ENQUIRIES, SALES & WORKS PROCESSING

Section 1: Aim of Procedure

To ensure customers orders are correctly specified, checked and fulfilled to meet the customers' requirements and to ensure the control of product and service throughout the works process.

Section 2: Responsibilities

It is the responsibility of the person taking the order to ensure that the sales contracts comply with this procedure up to the point of completion. The relevant Manager are responsible for ensuring the procedures are followed from the start of the work to completion and accounts for ensuring the final invoicing stage complies.

Section 3: Procedures

Enquiries

Enquiries are received by email, telephone call or invitation to tender. Enquiries are usually processed as below or to specific client requirements.

- On receipt of an enquiry the Commercial Director will review the customer's requirements to determine if the work can be accepted.
- If acceptable, the enquiry is logged on the Bids Won or Lost Form.
- Amendments to enquiries are reviewed by the Commercial team.
- The work is costed and a quotation is raised, where required, and sent to the customer.
- When a quotation is accepted by the customer a record of the acceptance must be kept preferably in the form of a purchase order or other hard copy format such as email and sent to Commercial Director to update Bids Won or Lost Form
- Once completed the Reinstatement Manager should inform Finance team and Commercial director to raise Invoice
- If lost the potential customer is contacted to try and establish a reason.

Order Input

On acceptance of a quotation the order is entered on the business system and given a unique identification.
The following information is required for input of sales orders: -

- Purchaser name
- Invoice address
- Location address
- Drawing/specification if required
- Quantity required
- Price
- Delivery date

The orders are checked by the Commercial Director before work begins. See flowchart below for further details.

