



## **PURCHASING POLICY**

**The primary object of the purchasing policy is always to provide quality products and services in the most cost effective manner in time to meet the client's requirements. BCL recognises the importance of sustainable procurement in relation to the environment and endeavours to procure materials in a responsible manner.**

Our Procurement Policy supports existing organisational policies therefore the following policies may also apply:

- Environmental Policy
- Health and Safety Policy
- Quality Assurance Policy
- Sustainability Policy
- Purchasing Objectives

In procuring goods BCL will:

- Obtain materials for the successful completion of the contract in negotiation

with the parameters of the contract specification.

- Aim to continue long-term mutually satisfactory relationships with suppliers

rather than short-term advantage.

- Strive to seek and source new, alternative products and suppliers helping us

to maintain a competitive edge.

- When possible purchase materials locally.
- Cut down on waste by utilising

existing materials from sites. • Purchase materials:

A) That contains recycled content, thereby reducing carbon emissions and diverting waste from landfill.

B) That are sustainably sourced and least harmful to the environment. C) From suppliers that pursue and promote environmental

sustainability.

- Resolve any complaints in an amicable manner.

- Dispose of surplus materials in a manner that does not compromise the environment.

- Ensure pertinent information on market conditions, trends, process, government regulations etc is properly discriminated to relevant personnel

within the company.

BCL will implement and develop this policy, ensuring all staff will be

responsible with complying with this policy. ***Managing Director***

## **DEFECTS MANAGENT 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***