



# Confidential References

<b>Supplier name</b>	<b>RBR Construction</b>	<b>Constructionline registration number</b>	<b>126489</b>
----------------------	-------------------------	---	---------------

<b>Category of work</b> (please refer to the Constructionline work category list and use the selected category titles below)	<b>Value</b> (For contractors this is the contract value and for consultants this is the fee value)	<b>Date contract was completed</b>	<b>Performance rating</b> Please rate Supplier's performance using a scale of 1 to 10 in the grid below									
			Totally dissatisfied		Mostly dissatisfied		Neither satisfied nor dissatisfied		Mostly satisfied		Totally satisfied	
			1	2	3	4	5	6	7	8	9	10

Sector or category	Value	Date contract was completed	Overall quality of product or commission	Overall quality of service	Defects at the time of delivery or completion	Completion of contract to agreed cost	Contract completed to agreed time	Safety
<i>For example: Building (Design &amp; Construct)</i>	<i>£ Amount highest value refs available</i>	<i>Month / Year</i>	9	8	9	8	9	8
Stonework & Restoration	£2.81m	April 2013	10	9	10	7	10	10
Cleaning (stone)			10	9	10	8	10	10
Monuments, Statues and Architectural Features – Cleaning & Restoration			10	9	10	9	10	10
Listed Building Work			10	9	10	9	10	10

**Other comments** (please use a separate sheet if necessary)

The quality of RBR's input into the Primark Market Street project is very much evident to this day. I would have no hesitation in recommending RBR for façade restoration projects in the future.

<b>Will you consider this supplier for future contracts?</b>	<b>YES</b>	<input checked="" type="checkbox"/>	<b>NO</b>	<input type="checkbox"/>
--	------------	-------------------------------------	-----------	--------------------------

Constructionline may need to contact you briefly to verify the information above, so please ensure you provide either a telephone number or email address in the box below.

**Reference completed by:**

<b>Your name:</b>	David Munce
<b>Organisation:</b>	ISG Plc
<b>Position in organisation:</b>	Operations Director
<b>Signature:</b>	
<b>Email address:</b>	david.munce@isgplc.com
<b>Phone number:</b>	07918 727148.
<b>Date:</b>	15-11-2013.

Please return this form to: Constructionline, PO Box 6441, Basingstoke, Hampshire, RG21 7FN, Fax: 0844 892 0315, Email: Constructionline@capita.co.uk

### Hints and Tips on KPI Feedback/References

#### Why they are important?

- A reference value is used to determine the notation value for the selected category and therefore it is recommended that the reference is for a high value contract completed in the last three years

#### A buyer selecting a supplier will often take up references. This gives them:

- Re-assurance that your previous customers would use you again
- Peace of mind that the supplier is competent in the areas they wish to work
- Confidence that the supplier is able to cope with the value of contract

#### For new applications, we suggest:

- Start small. Add just one category to begin with, and then you'll just need two references to get up and running. You can add further work categories later.
- Don't forget to review your work categories on a regular basis. There may be other categories you can register for at no additional cost.

#### We recommend that you collect KPI Feedback/References on a regular basis:

- The more feedback left against a Supplier record, the more confidence a buyer is likely to have in selecting the supplier
- Buyers like to see references for recent work, so get into the habit of requesting a reference each time you complete a contract – don't wait for Constructionline to chase you!
- References are easier obtain shortly after a contract has been completed rather than months or years down the line
- References can help you add more "work categories" against your Constructionline record – *helping increase your chances of winning more work*
- You may be able to increase your overall Constructionline score by providing more references.
- You may be able to increase your notation level with higher value references and strong accounts.

#### Get into the habit

Obtaining references is simple – just give our one-page reference form to your client/site manager at the end of each job, or email it to the buyer.

#### We're here to help

Should you require advice, please call our dedicated supplier helpline on **0844 892 0313**. Lines are open 8.30am to 5.00pm Monday to Thursday and until 4.30pm on a Friday.