

The Clancy Group Plc Policy Statement

CUSTOMER AND QUALITY



Our Commitment

The Clancy Group Plc is committed to developing and expanding sustainably. Success will be achieved by enhancing industry reputation, meeting customer expectations and continually improving our performance through an innovative, effective and efficient management system, delivering best practice and added value solutions.

Our Policy

The Clancy Group Plc will:

- Comply with relevant legislation government guidance and follow all relevant industry codes of practice
- Document key business processes to ensure relevant information is available as required
- Continually improve our customer and quality performance by setting smart objectives and targets
- Monitor, audit and review the management system to ensure The Clancy Group, customer and client benefit
- Ensure supply chain partners comply with our requirements
- Use our Code of Conduct - Customer Service, to ensure that all those we impact upon receive a quality experience
- Monitor, audit and review the effectiveness of this policy and improve where necessary

Our Key Responsibilities

The Clancy Group Board is accountable for this policy. Its operational boards and managers are required to be responsible for Customer and Quality performance and for delivering a high level of customer satisfaction.

All employees and contractors have a duty to comply with the requirements of this policy.

Our Organisation

Arrangements for Customer and Quality management are detailed in our management system.

All Directors are responsible to the Chief Operating Officer for the implementation of this policy within their areas of control. The HSEQ Associate Director is responsible for providing systems that enable the organisation to implement the requirements of this policy.

We ensure these requirements are defined within the business management system certified to ISO 9001 standards.

I empower all our employees, sub-contractors and clients to co-operate and work as a team to provide excellent standards of service to our customers.

K.T. Clancy
Joint Chairman
November 2017

This Policy will be subject to periodic review



Safe. Successful. Sustainable. Secure. Skilled. Systems.