

GCE

Applied Business

Unit F248: Strategic Decision Making

Advanced GCE

Mark Scheme for June 2014

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This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by examiners. It does not indicate the details of the discussions which took place at an examiners' meeting before marking commenced.

All examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes should be read in conjunction with the published question papers and the report on the examination.

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These are the annotations, (including abbreviations), including those used in scoris, which are used when marking

Annotation	Meaning of annotation
BP	Blank Page – this annotation must be used on all blank pages within an answer booklet (structured or unstructured) and on each page of an additional object where there is no candidate response.
?	The response given is 'Unclear' to the marker.
BOD	'Benefit of doubt' but credit given.
CONT	To indicate the response is in 'Context' of the relevant case study.
×	Response is incorrect, no credit can be given.
L1	Use for Level of response answers to indicate Level 1.
L2	Use for Level of response answers to indicate Level 2.
L3	Use for Level of response answers to indicate Level 3.
L4	Use for Level of response answers to indicate Level 4.
NAQ	The response is not incorrect but has 'Not answered the question'.
OFR	Own figure rule. Use where indicated in the mark scheme.
REP	'Repeat' Response repeats the same marking point.
SEEN	'Noted but no credit given' or to indicate all or part blank answer pages have been seen by the marker.
1	Correct point/answer. Credit can be given.
NUT	No use of text

Subject-specific marking instructions

Blank answer spaces

To be sure you have not missed any candidate responses you <u>must</u> check every page of the question paper and annotate any blank answer spaces with the following annotation:



Additional Objects

You must also check any additional pages (shown as Additional Objects) which the candidate has chosen to use.

Before you begin marking, use the Linking Tool, to 'link' any additional page(s) to the relevant question(s) and mark the response as normal.

<u>All</u> additional pages must be annotated with the 'SEEN' stamp, so it is clear to centres that the additional pages have been viewed by the marker.

Testing of QWC

In this external assessment the assessment of QWC will take place in Question 4c which is a levels of response question and carries 14 marks.

Marks are embedded within this question for assessing the quality of written communication. The following criteria are embedded within the levels of response for Question 4c.

Level 4:

Ability to present relevant material in a well planned and logical sequence. Material clearly structured using appropriate business terminology confidently and accurately. Sentences, consistently relevant are well structured in a way that directly answers question. There will be few, if any errors of grammar, punctuation and spelling.

[4 marks representing the appropriate level of written communication are embedded in this level of response].

Level 3:

Ability to present relevant material in a planned and logical sequence. Appropriate business terminology used. Sentences for the most part relevant presented in a balanced, logical and coherent manner which addresses the question. There will be occasional errors of grammar, punctuation and spelling.

[3 marks representing the appropriate level of written communication are embedded in this level of response]

Level 2:

Limited ability to organise relevant material. Some appropriate business terminology used. Sentences are not always relevant with material presented in a way that does not always address the question. There may be noticeable errors of grammar, punctuation and spelling.

[2 marks representing the appropriate level of written communication are embedded in this level of response]

Level 1:

Ability to communicate at least one point using some appropriate business terminology. Sentences have limited coherence and structure, often being of doubtful relevance to the main focus of question. Errors of grammar, punctuation and spelling may be noticeable and intrusive.

[1 mark representing the appropriate level of written communication is embedded in this level of response]

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C	uestion	Answer	Mark	Guidance
1	(a)	Indicative content: communicates vision/direction/purpose/focus/	2	AO1: 2
		culture/philosophy/image/branding/purpose/targets/ goals/aims/underlying principles/values/beliefs/qualities		Up to two marks. One mark for content.
		 to stakeholders eg customers, employees, 		One mark for stakeholder.
		financiers, public, etc.		one many for standination.
				Do not award objectives.
		Exemplar responses:		
				Do no t award 'others'/'people' – too vague.
		Eg A mission statement communicates the philosophy of a business (1) to its external stakeholders (1).		No context required.
		Eg It tells stakeholders (1) what the business is trying to achieve (1).		

Question	Answer	Mark	Guidance
1 (b)	Indicative content:	2	One mark for each correct identification up to a maximum of two identifications. Do not award 'general public' – too vague. Do not award 'pressure groups' or 'campaigners' unless qualified as ethical/environmental. Where more than 2 answers are given mark the first response on each line only.