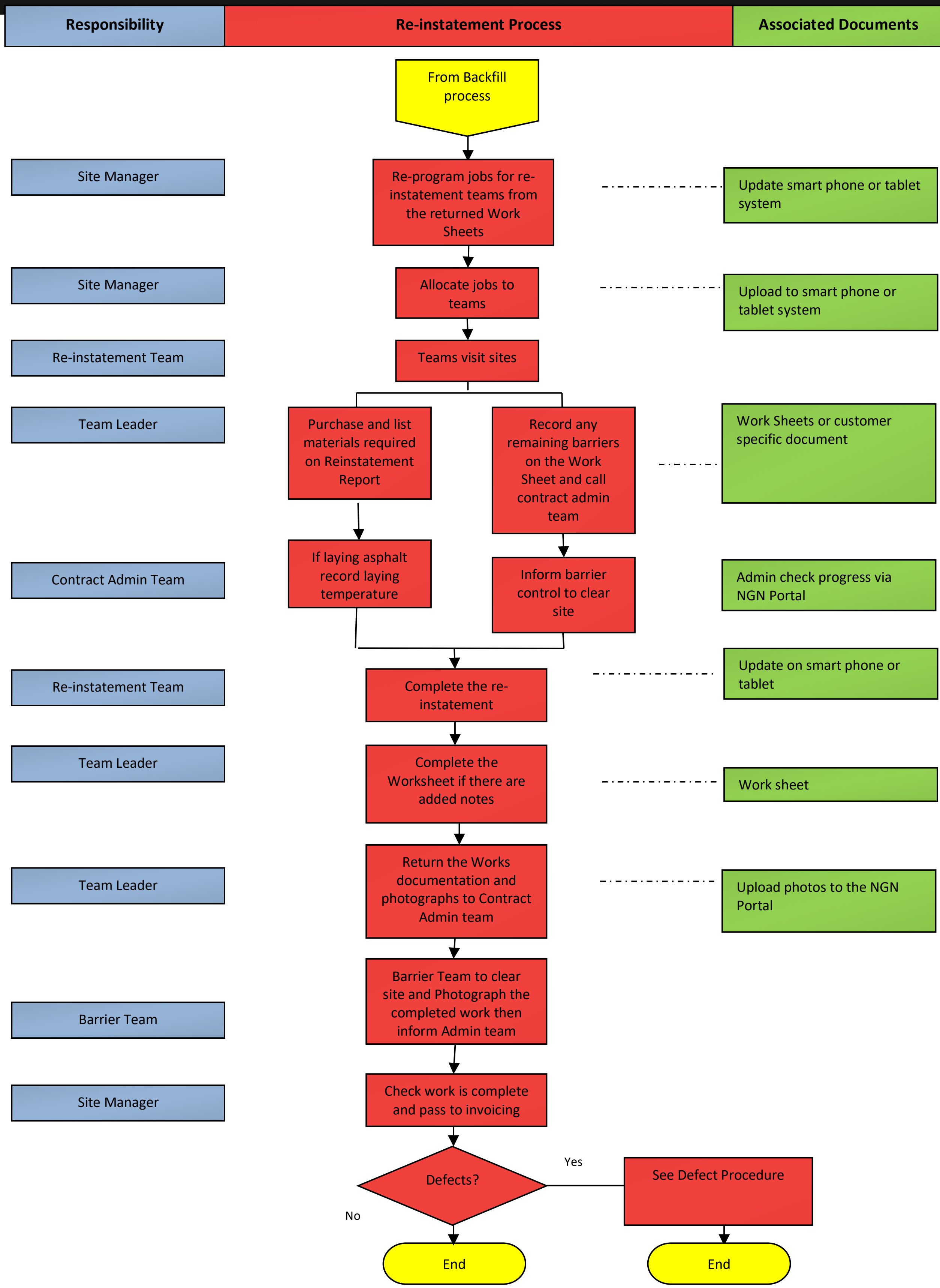
Realisation Process

When an order has been logged the work is entered on the Job Control Database with the stages of work required.

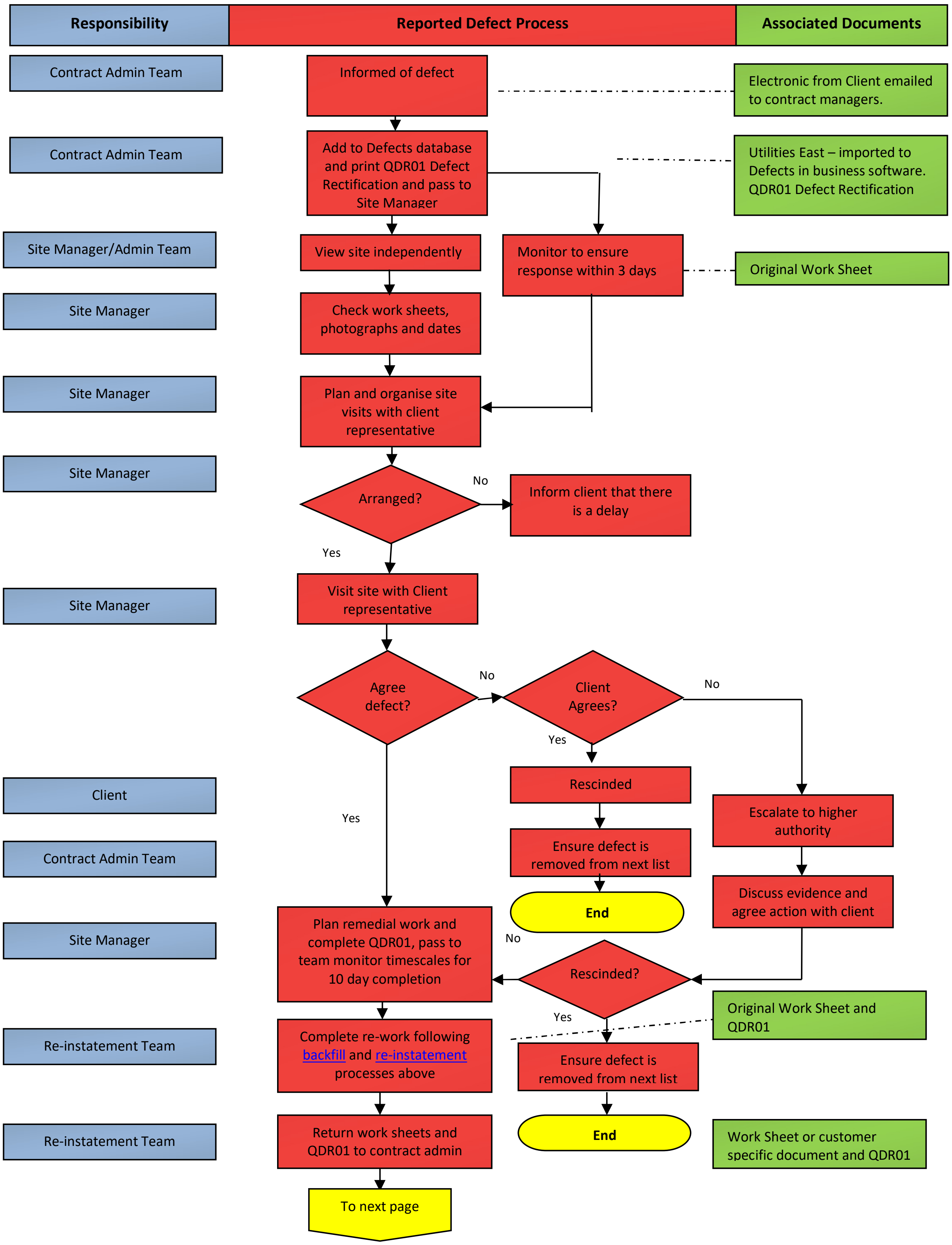
Backfill and Re-instatement processes NGN

