



Incorporating:  
**K L Harrison & Associates Ltd.**

**Civil & Structural  
Engineering Consultants**

**Head Office**  
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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