Question	Answer	Mark	Guidance
1 (c)	Indicative content: to measure/evaluate success to motivate staff to use as a target to aim for/something to achieve something to work towards to communicate with (internal) stakeholders to monitor progress to keep on track to provide focus to clarify purpose/thinking/priorities to plan/aid decision-making to highlight areas of weakness to provide direction to encourage unity/common purpose to keep control	2	One mark for each correct identification up to a maximum of two identifications. Must be benefits not statements. Eg Do not award 'can be SMART', 'can be short or long term' or 'can be broken down so easier to achieve'. Do not award examples. No context required.

 allow objectives/targets to be set employees know what is expected of them to attract potential investors/customers, etc minimise conflict.
Exemplar responses:
Eg To motivate the workforce (1).
Eg Gino and Maria could use goals to monitor how well the farm is doing (1).

Question	Answer	Mark	Guidance
2 (a)	Indicative content: to ensure elements of the marketing mix do not conflict to ensure strands work together to give a unified/clear message to reinforce marketing strands. Exemplar responses: Eg To ensure that the strands work together (1) and give a unified message to potential consumers (1). Eg To maximise the likelihood of the public purchasing the product (1) by ensuring that a clear message is given about the benefits of the product (1).	2	AO1: 1 AO2: 1 One mark for a correct identification, plus a further one mark for an explanation. No context required. Do not award for effectiveness of budget (must be marketing budget). Do not award vague responses eg 'work better as a whole'. Examples can be awarded if they clarify a point. Identification must be correct for reasoning to be awarded.

Question	Answer	Mark	Guidance
2 (b)	 Indicative content: Product - health, colour, flavour, freshness, on vine, new, uniqueness, packaging, etc Place – supermarkets, independents, markets, etc Price – high, low, competitive, premium, penetration, psychological, skimming, etc Promotion – sales promotion, discount, BOGOS, tv advertising, point of sale, leaflets, free sample, newspapers, bulletin boards, etc. Exemplar responses: Eg Product: The unusual purple colour of the tomatoes could be emphasised (1). This would differentiate the product from other tomatoes on the market (1). Eg Place: Gino could try and get high-end supermarkets to stock the Purple Prince first (1). This would give this new variety an upmarket image (1). Eg Price: FFL should charge competitive prices (1) to encourage more consumers to try it (1). Eg Promotion: FFL could put an advertisement in a health magazine (1). This would inform health conscious people living across the whole of the country that the new Purple Prince tomato is available in the shops (1). 	8	AO1: 4 AO2: 4 One mark for each correct identification up to a maximum of four identifications, plus a further one mark for each of four explanations. No marks for naming the 4Ps. Accept any reasonable strategy appropriate to the new variety of tomato. Suggestions must be how or what. Reasons must explain why that particular strategy is suitable specifically to FFL. Do not award 'creates publicity' unless qualified. Do not award explanation marks for 'local' unless referring to misshapen tomatoes as this is a national supplier. Product – do not award 'loose' or 'classic' – these are not special features.

Question	Answer	Mark	Guidance
Question 3 (a)	Answer Cash-flow Indicative content: inflows and outflows of funds/money/capital etc movement of money within the business changes in liquid assets. Exemplar response: Eg Money going into and out of the business (1). Eg Inflows and outflows of cash (1).	Mark 2	Guidance AO1: 2 One mark for each correct statement up to a maximum of two statements. Maximum one mark for cash-flow. Maximum one mark for profit. No context required. Answers must be accurate.
	Profit Indicative content: revenue greater than expenditure turnover minus expenses positive gain from business activities a trading surplus money after costs covered contribution after breaking even the reward for enterprise. Exemplar responses: Eg An accounting calculation of a positive return on business activities (1). Eg A profit is made when revenue is greater than cost (1).		For cashflow do not award 'inflows and outflows' unless it relates to money flows. Do not award for cashflow statements/forecasts eg do not award 'it is a tool to measure inflows and outflows'. For profit do not award vague or imprecise answers eg do not award 'makes money' or 'takes accounts of costs'. Do not award responses that could relate to revenue or profit eg do not award 'money made after breakeven'.

