



Incorporating:
K L Harrison & Associates Ltd.

**Civil & Structural
Engineering Consultants**

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POLICY DOCUMENT 2

CUSTOMER CARE

BdR (Civil and Structural Engineering) Ltd. operates in the fields of civil, structural and geotechnical engineering to provide a reliable and cost effective engineering service focussed on meeting its customer's needs. BdR aims to do this through building partnerships with our customers and involving all staff in customer care.

Action Required:

- Clearly identify our customer's requirements at the start of any commission.
- Engage in dialogue with our customer throughout the scheme with regard to progress and scheme development
- Ensure adequate and appropriate resources are provided to meet our customer's needs.
- Provide skilled staff, appropriate to the scheme's requirements and ensure staff continue their professional development in both technology and industry standards.
- Meet and satisfy the requirements of legislation, regulations and relevant industry standards, applicable to our customer's specific scheme.
- Use appropriate technology to provide our customer with the most cost-effective solution.
- Monitor customer satisfaction, through dialogue and written feedback.
- Be responsive to both positive and negative comments, reviewing procedures to enhance services wherever possible.

Responsibilities:

- It is the responsibility of all staff to meet our customer's requirements and be proactive in their own professional development.
- It is the responsibility of all Project Managers to ensure that appropriately skilled staff are engaged on a scheme, that our customer's requirements are met and that customer satisfaction is monitored.
- It is the responsibility of the senior management to review company procedures in response to customer feedback and to annually review this policy.

This review: May 2011
Next review: May 2012

Signed

Managing Director



BdR (Civil and Structural Engineering) Limited
Registered in England & Wales No: 04193188
Registered Office as Head Office above
Directors: Dominic de Mattos B Sc (Hons) C Eng MICE, MAsP,
Shaun Best B Eng C Eng MInstE, AMInstCES,
Keith L Harrison AMInstE