

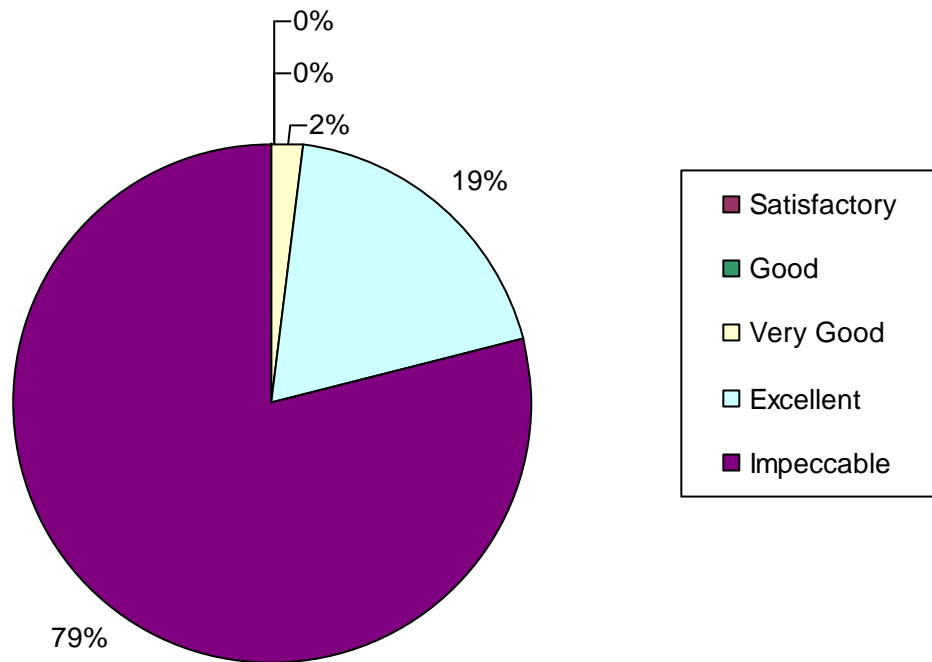
- Bunds
- Tanks
- Grit Blasting
- Plastic Lining
- Tank Modifications
- Roofs
- Floors
- Walls
- Spill Risk

Industrial Lining, Coating & Refurbishment Specialists

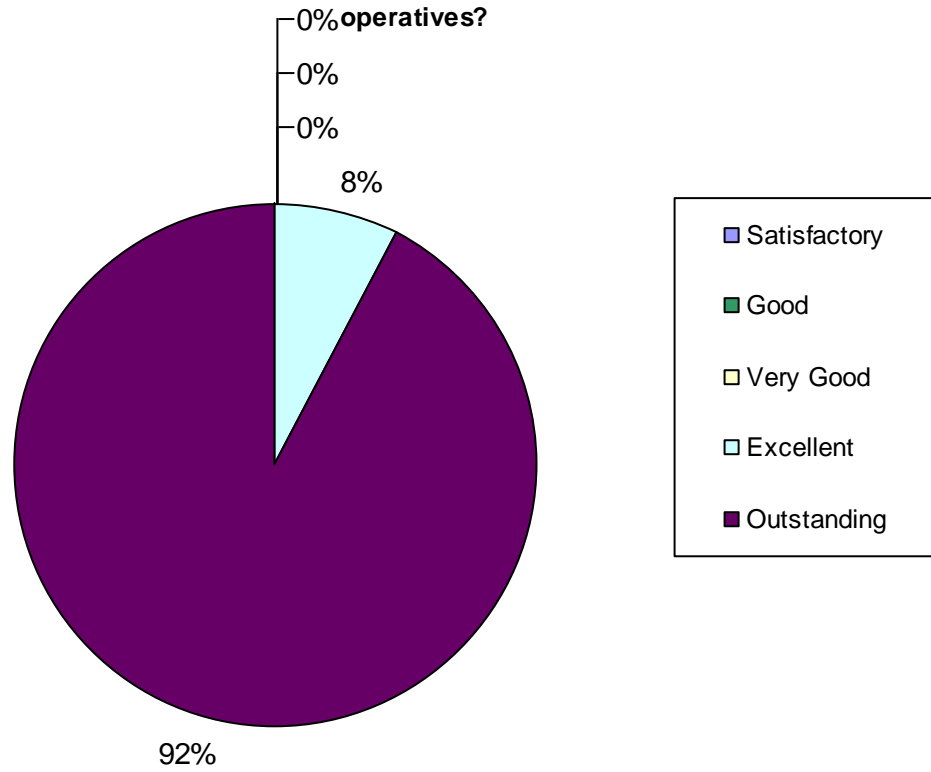
How are we performing?

