

Quality Policy Statement



The Clancy Group Plc



Our Commitment

The Clancy Group Plc is committed to developing and expanding the business in a sustainable manner. The key to this is not only in maintaining but enhancing our reputation within the industry and meeting customer expectations through exemplary service, innovation and value added solutions.

The Clancy Group Plc is committed to continually improving its performance by having an effective management system in place to deliver best practice.

Our Policy

The Clancy Group Plc, its operational boards and managers will:

Comply with relevant legislation, regulation and government guidance and where possible, follow relevant industry codes of practice.

Document and record our key business processes.

Continually improve our organisations management system through the setting of objectives and targets.

Monitor, audit and review our organisations management system to ensure that it is being used to Group and client benefit and is relevant and adequate.

Provide relevant management system training for staff.

Ensure that relevant information is available to all who require it

Ensure suppliers and sub-contractors perform to the organisations requirements.

Monitor, assess and improve our service through customer or client questionnaires and appraisals.

Consult those affected prior to construction and give clear notification of works to be undertaken.

Our Key Responsibilities

The Clancy Group Plc Board is accountable for quality matters and requires its operational boards and their managers to be responsible for delivering a high level of customer satisfaction within their areas of control. All employees and contractors have a duty to comply with the requirements of the quality policy.

Our Organisation

The organisation and arrangements for quality management are detailed in the Clancy Group's management system

Each Director is responsible to the Joint Chairmen for the implementation of the policy within their areas of control.

The Head of Business Assurance Training and Development is responsible for providing the systems that enable the organisation to implement this policy.

Signed for and on behalf of The Clancy Group Plc



K.T. Clancy
Joint Chairman
February 2009