

London Office

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GRANT WALKER
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ENQUIRIES AND CONTRACTS

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CONFIDENTIALITY

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Summary

To ensure that customer related activities such as enquiries and contracts are handled in such a manner, that all requirements regarding product and service quality, both stipulated and intimated can be met and exceeded in a cost-effective manner:

Responsibilities

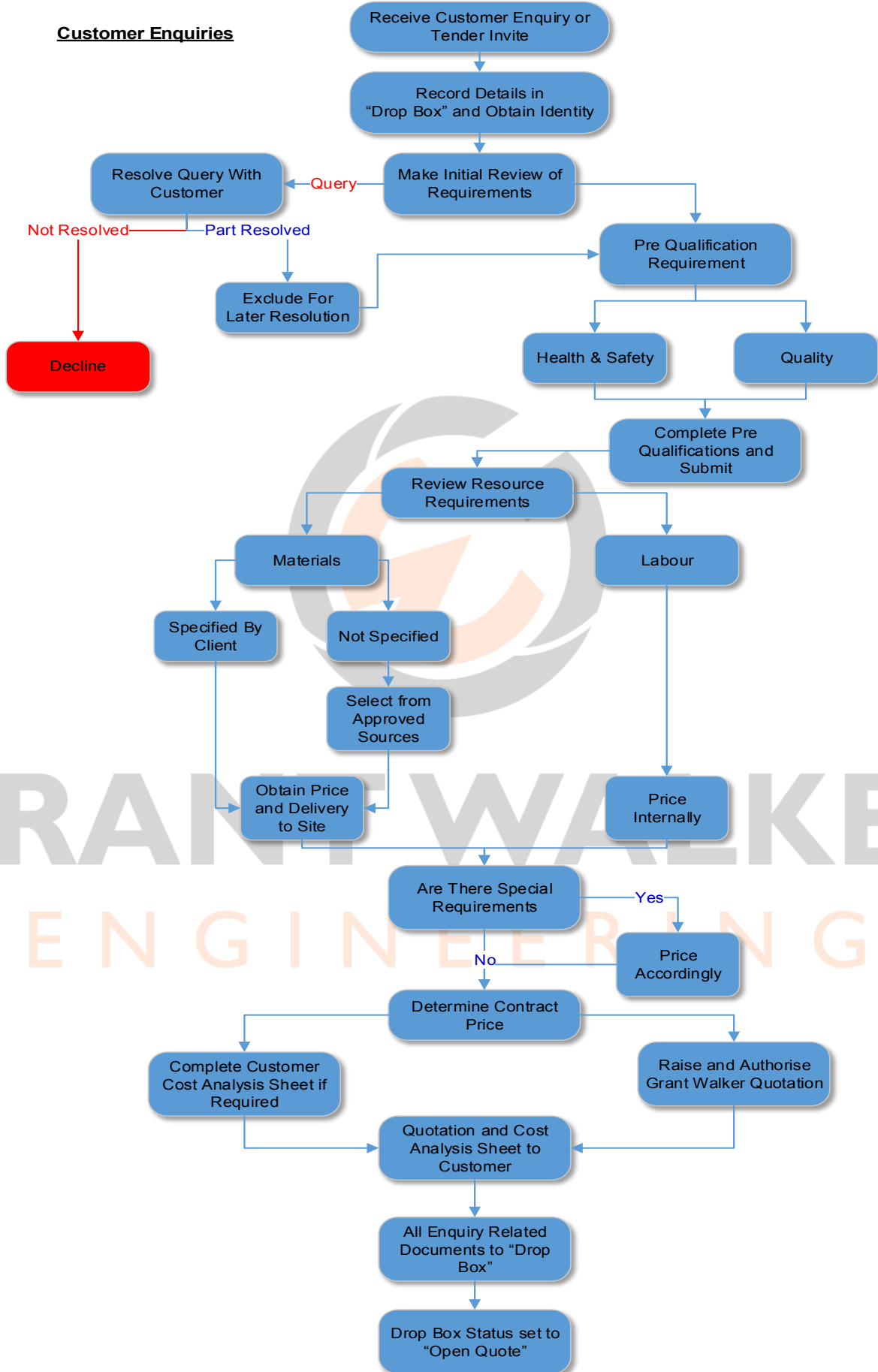
The Directors are responsible for the implementation and operation of this procedure

Procedure:

Sales Enquiries and Quotations

1. Enquiries may be received by fax, email, letter, verbal or an invitation to tender.
2. On receipt, the enquiry or tender details will be entered into the enquiry spread sheet contained within the "Drop Box" Folder for open quotations.
3. All enquiries shall be reviewed for compliance and suitability in accordance with the attached process flow chart.
4. Any queries shall be resolved with the customer before proceeding.
5. Enquiries shall be fully assessed in order that costings may be derived including:
 - Raw Material
 - Components
 - Specialised Equipment
 - Sub Contract Assistance
 - Documentation
6. Documented Quotations shall be authorised and forwarded to the customer with all relevant enquiry and quotation documentation being filed within the computer software.
7. When required in the case of a tender, the customer's "Cost Analysis Sheet" shall be completed.
8. It shall be the responsibility of the Contracts Director to review all live quotations on a regular basis and follow up as appropriate.
9. Following submission of the quotation and the Cost Analysis Sheet, copies of the same shall be placed along with any other relevant enquiry communication within the "Drop Box" Folder.