The following diagrams indicate our level of performance on site during 2010, based on replies to our Customer Feedback System :

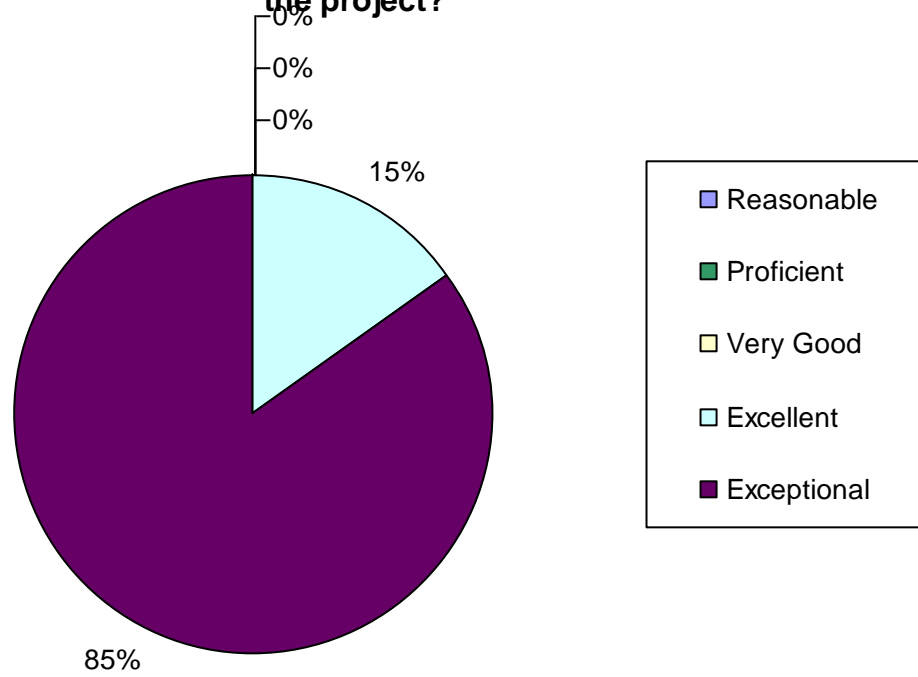
2010 Site Performances



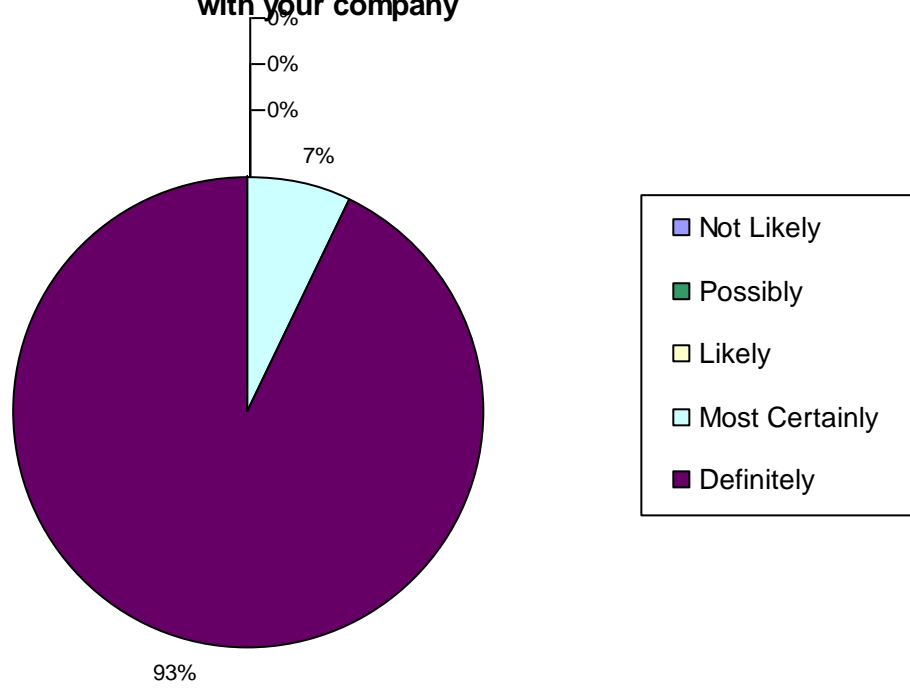
How do you rate the friendly and courteous behaviour of our operatives?



