

CONTENTS

- 1. Policy Statement**
- 2. Responsibilities**
- 3. In Practice**
- 4. Feedback**

1. Policy Statement

The McGrath Group acknowledges the importance of achieving, and exceeding, the needs and expectations of our clients. Providing total client satisfaction is a fundamental part of delivering our client focused service and is firmly embedded into all our business activities. We strive to be perceived by our customers as a company whose products, services and support consistently exceed those of our competitors.

2. Responsibilities

The Board of Directors is ultimately responsible for ensuring this Policy is fully implemented and providing the resources to ensure all our commitments to client care are fully met. All of McGrath's staff are responsible for interacting with our clients with efficiency, effectiveness, fairness and courtesy ensuring they demonstrate the commitments contained in this Policy.

3. In practice

For the McGrath Group, Client Care means providing excellent service in a friendly and efficient way. We will continuously look to improve our products, services and processes using clearly defined methodologies and making data based decisions. We will be professional and positive in our approach and take pride in ensuring that every client interaction is handled in a positive, helpful manner. This is to be accomplished by continuous monitoring and analysis of quality indicators and objectives which reflect our business aims and reviewing this data on a regular basis.

We are continuously investing in our people and the latest technology to enable us to deliver the highest quality service. We believe in building long standing trading relationships with our clients and our reputation is an important indicator of our success.

Our Company identifies clients as anyone we come into contact with during the course of a working day which includes supply partners, businesses, the local community and visitors to the area.

In-keeping with the concept of continuous improvement, information from inspections, client liaison and feedback is also fed back into our systems. Corrective actions are defined and processes and procedures adjusted accordingly in our endeavour to provide the best service possible to our customers.

Our Management system is externally audited by our certification partners: Surveillance inspections are carried out on a six monthly basis and a full re-certification audit is performed annually. Other organisations that audit the QMS include Achilles (for certification against Link-Up), Exor, Constructionline and the BIFM. The company is dedicated to continually improve the effectiveness of the Management System.

A full management review is held annually by the Directors and Senior Management to ensure the continued suitability and effectiveness of the QMS and set targets for the next 12 months.

The McGrath Group's clients look for and expect an accessible, efficient and responsive service. This is achieved by identifying specific client needs during the procurement process allowing a bespoke service to be developed where necessary. Where applicable, these specific needs will be embedded into the service via documented Service Level Agreements and the use of Key Performance Indicators (KPI's).

Communication and interaction with clients play a crucial role in maintaining client satisfaction. Most day-to-day communications will be managed via the Company's Client Contact Centre. A single point of contact will be responsible for contacting clients and ensuring that they are satisfied with our service and establishing if they have any new specific requirements. They will also be made available to enable other interactions i.e. to discuss contracts performance and general queries.

Office and field-based staff are encouraged to interact with customers on a daily basis either in person, via email or by phone. Face-to-face contact with clients, when appropriate, will be made to discuss any particular issues with their account.

The McGrath Group will make full use of communications technology to interact with clients i.e. mobile technology, legal compliance advice/industry updates and electronic Duty-of-Care and reporting documentation.

4. Feedback

Comments, complaints and compliments play an important part in understanding our client's needs and are continually assessed in order to improve our reputation as a client-focused organisation. We actively seek clients' views on our service to obtain intelligence and monitor our performance in delivering client satisfaction.

Clients are requested to complete satisfaction surveys on a regular basis. The Company also operates a documented complaints procedure in which feedback from clients, partners and the public are recorded and systematically investigated and resolved by a member of our Management Team.

All feedback received from our clients is passed to our Quality Team and processed via our Quality Management System to ensure the Group continuously improves its delivery of client care and satisfaction.

This Policy will be kept under regular review.

Signed:



David McGrath, Managing Director