

Our ref: SPA11/DB/T25/

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**JN Bentley Limited**  
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21 February 2011

Dear Sirs,

## **JN Bentley Subcontractor Performance Awards 2010 Congratulations and thank you!**

The Company vision is to **Bentley First Choice** in our marketplace. In order to fulfil our vision and be a first choice partner for our clients and subcontractors, we depend on the trusted relationships we have with our supply chain partners.

Each year, we review the performance of our subcontractors and recognise the efforts of those who have scored highly.

**Your outstanding performance on orders completed during 2010 has ranked you amongst our Top 25 suppliers for the year.**

I'm delighted to enclose an Award Certificate confirming your status in our top 25 and I would be very grateful if you could pass on our most sincere thanks to everyone involved in fulfilling 2010 orders for JN Bentley.

To arrive at our results, our project teams apply a simple weighted scoring system to every completed order against a set of categories. (1 = excellent performance, 2.75 = acceptable standard and 5 = poor).

In 2010 we used 431 subcontract suppliers and conducted 1,661 Performance Reports on orders. The average score for all suppliers in 2010 was less than 1.975, an average which has improved year on year for the last seven years. The percentage of suppliers who scored better than good (a mark of 2) continues to improve and for the second year running was greater than 50%.

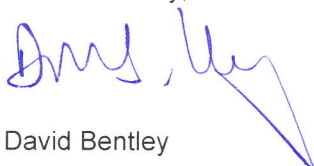
**Your score for the year was 1.63**

This is a fantastic score and we're very much looking forward to working in partnership with you throughout 2011, as together we strive to provide the quality workmanship, value and innovation which will continue to make us first choice.

If you have any queries, or if you would like to discuss our performance reporting system and the standards we have set for our suppliers, please feel free to give me a call.

Once again, many congratulations and thank you for your ongoing support.

Yours faithfully,



David Bentley



Directors: P.R. Bentley, A.R. Davies,  
M.M. Bentley, J.M.F. Cain, J.A. Binns  
Registered in England No. 1085646

# 2010 Subcontractor Performance Award

## Thank you!

Your outstanding performance on subcontract orders with JN Bentley during 2010 has ranked you amongst our top 25 suppliers for the year. We believe that our supply chain is critical to our success as a company and therefore it is important to recognise high levels of performance.

Measurement is undertaken by our project teams for every order placed and covers the following areas:

- Quality of product and workmanship
- Communication and level of service provided
- Timeliness of delivery and adherence to programme
- Attention to Health & Safety issues
- Attention to environmental issues
- Innovation and design ideas
- Submission of method statements, risk assessments & CoSHH information
- Submission of test certificates, operation & maintenance information and as built drawings
- Invoicing and application for payment (timeliness and accuracy)
- Changes to order and variations from initial scope

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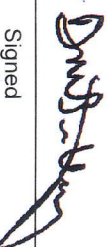
Organisation

**February 2011**

Date of Award

**DM Bentley**

Endorsed by

  
Signed

**JN Bentley Ltd**

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