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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.

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.

The company's strategic intention is to provide a consistently high quality service conforming to requisite statutory and regulatory requirements and to maintain customer satisfaction at the highest economic level.

To this end we have adopted the management system approach to implementing best practice and continuous improvement. We operate a Quality Management System (QMS) which has been independently audited and certificated against International Standard ISO 9001:2008.

2. Responsibilities

The Board of Directors are ultimately responsible for ensuring the Quality Policy is fully implemented, by providing the resources to ensure our commitments to and quality of service are fully met by continuous monitoring and analysis of quality indicators and reviewing the quality management system on an annual basis.

Our Quality Manager is responsible for implementing our QMS, maintaining certifications and arranging the training and accreditation of staff. Staff and subcontractors are responsible for carrying out their tasks and duties in compliance with the written procedures and the standards of any competency schemes for which they are accredited.

3. In Practice

For the company, 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. Our costs and charging will be detailed by way of either quotation or estimate with regular updates on additional costs incurred or circumstances where there is likely to be amendments to the original amount advised.

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.

Every member of our organisation provides services on behalf of the company are required to act in accordance with this Client Care Policy.

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.

Communication and interaction with clients plays 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 competency of our staff is verified and maintained through a comprehensive system of validation and training. We have refined procedures for the selection, appointment, development and retention of staff and sub-contractors. Assessment and validation is based on a skills evaluation with reference to sector-specific competency schemes such as WAMITAB and CITB.

Competency is maintained through a rigorous ongoing structured training programme the company is committed to the continuous personal development of its staff. The Quality Manager is responsible for monitoring the skills of all staff and preparing/maintaining a Personal Development Plan for each.

The quality and consistency of work is continually monitored via a programme of scheduled and unscheduled audits carried out by our quality management staff and external quality control partners. The QMS is audited internally on a monthly basis by the Quality Manager, in consultation with Contracts Managers, Operations Manager and Administrators to update the procedures and other documentation with feedback from contracts meetings, client meetings, information from customers, sub-contractors and stakeholders, key performance indicators (KPIs) and any other pertinent intelligence. The company operates a formal, documented procedure for recording and investigating complaints from customers, members of the public and other stakeholders.

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

The company is dedicated to continually improving the effectiveness of the Management System.

4. Feedback

In order that we can continue and improve our service we actively encourage and value feedback from our clients whether negative or positive.

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. For more information, please refer to our Complaints Policy.

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

This policy should be read in conjunction with our other operating policy documents.

Our processes and procedures for implementing our business values and our responsibilities are contained in specific, separate and more detailed documents which are implemented via our Integrated Quality, Environmental.

We also operate an integrated management system which is certified against international standards ISO 45001:2018 (Health & Safety Management), ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental) and ISO 50001:2011 (Energy) ensures our products and services are supplied safely, consistently and sustainably.

Internal assessments of our operations will be performed to determine if this policy or any others including procedures and processes fulfil their objective.

Signed:

A handwritten signature in dark blue ink, appearing to be "D. McGrath", written over a circular scribble.

David McGrath, Managing Director