



## CPC Quality Policy

### 1. Mission Statement

To optimise and drive efficiency, customer service and quality enabling CPC Ltd to be the best in the industry for customer experience. CPC Ltd will deliver an industry-leading customer experience and service through continuous improvement of infrastructure, processes, product and service provision to respond to customer needs.

### 2. Senior Leadership

The Senior Leadership Team are ultimately responsible and committed to ensuring that consistently high-quality service is delivered to customers and that the quality management system is suitable for ensuring that delivery, satisfying all applicable requirements. Support will be given by the Leadership Team through the appointment of management responsible for Quality and the provision of resources to deliver quality control and continual improvement of the quality management system.

### 3. Framework for Objective-Setting

Objectives will be set on an annual basis for the business by Leadership Team, based on central guidance and targets defined by the Global Executive Team. Objectives and targets will take into account customer feedback to drive continuous improvement and will be cascaded to senior managers and individually to relevant team members across the business using the group performance management framework. Responsibility will be recorded in the performance management system and individual KPIs will be tracked.

Objectives will be reviewed at least every six months by appropriate managers at all levels.

### 4. Monitoring and Measurement

Performance will be measured using internal indicators and customer service metrics to define the business performance in meeting the requirements to deliver a quality service to customers. External measurements will include the Net Promoter Score measurement and ongoing monitoring of positive and negative customer feedback, tracked through the Feedback Management System. Performance against targets will be reviewed monthly by appropriate managers and actions to improve performance will be tracked and reported.

### 5. Communication of this Policy

This policy will be communicated to all staff during induction training and is displayed on staff notice boards within the building and also communicated by the company via the intranet and departmental managers, as appropriate to the business function. This policy will be communicated to Sub-contractors during contractor inductions and is included in the contractor induction pack. External interested parties will have access to this policy through the company CPC transactional website.

### 6. Policy Review

This Policy will be reviewed for suitability by managers with responsibility for Quality Management and amendments will be proposed, as necessary and implemented as part of an annual review with senior management, to ensure that the policy continues to remain relevant and appropriate

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