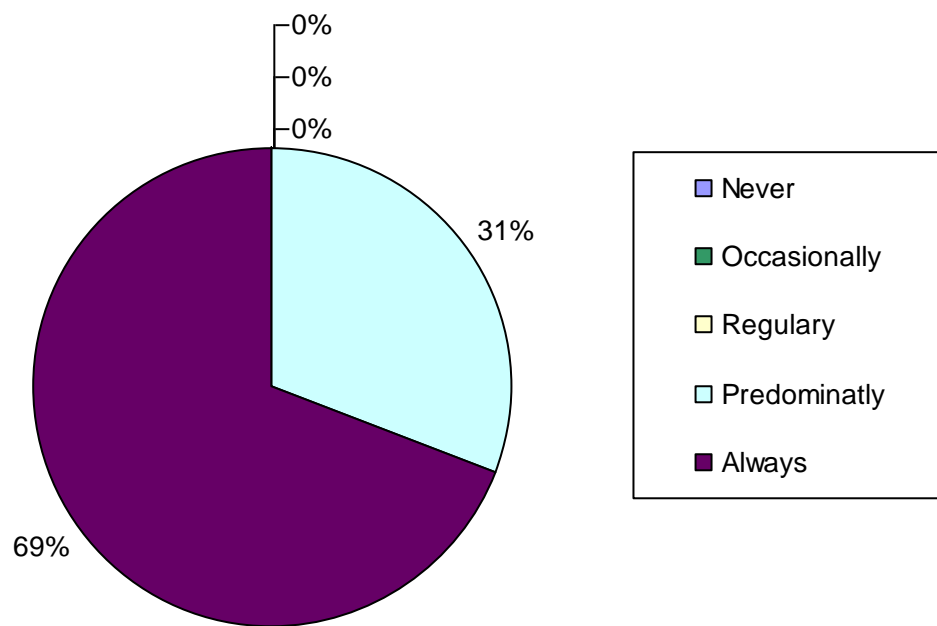
Please rate their efficiency and level of organisation during the project?



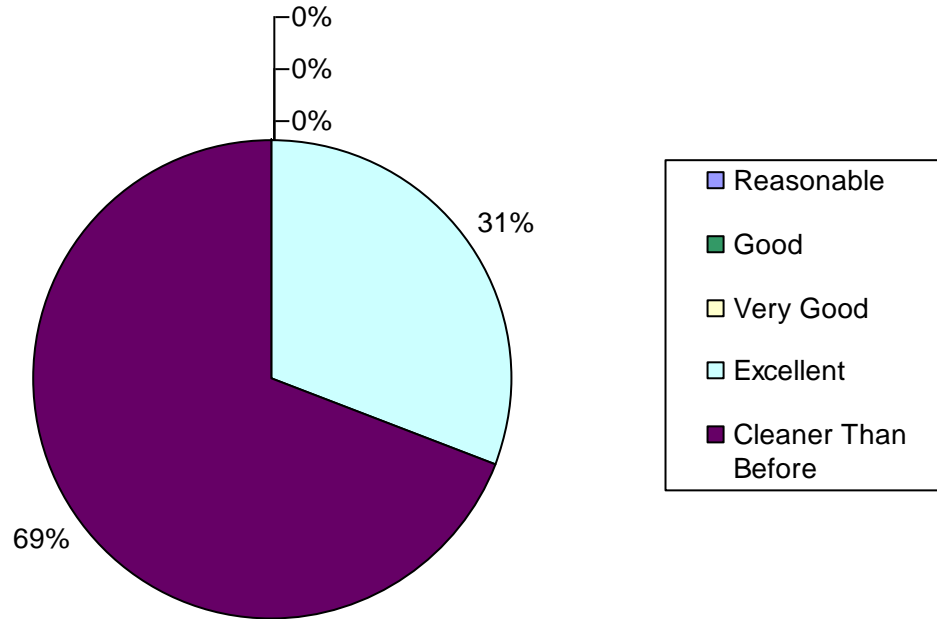
Please rate the likelihood of us being awarded future contracts with your company



