

Customer Care Policy



CCS Group Ltd and its subsidiaries, Cleshar, ITS and GPX, fully recognise that our customers are the lifeblood of our business and that clear standards are necessary to ensure the highest standards of service to all stakeholders, including Clients, Contractors and members of the public affected by our activities.

It is the policy of CCS Group Ltd to understand our customer's needs and to work collaboratively with them to develop and deliver the best service whilst meeting their expectations.

We will achieve this through building and maintaining long-term business relationships with all our customers and stakeholders and embedding a continuous improvement philosophy across all projects.

The Executive Board has overall responsibility for implementing the Customer Care Policy, but the application, development and promotion of this policy is the responsibility of the management and supervisors within CCS Group Ltd and its subsidiaries.

All employees are required to adhere to the following standards::

- Active Listening: Listen carefully to what customers and colleagues say.
- Ownership: Take personal responsibility for resolving or dealing with customer concerns or that it is immediately referred to an appropriate colleague.
- Professionalism: Be polite, respectful, and honest.
- Communication: Keep customers and stakeholders proactively informed of project progress, changes, and potential disruptions. Responsiveness: : Respond promptly to all correspondence and, where this is not immediately possible, send an acknowledgment with details of who is dealing with the matter.
- Complaint Resolution: Investigate all complaints thoroughly, as quickly as possible and learn from any mistakes.
- Continuous Learning: Review complaints and feedback during management meetings to identify root causes, implement corrective actions, and improve future service delivery.
- Driving complaints to be recorded and investigated within 10 days.
- Feedback Loops: Actively communicate customer feedback to line managers and document findings to drive company-wide improvement.

Customer care is vital to our business success. The Board requires everyone to actively engage with this policy to achieve our service goals. This policy is reviewed at least annually to ensure it remains effective, relevant, and aligned with current best practices.

Michael Hesnan

Joint Managing Director

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Joint Managing Director



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