



CCS Group Limited and its subsidiaries, Cleshar, ITS and GPX, fully recognises 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.

It is the policy of CCS Group Limited 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. It is essential to regularly ask our customers for feedback as part of our continuous improvement philosophy. CCS Group Limited will ensure it allows its employees to achieve their potential and career aspirations people with appropriate skills and behaviours to meet its business objectives and to deliver to customer expectations.

The managing directors have 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 Limited and its subsidiaries.

## **The aim for all our employees is to:**

- Listen carefully to what customers and colleagues say
- Ensure that staff take responsibility for resolving or dealing with customer concerns or that it is immediately referred to an appropriate colleague
- Be polite, respectful and honest at all times
- Ensure customers and stakeholders are made aware of what is happening and/or what will be happening
- Respond promptly to all correspondence and, where this is not possible, to send an acknowledgment with details of who is dealing with the matter
- Investigate all complaints thoroughly, as quickly as possible and to learn from any mistakes
- Driving complaints to be recorded and investigated within 10 days
- Communicate all feedback to your line manager

This policy is current from the date indicated. The policy is reviewed on a regular basis.

Customer care is very important to our business and the Board asks everyone to engage with this policy in the achievement of our goal.

**Michael Hesnan**  
Joint Managing Director

**Andy Redican**  
Joint Managing Director

