

Customer Service Charter

WHAT DOES THIS MEAN?

Our Customer Service Charter is a commitment to the quality of our customer service delivery and sets out what Shannon Commercial Properties will do for you, how we propose to do it, and in what time scale. Shannon Commercial Properties is committed to continuously monitoring and improving the quality of service to our customers.



WHO WE ARE

Shannon Commercial Properties DAC is a property solutions company operating a range of services including leasing, selling, developing and managing commercial properties and land sites around the mid-west, and is a subsidiary company of Shannon Group, plc.

The Shannon Commercial Properties portfolio provides turn-key solutions to potential and existing customers of all sizes and industries. Our properties include; advanced manufacturing units, warehousing and logistics facilities, small and large office buildings as well as serviced development sites for customers looking to start from the ground up.

Our Mission

With the strong support of our ultimate shareholder, the Irish Government, and our parent company Shannon Group plc, Shannon Commercial Properties' mission is to manage and develop our aviation and property assets to generate a sustainable commercial return while driving excellence in safety standards and service to our customers.

Importantly, we aim to be the full stop resource for our customers looking to develop, grow, and/or locate their operations to a globally competitive region.

Our core values are held close to the heart of everyone at Shannon Commercial Properties, and are the very definition of our corporate culture. The words that define our commitment to our customers includes; Integrity, Customer Focus, Teamwork, Innovation, and Responsibility.

OUR KEY ACTIVITIES INCLUDE

- 1 Continuing to develop and manage the Shannon Free Zone as a world class location for indigenous and international investment in; manufacturing, aviation, ICT, finance services and other internationally traded services.
- 2 Developing and managing the Company's property portfolio in a commercially focused manner. This activity has a positive impact on economic development, employment growth and regional development in the mid-west region.
- 3 Developing and managing the Shannon Commercial Properties technology parks - a network of leading edge technology business locations. The network includes the National Technology Park in Limerick, Kerry Technology Park in Tralee, Tipperary Technology Park in Thurles, Birr Technology Centre in Offaly, and the Clare Technology Park in Ennis.
- 4 Provide property resources for entrepreneurial businesses in the region to ensure economic inclusion and balanced spatial development.

OUR SERVICE COMMITMENTS

Shannon Commercial Properties is committed to providing the highest levels of customer service as embodied in our Customer Service Charter and in line with the principles of quality customer service as adopted by all Government Departments and Public Service Bodies.

OUR SERVICE COMMITMENTS CONT.

PHYSICAL ACCESS

We will strive to provide safe, clean and accessible public offices which facilitate those with disabilities and specific needs.

In our interactions with customers, we will ensure the rights to equal treatment, established by equality legislation, are upheld. Shannon Commercial Properties does not discriminate on the grounds of age, disability, gender, family status, race, religious belief, or sexual orientation.

We are proactive in our partnership approach to ensuring a co-ordinated and integrated approach to service delivery.

CONSULTATION AND EVALUATION

EQUALITY

Internal Customer

Better Co-ordination

Shannon Commercial Properties aim to consult regularly with customers and partners in order to focus on the key requirements of our customers.

We value the expertise of all our employees and continuously strive to ensure that they have the opportunity to grow and develop to their full potential in order to deliver our services professionally and effectively.

TIMELINESS AND COURTESY

Our key theme is to provide a consistent, value-added and timely response to our clients' needs. Shannon Commercial Properties are committed to providing our services in a polite and courteous manner.

TO ENSURE THAT CLIENTS OBTAIN THE HIGHEST STANDARD OF SERVICE



- 1 Staff are required to respond to voicemail messages as soon as possible but no later than within 2 working days of returning to the office.
- 2 Correspondence requiring response will be acknowledged within five working days of receiving it.
- 3 All correspondence will carry a contact name and telephone number.
- 4 Promote an ethos of Equality and Diversity & Official Language Equality.
- 5 All customers have the right to the same standard of quality customer services. This is ensured through our compliance with The Equal Status Act 2000. We will strive to meet these expectations through the Irish Language.