Question	Answer	Mark	Guidance
3 (b)	 Indicative content: gross profit only deducts direct costs/cost of goods sold gross profit does not deduct expenses net profit deducts all expenses taxed on net profit not gross profit net profit is overall/final profit net profit is the bottom line figure gross profit would give an inflated view of the business. Exemplar responses: Eg Gross profit is not the final profit (1) because it does not deduct all expenses (1). Eg Gross profit only deducts cost of sales from revenue (1), whereas net profit deducts all costs (1). 	2	AO1: 1 AO2: 1 One mark for a correct identification, plus a further one mark for an explanation. No context required. Full marks can be achieved without referring to both types of profit. Types can be implied.

Q	uestion	Answer	Mark	Guidance
3	(c)	Indicative content: interest rates inflation rates unemployment rates exchange rates international trade economic growth recession/lower disposable income government incentives/grants/policies tax changes/breaks credit crunch/availability of finance legal – minimum wage	4	AO1: 4 One mark for each correct identification up to a maximum of two identifications, plus a further one mark for each of two descriptions. NB the question asks for a description (not an explanation). For the second mark the response must explain what the external factor is and not its impact on FFL or why it is important. Factors must be external.

social trends – healthy eating/obesity	'Economy', 'trends' alone too vague.
ethical consumerism	
environmental awareness/green	No context required.
changes in technology	
supply costs/supplier prices	
energy prices	
competition	
customers cancel orders/dictate prices	
bumble bees	
weather.	
Exemplar responses:	
Eg A recession (1), a period of negative economic growth (1).	
Eg Interest rates (1), the cost of borrowing money (1).	

Question	n	Answer	Mark	Guidance
	(i)	 Indicative content: fallen over the years gradual improvement less constant than the industrial average higher than industrial average in first three years of trading now below the industrial average industrial average steady. FFL was above the industrial average FFL is now below the industrial average. Exemplar responses: Eg Absenteeism amongst FFL's staff has fallen over recent years (1) and is now below the current industrial average (1). Eg Absenteeism used to be higher than the industrial average (1) but it is now significantly lower (1). 	2	AO2: 2 Up to 2 marks. Data interpretation only – do not award meaning of absenteeism/consequences/benefits/drawbacks/causes, etc.

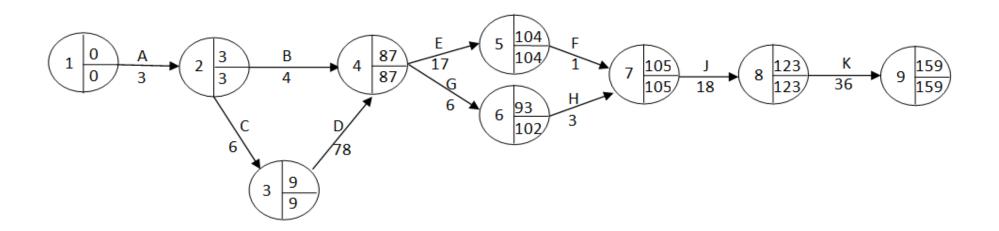
Question	Answer	Mark	Guidance
4 (a) (ii)	Indicative content:	2	Up to 2 marks. Accept 'between 6 and 10 employees usually leave the farm each year'. Data interpretation only – do not award meaning of labour turnover/consequences/benefits/drawbacks/causes, etc.

Question	Question Answer		Guidance
4 (b)	Indicative content: planning skills mathematical skills critical/logical/lateral thinking skills organisation/co-ordination skills motivational skills training skills listening skills ilistening skills mentoring/counselling skills problem solving skills communication skills communication skills conflict management skills people skills/interpersonal skills conflict management skills prioritisation. Exemplar responses: Eg Leaders should be good communicators (1). Staff will need clear instructions in order to understand what they have to do (1). Eg Leadership requires good interpersonal skills (1). This will allow the leader to be persuasive in difficult situations (1).	6	AO1: 3 AO2: 3 One mark for each correct identification up to a maximum of three identifications, plus a further one mark for each of three explanations. Do not award 'managing' or 'management' unless qualified eg time management. Must be skills. Do not award personality traits/attitudes/ values. Eg do not award 'confident', 'devoted', 'caring', 'strong', 'being ethical', 'flexible', 'adaptable', etc. No context required. Award any type of development – descriptions, why, how, consequences, analysis, etc.