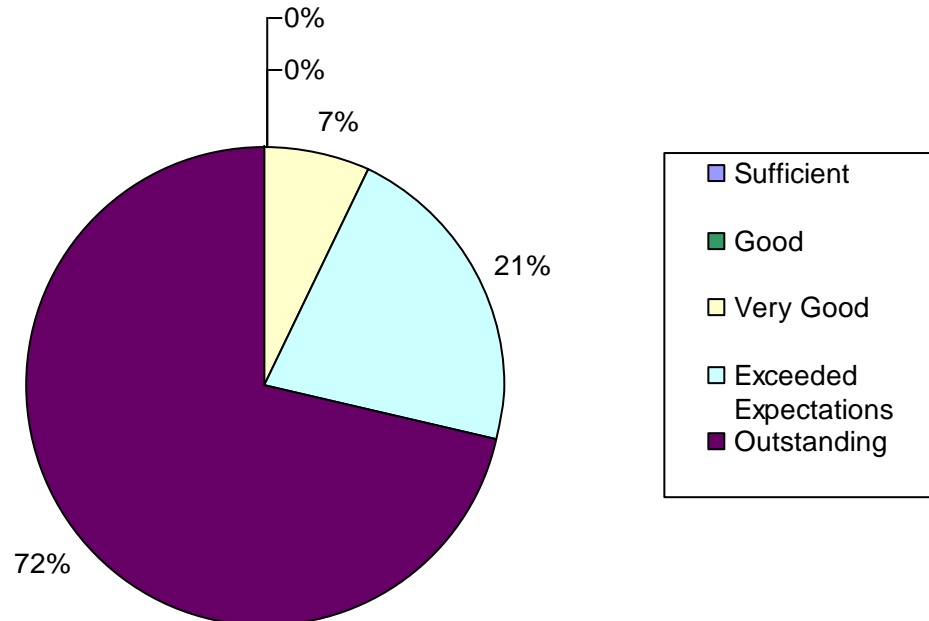
Did the site operatives adhere to site safety rules at all times?



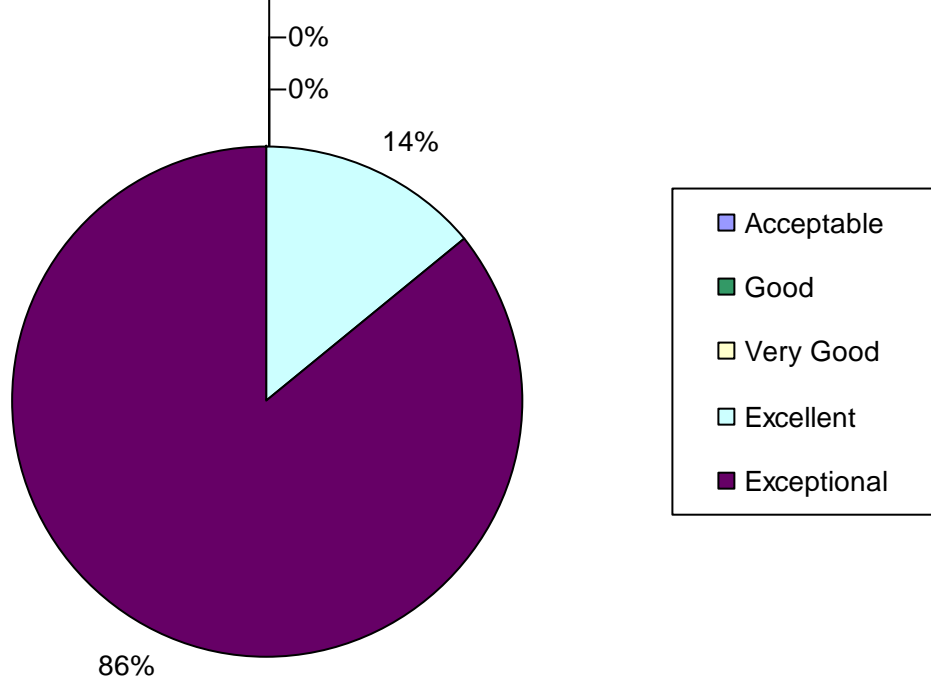
Please rate the cleanliness and tidiness of the area on completion of the project



