



15 March 2005

To Whom It May Concern:

Re: H J Haywood & Son Ltd, 65 Periwinkle Lane, Hitchin, Herts, SG5 1TZ

Dulux Trade Contract Partnership Scheme

The above Company has requested a general reference regarding quality of workmanship and business management which we are delighted to provide.

H J Haywood & Son Ltd have been members of the Dulux Trade Contract Partnership Scheme since March 2000. The aim of the scheme is to deliver a standard of service and quality that always satisfies customer needs and expectations. Members undergo an assessment process that uses a checklist developed by Dulux Trade covering over 200 quality and procedural control checks which is based on industry practice and expertise. This is supported by British Standards BS EN ISO 9000:2 Quality Management Systems, BS6150: 1991 Painting of Buildings and BS8000 part 12 Code of Practice for Decorative Wallcoverings and Painting. These are tailored for the industry.

The Dulux Trade Business is confident that this rigorous assessment programme is one of the most advanced in the construction industry and surpasses the expectations of the new initiatives currently being pioneered by the Department of Trade and Industry for Quality Assurance schemes.

The membership of the scheme also requires rigorous re-assessment, which H J Haywood & Son Ltd underwent and successfully passed in December 2004. The assessor, who is an industry specialist, stated:

“The impression gained during the visit was of a company that was well managed with clear examples of repeat work from the established customer base. A clear commitment to quality was demonstrated throughout the company.”

Therefore, we feel confident that H J Haywood & Son Ltd constantly deliver a standard of service and quality working in partnership with their clients that will satisfy customer needs and expectations.

If I can be of further assistance, please do not hesitate to contact me on the telephone number shown below.

Alan Slaney
Assessment Manager
Dulux Trade Contract Partnership Scheme