

SFPC Charter & Action Plan		Customer Charter	
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Customer Charter & Customer Action Plan



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Customer Charter

About Shannon Foynes Port Company

Shannon Foynes Port Company (SFPC) is committed to ensuring that 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.

Standard operations at Shannon Foynes Port Company (SFPC) facilities do not include the provision of services to the general public. Our key activities centre on the provision of a safe haven for commercial 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.

Our Commitment To Customer Service

The provision of quality customer service is central to Shannon Foynes Port Company activities and we strive to continually improve our business practices in order to provide the highest standards in our dealings with our customers.

In carrying out our roles and responsibilities, our staff are committed to providing a professional, efficient and courteous service in accordance with the principals of quality customer service (Quality Customer Service Initiative, Department of Public Expenditure & Reform).

The way in which we will honour our commitments to providing quality service are set out in our Customer Charter included in this document. Our Customer Action Plan will identify ways in which we monitor our performance and the measures we may use to address any issues where our customers feel that they have not been dealt with in accordance with our commitments.

Our Management System

In order to provide a consistently high and continually improving service SFPC has elected to use a formal system in order to facilitate the management and development of the company. This system is based on an integrated model and as a guiding principle the understanding and delivery of its Customer and/or interested parties' requirements and is key to attaining short and long-term objectives. These 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 competent 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*
- *Adhere to statutory obligations and comply with the requirements of our Shareholder*
- *Maintain certification of the Management System to internationally recognised quality management standards.*

Communicating With Us

We will provide details of the various ways in which we may be contacted on our website. Information on our website will be easily accessible, up-to-date and informative.

We will aim to provide clear, timely and accurate replies to all correspondence we receive, including e-mails.

If correspondence relates to a matter that does not come within the remit of SFPC, we will promptly advise you and, if possible, inform you of the appropriate body/bodies to whom your correspondence should be addressed.

Staff members will be courteous when answering phone calls. Where required, customers will be directed to the appropriate SFPC Department. Voicemail messages and automated email responses will be updated as appropriate to indicate staff availability.

We will operate and maintain a customer complaints process to investigate complaints made by our customers about the quality of service they receive in their dealings with us.

Data Protection

We will endeavour to comply with General Data Protection requirements to ensure that correspondence we receive is processed and responded to having full regard to the provisions of the legislation.

Visitors to Our Facilities

Standard operations at Shannon Foynes Port Company (SFPC) facilities do not include the provision of services to the general public. Access to our Offices is restricted to authorised persons only. Visits must be pre planned with an employee of the organisation.

Due to high risk activities access to general port facilities is restricted to authorised persons only. This measure is required to main our duties to regulate security and health & safety of our port users.

Reception and meeting facilities accessible to customers will comply with Health & Safety standards.

Where reasonably practicable, we will endeavour to facilitate access to people with disabilities.

The Irish Language

We are aware of our obligations under the Official Languages Act 2003 and will endeavour to ensure that customers who wish to conduct their business with us through Irish can do so.

Diversity and Equality

We will respect the principles of equality and the diversity of our customers in the delivery of our services. We will 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 or ethnic communities.

We will ensure the rights to equal treatment, established by equality legislation, and accommodate diversity, so as to contribute to equality for those groups covered by equality legislation.

Procurement

We will comply with relevant EU and national legislation, related regulations, Departmental guidelines, circulars and codes of practice relevant to procurement activities.

Customer Action Plan

Shannon Foynes Port Company will endeavour to deliver on the commitments outlined in our Customer Charter.

Service Standards

To maintain suitable service standards SFPC will:

- Monitor and review the delivery of our services in order to continuously identify areas for improvement
- Maintain regular communication with our port users / customers on existing and potential future needs.
- Provide appropriate training for our staff.
- Implement measures to improve our services where opportunities to improve are identified.
- Ensure that employees are recognised as internal customers and are properly supported and consulted with regard to service delivery issues.

Customer Feedback

We welcome and value our customers' views, suggestions and comments, whether positive or negative, on all aspects of our customer services. Customers can communicate with SFPC through regular meetings with Senior Management, Port User Meetings (e.g. Limerick Port Users Group, Foynes Port Users Group etc.) and through normal operational activities.

If required customers may also write to us at:

Shannon Foynes Port Company, Harbour Office, Mill House, Foynes, Co. Limerick

or email us at:

info@sfpc.ie

Complaints Process

SFPC are committed to addressing complaints in a timely, professional and proactive manner. Where practicable, the following process will apply when dealing with complaints:

- SFPC will maintain a register of formal complaints received via post or email.
- Where you are not satisfied with any aspect of our service a complaint can be sent to info@sfpc.ie. Please include your full name and contact details, together with the nature of the complaint. SFPC will endeavour acknowledge receipt of the complaint within 7 working days, however there may be times when this is not possible.
- Complaints will be circulated to the relevant Department for review. Where deemed necessary corrective action may be assigned at the discretion of the Department Manager. The Department Manager will reply to the complainant.
- Following reply to a complaint, if the customer remains dissatisfied, the matter can be raised with the CEO for review. All other options to resolve the matter should be exhausted before engaging in this step. Generally this process should only be used when issues are of a non-routine nature.
- In so far as is reasonable complaints will be addressed as quickly as possible and the customer will be kept informed of progress.