

## Customer Care Policy

### General Statement

The management of FP McCann believes that customer/client satisfaction is an important key to the success of our business. This message is disseminated not only throughout the Company but to all members of our supply chain.

In the achievement of customer satisfaction, all Company employees and members of our supply chain are encouraged to abide by the following objectives:

### Objectives

- Determination of customer needs and expectations
- Meeting and exceeding customer expectations
- Communicating effectively with our customers
- Taking care of customer property
- Ensuring our customers achieve the highest returns on their investment
- Responding to customer complaints in a timely manner
- Maintaining professional relationships
- Adopting a partnering strategy for the benefit of all
- Ensuring our customers achieve their goals
- Delivering projects on time and with minimal faults

To achieve these objectives, the Company has a clearly defined Quality Management System that complies with the ISO 9001:2015 Standard.

Signed: \_\_\_\_\_

**Hugh McCann**  
Managing Director

Reviewed:

Last Reviewed:

Next Review:

12 January 2026

11 January 2025

January 2027