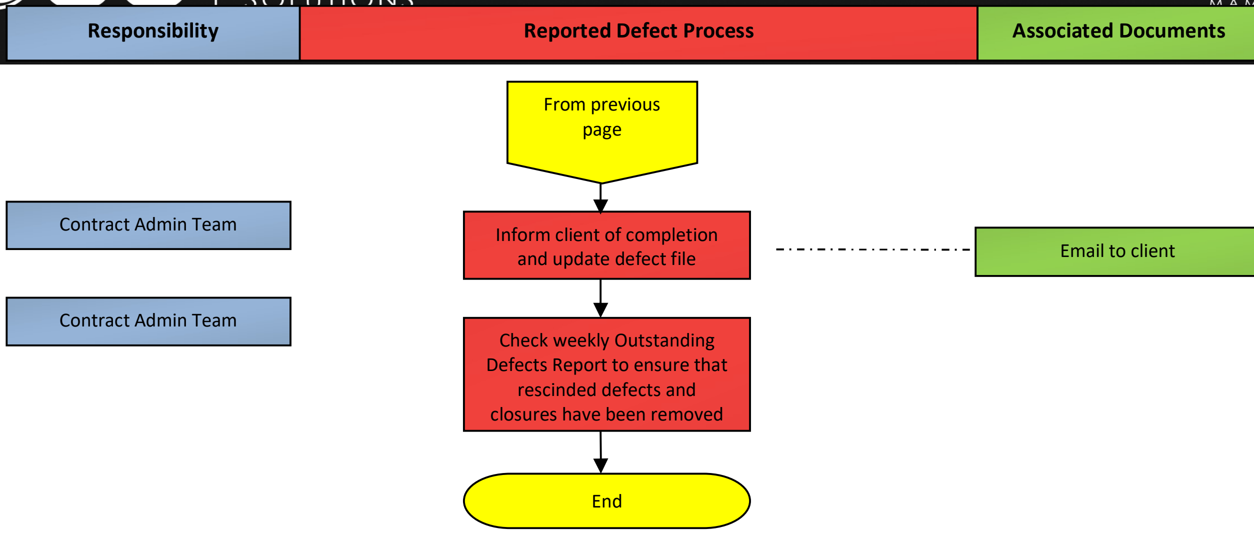
Responsibility	Backfill Process	Associated Documents
Contract Admin Team	Instruction for re-instatement received	Electronic notification
Site Manager	Schedule and complete the daily Re-instatement Plan	Accessed electronically by smart phone or tablet or on work sheet where there is no reception
Backfill Squad	Visit the site, photograph with a tape measure in view to verify dimensions and backfill.	Update on smart phone or tablet
Backfill Squad	If instructed remove spoil and transport to designated tip	Update on smart phone or tablet
Backfill Squad	On completion of the backfill record the dimensions	Update on smart phone or tablet
Team Leader	On return to depot hand completed Report to Site Managers	Work sheets
	To re-instatement process or end	