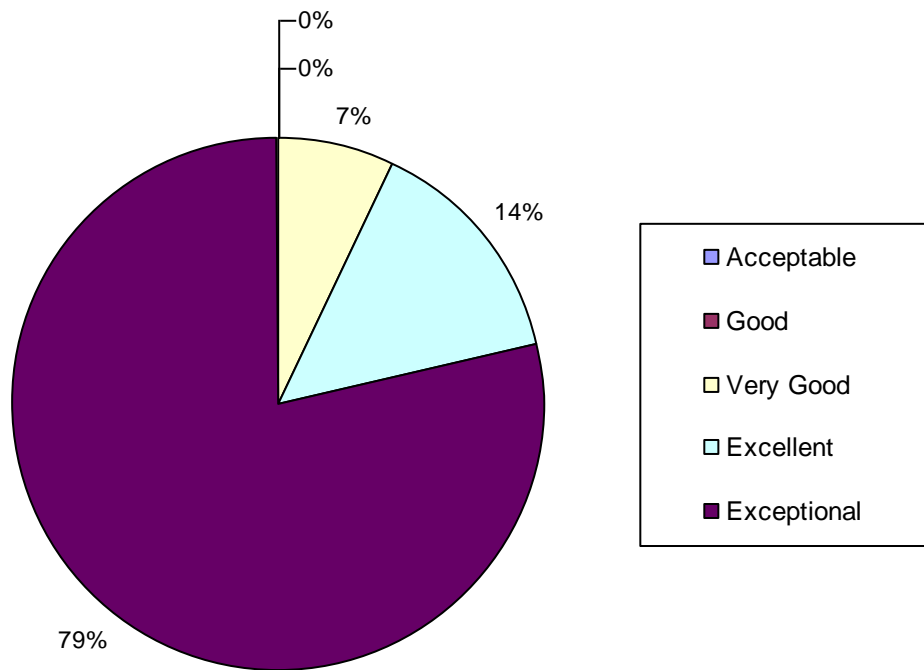
Overall how do you rate the manner in which the whole project was carried out?



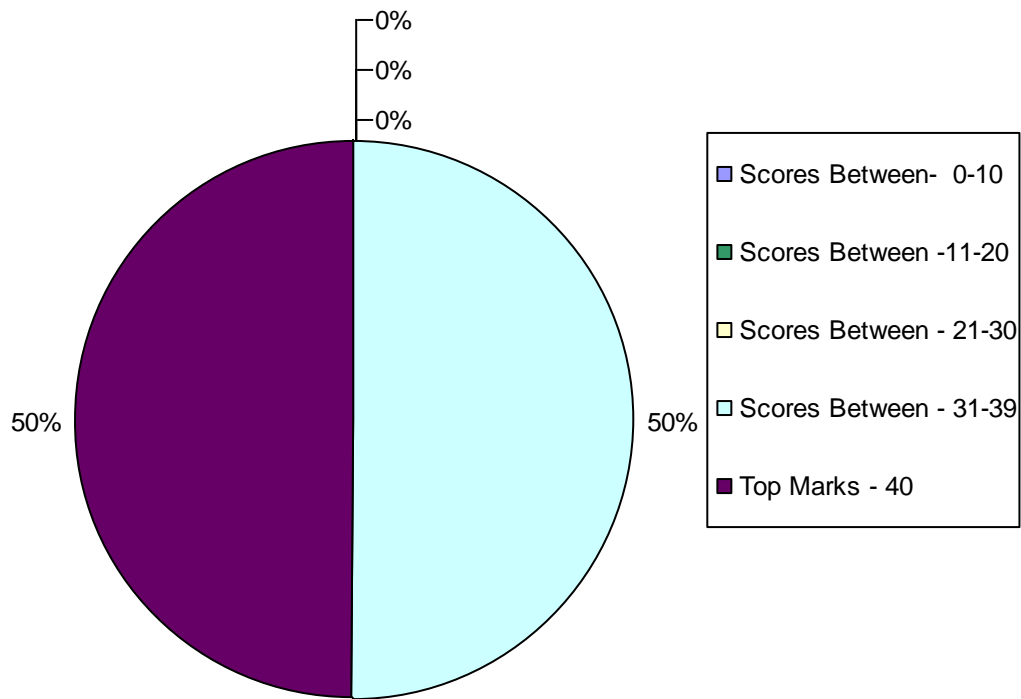
Please rate the finished lining system



Please rate the overall service from Baker ELS



Scoring Percentages



2009/2010 Comparison Report

Overall Site Performance

The number of times which top marks were received from clients compared to last year has increased by 22%.

Results show that we have performed better this year compared to last year on all aspects of our feedback forms. Percentage increases range from 2% to 37%, over the eight questions answered by our clients.

Generally we are very pleased with these results; however, new targets have been set for 2011, which we hope to exceed.