



DEFECTS MANAGEMENT STATEMENT

Customer Care & Defect Management Procedures

The BCL philosophy of a total commitment to Customer Care is an essential component of the Company's success. Our ethos of putting clients first and responding to their needs goes far beyond both the contract and obligations under the contract. The Company firmly believes that for clients and end users to be completely satisfied with any project, they must be given a thoroughly professional, effective and speedy service during the defects liability period.

We will endeavor to provide

- Speedy response to defects during the defects liability period.
- Attendance to latent defects in a timely fashion.

Maintenance & Repair Procedures

On receipt of a telephone call, email, fax or letter from an employer or his agent, our duty staff will assess the nature of the complaint and advise senior staff accordingly.

If a Subcontract related item, the Subcontractor will be contacted and instructed to deal with the complaint

within the specified timescale. All relevant information is to be passed to the Subcontractor. If unable to contact the Subcontractor, or they are unable to facilitate the complaint within the timescales required, BCL operatives will attend.

If a BCL related item, then BCL staff will deal with the complaint.

Post Contract Reviews

The Company believes that benchmarking is an important element of any project. In order to improve performance, it is necessary to measure and compare

performance and the Company has adopted the Key Performance Indicators for many of its projects.

As part of the BCL's commitment to customer satisfaction the Company undertakes to carry out post contract reviews with all its clients for every project we complete. These review documents allow us to ensure that we are delivering the requisite level of service, and more importantly, we can assess those areas where we are not delivering to our client's requirements and implement change.

Managing Director