UTILITY SUPPORT SOLUTIONS



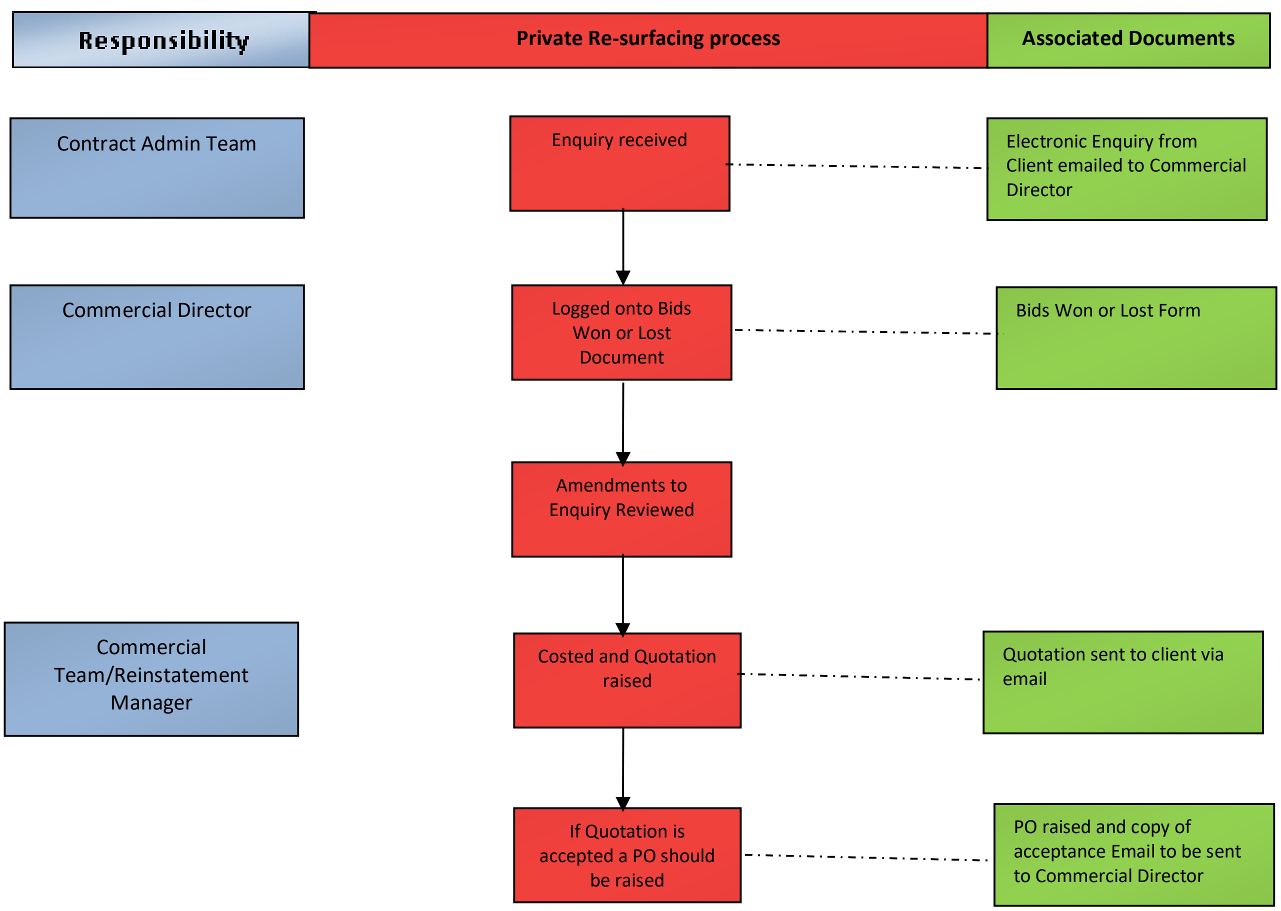
Section 4: Procedure for Reported Defects

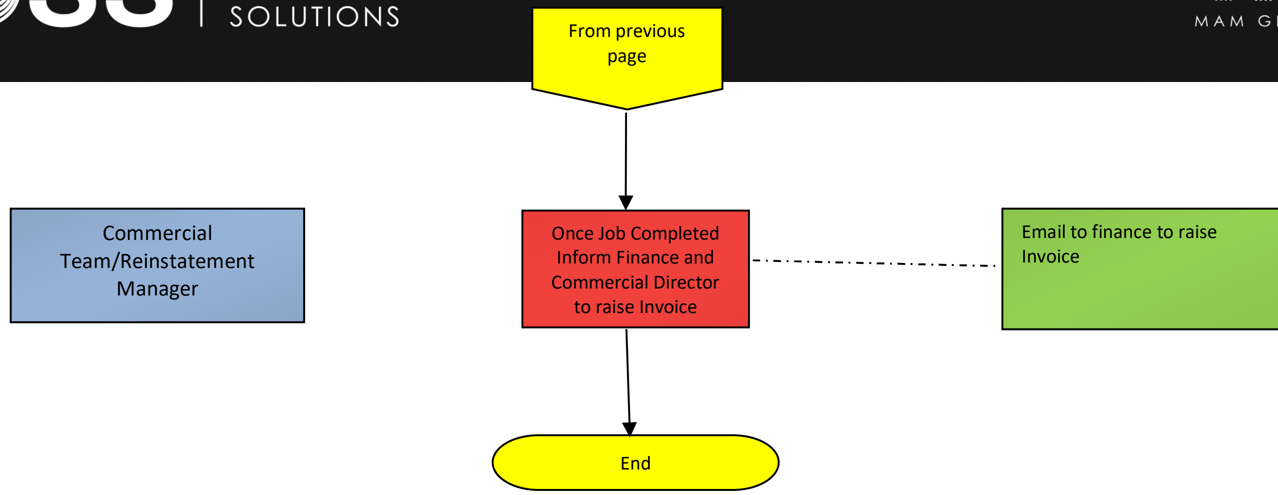




Section 5: Private Re-surfacing Work: -

- Private work is carried out using the same procedures, except that a customer order is received as opposed to an electronic notification.
- Defects are handled through Non-Conforming Product and Corrective Action Procedure and the Procedure for Reported Defects in section 5 of this procedure.





Section 6: Related Documents

BWL01 - Bids Won or Lost Form

Section 7: Document History

October 2016 Initial Draft