

Built on staff loyalty and family support

PAUL MOONEY

Clem Jacob was full of praise for all of his staff, many of whom has been with the company since it first opened back in 2006.

"They're absolutely fantastic, all across the board," he said.

He mentioned several particular long-serving staff members, including accountant David Breen who has "been on board with me through thick and thin". Clem said David has been a fantastic support and someone he can bounce ideas off.

Clem also paid tribute to other long-serving members of staff that have been with him from the very start, including his sister, Carmel; Maria in accounts; Colin in the workshop; and Ray O'Sullivan, General Manager.

"Ray has been here from the very start and I don't think I'll ever be able to thank him enough for the commitment and the effort and the work that he's put in. I know that without him we wouldn't have reached this level in the company," said Clem.

"All the staff are just top class, each and every one of them."

Clem especially paid tribute to his wife Gilly and his kids for all their patience and understanding.

He said that this whole adventure simply wouldn't have happened only for all the support that they all gave him.

CUSTOMERS

"We have some fantastic customers. We have small local companies that have been loyal to us. We have big companies. We have a lot of the bigger multi-nationals in Waterford and they've also been extremely loyal to us," Clem said.

He said that Clem Jacob Hire provides a fantastic service to their customers, offering a 24 hour call-out service.

"Our phones are on all the time. We start work at 6.30 am in the morning. Our customers know that they can reach us anytime they want, if they're stuck. So, the reward of that is the loyalty that we get from them. That's all to do with the staff and that brings on the loyalty from the customers."

COMMUNITY

Being involved in the local community is very



Ray O'Sullivan, General Manager, Clem Jacob Hire.

important to Clem Jacob Hire.

"We put in an awful lot of effort into our community. We are involved with Spraoi

for example, and we've been involved with them from day one," explained Clem.

"The relationship that we've had with TV Honan



Clem Jacob with his son Sean Harney at the company's new state-of-the-art Training Centre.

and all the gang with Spraoi is very, very important to me. It's a Waterford thing and this relationship and

friendship with Spraoi I am exceptionally proud of. We will never give this up," Clem added.



Clem Jacob (on the far right) with his staff.

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