Qı	estion	Answer	Mark	Guidance
	(c*)	Answer Use levels of response criteria. Indicative content: will current staff be willing/able to move? impact on employer/employee relations impact of loss of valuable staff – training, ethos effect on motivation increase riskiness of option inertia/resentment withdrawal of goodwill? double output but only 40% more workers	Mark 14	AO1: 2 AO2: 3 AO3: 4 AO4: 5 QWC is assessed in this question. Levels of response Level 4 (10 - 14 marks) Candidate evaluates likely staffing issue(s) which might arise if FFL takes Option 1. Level 3 (6 - 9 marks)
		 impact on wage rate minimum wage impact on absenteeism impact on labour turnover impact on productivity impact on wastage need to select and recruit more staff new contracts of employment training – new and current staff span of control of 70 too large for Maria/impact of hierarchical/more formal structure supervisors/managers required empowerment environmental issues – increase travel miles 		Candidate analyses likely staffing issue(s) which might arise if <i>FFL</i> takes Option 1. Level 2 (3 – 5 marks) Candidate applies knowledge and understanding of staffing issue(s) which might arise if <i>FFL</i> takes Option 1. Level 1 (1 – 2 marks) Candidate identifies staffing issue(s) with no use of context. Please indicate each time a candidate achieves a particular level as this will help you allocate marks within that level. Context should be annotated every time L2/L4 is awarded
		 ethical/good employer – treats staff well impact on time impact on costs, revenue and profitability. 		with the 'CONT' annotation. Non-contextual answer max Level 1.

Question	Answer	Mark	Guidance	
	Exemplar response:		Context must be more than name dropping (do not award for FFL, Gino or Maria).	
	Eg Workers are frequently unwilling or unable to relocate (L1) . Some of <i>FFL</i> 's staff who rely on public transport (CONT) may be unable to get to Larvil and will have no option but to leave (L2) . <i>FFL</i> would need to recruit new members of staff to replace those who have left (L3) . This recruitment process will take up a lot of Maria's time (L3) and increase <i>FFL</i> 's costs (L3) . However, the number of staff who choose to leave might not be as big a problem at <i>FFL</i> than at many other farms because workers will want to continue working for <i>FFL</i> if at all possible because employer-employee relationships there are good (CONT) and Maria is an excellent leader (L4) .		Do not award 'redundancy'.	

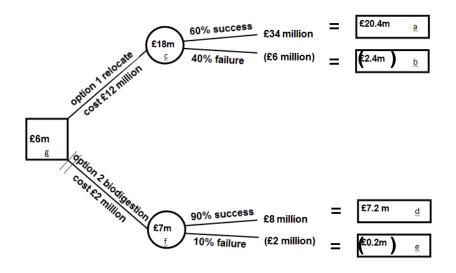
Q	uestion	Answer	Mark	Guidance
5	(a)	Indicative content: • B = 4 • E = 17 • G= 6 • Node 2 3/3	11	AO1: 6 AO2: 5 Up to eleven marks. No OFR.
		 Node 4 87/87 Node 5 104/104 Node 6 93/102. 		



C	uesti	on	Answer	Mark	Guidance
5	(b)		Indicative content: No change to completion time.	4	AO1: 2 AO2: 2
			159 + 0 = 159 weeks		Up to two marks.
			Exemplar response:		159 weeks = 2 marks
			Eg 159 weeks (2)		159 with incorrect/no unit = 1 mark.
			Eg 159 (1)		Award max 1 mark for 'no change'.
			Eg It would not affect the completion time (1).		
			Indicative content: Delay completion by 12 weeks. 159 + 12 = 171 weeks		Up to two marks.
			Exemplar response:		171 weeks = 2 marks
			Eg 171 weeks (2)		171 with incorrect/no unit = 1 mark.
			Eg 171 (1)		Award max 1 mark for 'extra 12 weeks'.
			Eg It would add 12 weeks to the completion time (1).		

