

QUALITY POLICY

It is the policy of Hardscape Products Ltd to provide high quality hard landscaping products and materials, to all our clients, with the highest quality of service. The Company's unique service aims to supply materials consistently, reliably, and efficiently to our customers on time - in full.

We will ensure that our products and services meet our customer's expectations, our own high standards, and comply with all relevant regulations and contractual obligations.

To help achieve this, we maintain an Integrated Management System that meets the requirements of both the ISO 9001 and ISO 14001 standards. It is the responsibility of all employees within the Company to ensure ongoing compliance with the Integrated Management system and assist with the continuous process of quality improvement to the service provided by the Company.

We strive to continually improve our performance by regularly evaluating our products, services, suppliers, and management systems to identify actions to ensure that our objectives are achieved and that problems are prevented.

One way in which we do this is to record and understand our complaints, incidents, internal problems, and improvement opportunities. Immediate corrective action will be taken to rectify the issue to ensure the customer is satisfied with the reparations and project delays are minimised. Each case is investigated by senior management who ensures the appropriate immediate action is taken, root causes are identified, and permanent measures are implemented to support and drive continuous improvement.

Alex Warren

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Managing Director