Customer Enquiries



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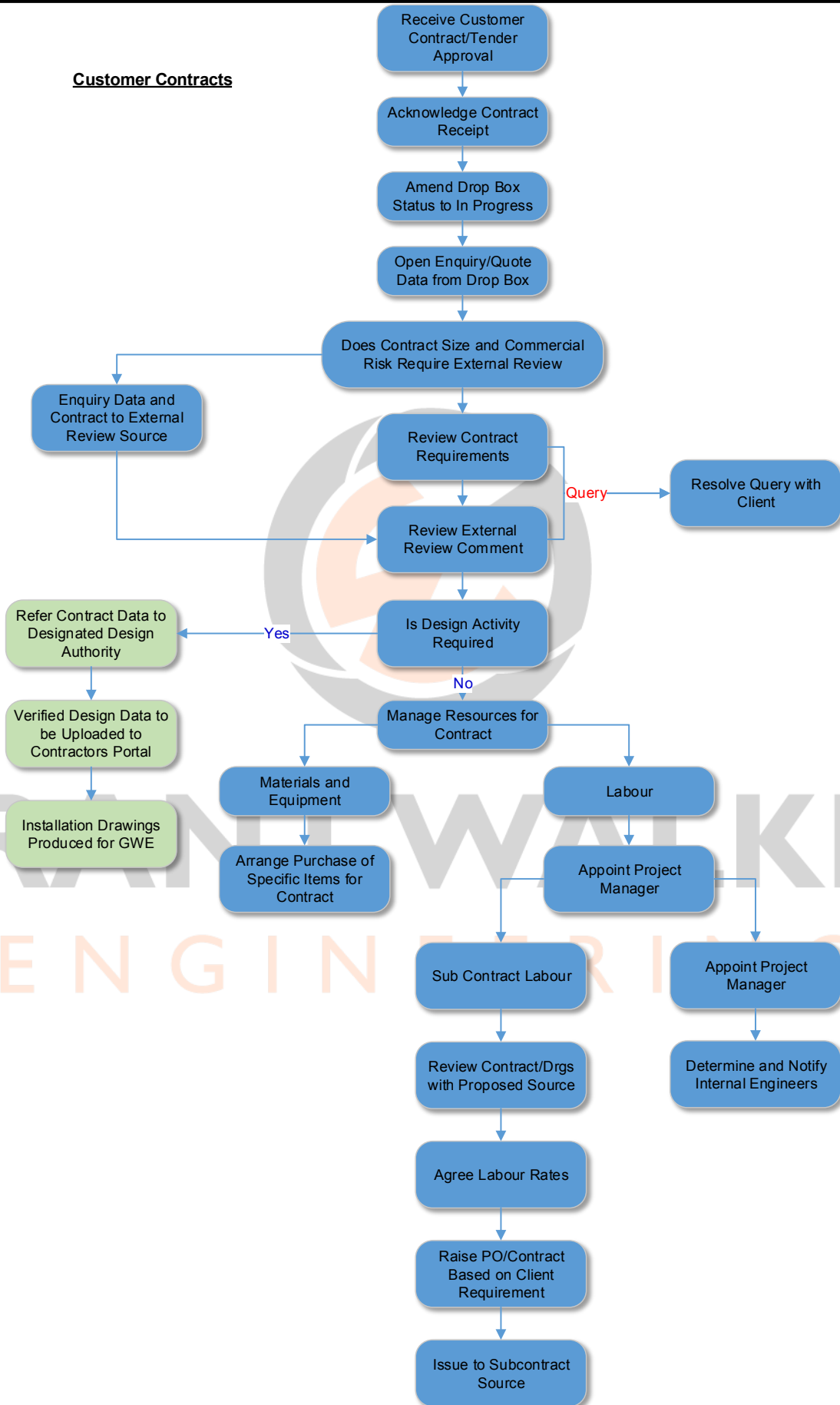
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Customer Contracts/Orders

1. On receipt of a customer Order, the Quotation Documents shall be opened in “Drop Box” status amended to “In Progress”.
2. The receipt of the contract shall be acknowledged to the customer.
3. If considered necessary based on size and commercial risk, the Order and Enquiry documentation shall be forwarded to an external review body for assessment.
4. If no major risks are identified, an internal review shall be undertaken against the quotation made to ensure compatibility.
5. Where design activities are required to meet the requirements of the contract, contract data shall be forwarded to a suitable external design resource who have demonstrated proven capabilities in the chosen field.
6. Verified design data shall be uploaded to the Contractors Portal to enable working drawings to be produced for installation support to Grant Walker Engineering.
7. Arrangements the sourcing for specific resources/items shall be undertaken based on the project timeline to ensure stage requirements can be achieved.
8. A Project Manager shall be identified for the contract delivery process.
9. The labour source shall be identified for the project whether “Self Delivered” or Subcontracted from contractors of proven ability.
10. All customer contracts shall be handled in accordance with the “Contracts” process flow chart.

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Customer Contracts



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Records:

Customer Enquiry and Order documentation shall be maintained within customer dedicated files in Drop Box.

All details of works completed are retained within Drop Box.



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