Q	uestion	Answer	Mark	Guidance
6	(a)	Indicative content:	7	AO1: 4 AO2: 3
		a £20.4m b (£2.4m) c £18m		
		d £7.2m e (£0.2m) f £7m		Up to seven marks.
		g £6m		
				Award full marks for £6 million (£6,000,000) in box g
		Full marks (7) for £6 million in answer box g.		(irrespective of whether other boxes are completed or correct).
		or: 1 mark for each correct response in boxes a - f		
		(note: b and e are negative).		No marks for workings unless a clear indication as to which node or box (a - g) the figure relates.
				No OFR.

Expected value



C	Question	Answer	Mark	Guidance
6	(b)	Indicative content: Option 2 - Biodigestion. Exemplar responses: Eg Biodigestion (1). Eg Option 2 (1).	2	AO2: 2 For one mark.
		Indicative content: • Option 1 - Relocation. Exemplar responses: Eg Relocation (1). Eg Option 1 (1).		For one mark.

Question	Answer	Mark	Mark Guidance	
6 (c)	Use levels of response criteria.	8	AO1: 2 AO2: 2 AO3: 2 AO4: 2	
6 (c)	Indicative content: quantifies decision-making pseudo-scientific relies on probability expected returns and probabilities look like fact probabilities of success/failure are impossible to accurately determine figures for long term options are difficult to estimate Maria has guessed at expected returns and chances of success/failure easy to bias/manipulate – drawn up by Maria Maria is good with figures Maria prefers Option 1 – figures enhanced? shows expected value/return expected value for Option 1 is highest at £6m Option 1 costing figures are only provisional Option 2 – consultant's figures – enhanced? ignores time factors – long term option – 20 years ignores qualitative factors, eg staffing issues (Opt1), loss of control (Opt 2), risk (Ansoff) ignores business goals/mission statement, eg ethical and environmental concerns does not account for changes in external factors should use it with another tool visual tool. Exemplar response: Eg Decision trees allow entrepreneurs to take account of the likelihood of success or failure when considering the options (L1). Maria, who is good with figures (CONT), will	8	Levels of response Level 4 (7 - 8 marks) Candidate evaluates the usefulness of this decision tree to FFL. Level 3 (5 - 6 marks) Candidate analyses the usefulness of this decision tree to FFL. Level 2 (3 - 4 marks) Candidate applies knowledge and understanding of the strength(s)/weakness(es) of this decision tree to FFL. Level 1 (1 - 2 marks) Candidate identifies the strength(s)/weakness(es) of decision trees with no use of context. Accept arguments relating to strengths/weakness of decision trees as a tool and arguments which relate to the data on this particular decision tree. Please indicate each time a candidate achieves a particular level as this will help you allocate marks within that level. Context should be annotated every time L2/L4 is awarded with the 'CONT' annotation. Non-contextual answer max Level 1. Context must be more than name dropping (do not award for FFL, Gino or Maria).	

Question	Answer	Mark	Guidance
	be able to factor into the decision making process the chances of success of both options (L2). However, given the long-term nature of the options (CONT), be it relocation or using renewable energy, the expected returns will be very difficult to estimate (L2). This will make the expected value inaccurate and the decision tree unreliable (L3). Given the inherent unreliability of the figures on a decision tree and the fact that Maria is biased towards Option 1 (CONT) and can easily manipulate the figures the usefulness of this decision tree to FFL is severely limited (L4).		

Question	Question Answer		Guidance
7	Use levels of response criteria.	20	AO1: 2 AO2: 4 AO3: 6 AO4: 8
	Indicative content: degree of risk – shareholders not afraid to take risks ethical and environmental beliefs not compromised mission statement – ethical/environmental ideals attitude/preferences of shareholders – favours Gino's environmental beliefs chances of success – decision tree capital cost expected value reduced costs – heating and lighting, liquid fertiliser additional income streams – electricity, compost improve net profit margins improve cash-flow loss of earnings – Option 2 - 45% return to equity provider loss of control? – Option 2 financing the options – borrowing requirement (Option 1), equity funded (Option 2) future interest rates (Option 1) previous loan – still several years to run profitability NPV/Payback planning permission/set up time risk – Ansoff's Matrix knowledge of the biodigestion process? staff to oversee the biodigester daily sampling – inconvenient, time, cost? lifetime of digester lifetime of digester planning permission/set up time – Option 1 - 3 years+	20	Levels of response Level 4b (17 - 20 marks) Candidate evaluates Maria and Gino's decision to take Option 2 using specific contextual argument. Level 4a (13 - 16 marks) Candidate evaluates Maria and Gino's decision to take Option 2 using general contextual argument. Level 3 (7 - 12 marks) Candidate analyses Option 1/Option 2. Level 2 (3 - 6 marks) Candidate applies knowledge and understanding of Option 1/Option 2. Level 1 (1 - 2 marks) Candidate identifies factor(s) involved in strategic decision making with no use of context. Do not award marks for repeating the case study. Award L4 to a candidate who following on from their analysis (L3 must have been awarded) makes an overall judgement regarding Maria and Gino's decision to choose Option 2. If the evaluation contains no direct contextual reference eg 'the right choice because it likely to make more profit' award max 13. Minimum award of 14 for a general contextual evaluation eg 'the right choice because it is £10m (CONT) cheaper'.

