



Shannon Foynes
PORT COMPANY

Our Commitment to Quality Customer Service

Shannon Foynes Port Company (SFPC) is committed to ensuring that all customers and stakeholders in our facilities are provided with excellent and efficient service. This includes efficiency in the delivery of our operational services as well as courtesy and professionalism in how we interact with port users, employees and stakeholders.

Our key activities centre on the provision of a safe haven for shipping in the Shannon Estuary by traffic management within the port limits; the maintenance and development of terminal and shore-side facilities; and the operation of cargo handling and logistic services.

Management System

In order to provide a consistently high and continually improving service, SFPC has elected to use a formal system to facilitate the management and development of the company. This system is based on ISO 9001: 2008 and takes as its guiding principle the understanding and delivery of its customers' requirements, which we embrace as the key to attaining our short and long-term objectives, which include:

- § *Understand the current and future needs of our customers and reflect these in our operating policies and systems and overall business strategy*
- § *Implement management processes and measurements which support the delivery of our business strategy*
- § *Ensure that all our employees are trained and educated to support delivery of our service objectives*
- § *Work with suppliers and other business partners in an open and transparent way to align our mutual interests and derive maximum value for our business strategy*
- § *Maintain a system of ongoing review and focus on continual improvement of all our processes*
- § *Adhere to all statutory obligations and comply with the requirements of our Shareholder*
- § *Maintain certification of the Management System to the EN ISO 9001:2008 standard.*

The Responsibility for the overall direction and objectives of the Management Policy lies with the Chief Executive and Management Team, who ensure that the Policy is understood, implemented and maintained at all levels of the organisation. All employees are responsible for understanding the requirements related to their function.

Service Commitments

Our objectives are to:

- Ensure all our services and facilities are available in line with our customer's requirements
- Monitor, measure and review the delivery of our services in order to continuously identify areas for improvement
- Have regular dialogue with our customers on their future requirements, and incorporate these in our ongoing operational and development planning
- Be flexible in terms of operational working hours and availability and methods of payment

Communication

We value the importance of ensuring open, professional and transparent dialogue and transactions with our stakeholders, and we will:

- Use our website as a key resource for the provision of information on our products and services
- Ensure that our Terms and Condition of Trade, Charges and other important trading information is publicly available on our website
- Deal with all stakeholders courteously and in a timely manner
- Strive to simplify our transactions with third parties
- Train and develop our employees to promote enhanced customer experience

Access and Diversity

We are committed to full compliance with all equality and related legislation, so that we work to:

- Provide for safe and suitable public offices and work-places, including access for persons with specific needs
- Treat all customers, employees and other stakeholders equally, regardless of race, gender, religious belief, age, disability, marital status, family status, sexual orientation or membership of minority communities

Complaints

We are committed to addressing any complaints in a timely, professional and proactive manner. If you are dissatisfied with any aspect of our service, we want to know about it.

If you have not received a satisfactory resolution to your issue by dealing with your normal SFPC contact, then please contact customerservice@sfpc.ie. You must include your full name and contact details, together with the nature of the complaint. Your message will be registered by us, and an initial response will be issued within 7 working days; this will include our response and any proposed corrective action. Your issue will also be discussed at our regular management review process. If, following implementation of any corrective actions, you are for any reason still dissatisfied, the matter may be raised with the CEO for further consideration.

Please note that this process should only be used when issues are of a non-routine nature.