All information provided to customers will be in a clear, simple and accurate format. Shannon Commercial Properties is committed to providing you, our customer, with an excellent service which is easily accessible through a range of channels including

ONLINE SERVICES AVAILABLE THROUGH
OUR WEBSITE;
WWW.SHANNONPROPERTIES.IE

PERSONAL ATTENDANCE AT OUR HEAD
OFFICE IN UNIVERSAL HOUSE, SHANNON
FREE ZONE

POST, EMAIL AND TELEPHONE

WHEN YOU PHONE US

We will be available to answer your calls from 9.00 a.m. to 5.00 p.m., Monday to Friday, excluding public holidays.

We will answer calls promptly and we will be courteous and helpful in dealing with your enquiry.

We will try to answer your query straight away. If we cannot do this, we will take the details of your enquiry and call you back within 2 working days with a reply.

Any callers who must be transferred will be advised of the reason for the transfer and the area or individual to whom they are being transferred. All staff will identify themselves when answering.

Voicemail messages will be monitored regularly. Staff will respond to voicemail messages as soon as possible.

Where staff are out of the office, this will be reflected in the voicemail greeting message.

WHEN YOU WRITE TO US

We will respond to all correspondence relating to general enquiries within 3 working days.

Correspondence addressed to individual members of staff will be dealt with by the staff member as quickly as possible.

Where the correspondence relates to an ongoing contract/project, this will be replied to as soon as possible by the team member in charge of the contract/project.

Emails to individual staff email addresses will be responded to as soon as possible. Staff email addresses will display an "out of office" message when the staff member is not in the office.

WHEN YOU VISIT US

We will endeavour to maintain safe and accessible office environment.

We will ensure that our offices are fit for purpose and enable our customers to conduct their business in an effective and secure manner.

If you should wish to meet with a specific member of staff, we would ask that you make an appointment in advance to ensure that the staff member is available to meet with you.



COMPLAINTS PROCEDURE

Our staff are dedicated to providing a professional service and getting things right first time. Despite our best endeavours we recognise that things may not always meet customer expectations. That is why we have a standard procedure in place to ensure that we investigate your complaint fully and fairly.

We are committed to

- ◆ Dealing with complaints in a courteous, expeditious and efficient manner.
- ◆ Resolving complaints, where possible, at the first point of contact.
- ◆ Correcting any incorrect or inappropriate action on our part as soon as possible.
- ◆ Learning from mistakes to ensure that any errors that may occur are not repeated.

WHAT TO DO FIRST

Please complete a Customer Contact Form, which is available on our website;
www.shannonproperties.ie/contact.

Alternatively, you can send an email with the subject line, 'Customer Enquiry' directly to info@shannonproperties.ie.

You can also post any written complaints to our head office.

All complaints received must be in writing or e-mail and must include the complainants name and address.
All complaints must include a written and/or digital signature from the complainant.

When your contact form / complaint is received

Your message will be directed to the Department Manager responsible for the area concerned and we will tell you the name and position of the Department Manager who is dealing with your message.

The Department Manager will acknowledge your message within 5 working days of receiving it.

You will receive a full response within 20 working days, where the message relates solely to the actions of Shannon Commercial Properties. If this is not possible a revised response time and communication strategy will be issued.

APPEALS PROCEDURE

If you are still not satisfied with our response and action then an appeal can be made in writing to any other senior manager or to the Shannon Commercial Properties Managing Director.

You can find the management team contact information on our website

www.shannonproperties.ie/contact/management-team.

The Managing Director will ask another senior manager to form a small committee to consider the appeal.

If considered of a substantially serious nature a third senior manager will be asked to join that appeals committee.

Once the appeal form has been received

- ◆ We will acknowledge your appeal within 5 working days of receiving it.
- ◆ The Committee will investigate your complaint and complete a report on their findings.
- ◆ You will receive a full written response within 20 working days of us receiving your letter, or we will tell you about any delay and give you a new date for when you should receive a response.

How You Can You Help

You can help Shannon Commercial Properties ensure we are remaining consistent and effective with our customer service commitments by;

- ◆ Treating our staff courteously.
- ◆ Providing feedback to enable us to improve our service.
- ◆ Providing accurate information in your dealings with us.
- ◆ Being punctual, prompt and professional.