Question	Answer				Guidance
Question	 effect on plabour turn over reliar little room proves po loss of op tomatoes loss of op companie output ins supermarl producers no space little oppo future rise state of th disposable competition economic social tren practical attechnical in Cost: Financed by: Payback: NPV (20 years) 	sues – Option 1 performance indicator hover, wastage, produce on classic tomator for expansion if Purpular portunity to sell premoves ufficient for organic set power holds down of classic tomatoes for future expansion runity to gain economics in utility prices e economy encome levels on conditions hads – size of market, and operational matters sues. Option 1 Relocation £12m Var Loan 10 years ≈10 years ≈10 years £8 million £6 million 60% 40%	ductivity bes ble Prince variety dium priced on the vine egetable box so not viable in prices paid to mies of scale	Mark	Only award 'risk' if it is qualified, eg Ansoff's, financial Only award 'chance of success' if qualified, eg decision tree. Non-contextual answer max Level 1. Please indicate each time a candidate achieves a particular level as this will help you allocate marks within that level. Context should be annotated every time L2/L4 is awarded with the 'CONT' annotation. Context must be more than name dropping (do not award for FFL, Gino or Maria).

Worst case pred: (£6 million) Ansoff's Market penetration Diversifcation Exemplar response: Eg It is important to consider the cost of each option when deciding between strategic options (L1). On the face of it Option 2 (CONT) looks like the right decision because it is much cheaper than Option 1 (L2) and could be funded by an equity provider (CONT) without additional borrowing	Question	Answer	Mark	Guidance
(L2). However, given that the equity provider will have invested its own funds, it is likely that it will want a say in how the farm (CONT) is run (L2). This would mean that Maria and Gino would lose some control of their business (L3), possibly even challenging the couple's decision to be an ethical employer (L3). Sacrificing such a large degree of control for an option which is not as profitable as Option 2 (CONT) (L2) seems a foolish thing to do. Option 1 should have been chosen, not only because it allows the couple to retain control and does not involve any threat to FFL's mission statement (CONT) (L4) but because Option 1 is predicted to make £11 million (CONT) which is more profit than Option 2 over the 20 year lifetime (L4). Profitability is the key to FFL's long term success.		Worst case pred: (£6 million) (£2 million) Ansoff's Market penetration Diversification Exemplar response: Eg It is important to consider the cost of each option when deciding between strategic options (L1). On the face of it Option 2 (CONT) looks like the right decision because it is much cheaper than Option 1 (L2) and could be funded by an equity provider (CONT) without additional borrowing (L2). However, given that the equity provider will have invested its own funds, it is likely that it will want a say in how the farm (CONT) is run (L2). This would mean that Maria and Gino would lose some control of their business (L3), possibly even challenging the couple's decision to be an ethical employer (L3). Sacrificing such a large degree of control for an option which is not as profitable as Option 2 (CONT) (L2) seems a foolish thing to do. Option 1 should have been chosen, not only because it allows the couple to retain control and does not involve any threat to FFL's mission statement (CONT) (L4) but because Option 1 is predicted to make £11 million (CONT) which is more profit than Option 2 over the 20 year lifetime (L4).		

OCR (Oxford Cambridge and RSA Examinations) 1 Hills Road Cambridge **CB1 2EU**

OCR Customer Contact Centre

Education and Learning

Telephone: 01223 553998 Facsimile: 01223 552627

Email: general.qualifications@ocr.org.uk

www.ocr.org.uk

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