

Customer and Quality Policy Statement

Our Commitment

Clancy Group Holdings Limited and its subsidiaries (Clancy or We) is committed to helping to deliver a world where all infrastructure is sustainably built and maintained.

Our Policy

We will only achieve our vision if we live by our values and consistently set and meet high standards in everything we do.

This includes, but is not limited to, a commitment to:

- Meet and, where possible, exceed all statutory, regulatory and client standards
- Define and document key business processes, taking account of information needs
- Continually improve our customer and quality performance by setting and measuring our performance against smart objectives and targets
- Measure and monitor our levels of performance and compliance to expected quality standards
- Ensure supply chain partners comply with our requirements
- Work closely with all clients to understand their needs and expectations, and provide a team with the necessary skills and experience
- Reinforce our vision, mission and values through visible leadership from the Board downwards
- Monitor, audit and review the effectiveness of this policy and improve where necessary

Our Key Responsibilities

Clancy's 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 Executive Officer for the implementation of this policy within their areas of control. As Chief Executive Officer I am 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 hereby support all our employees, subcontractors and clients to co-operate and work as a team to provide excellent standards of service to our customers.

A handwritten signature in black ink, appearing to read "Matthew Cannon", with a long horizontal flourish extending to the right.

Matthew Cannon
Chief Executive Officer
November 2021