

# QUALITY POLICY

It is the policy of Hardscape Group Ltd (incorporating Hardscape Products Ltd. and Hardscape Surfaces Ltd., furthermore, known as Hardscape) to provide high quality hard landscaping products and materials, to all our clients, with the highest quality of service. Hardscape provides a critical support service which aims to advise, inspire, select, and supply materials consistently, reliably, and efficiently to our customers.

We will ensure that our products and services meet our customers' 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 9001:2015 and ISO 14001:2015 standards. It is the responsibility of all employees within Hardscape to ensure ongoing compliance with the management system and assist with the continual improvement of the quality and service provided. Our certifications are verified by an accredited 3<sup>rd</sup> party assessment body, who assures independent and effective compliance with legal and industry minimum standards.

## Supply Chain Management

We regularly evaluate our suppliers, products, services, and management systems to identify actions to ensure that our objectives are achieved, risks are minimised, and issues are avoided. We work closely with our supply chain partners to ensure products supplied or processed are of the same high quality we and our customers would expect.

## Complaint Management

We record and understand all our complaints, incidents, internal problems, and improvement opportunities on a bespoke Customer Relationship Management (CRM) System to continually monitor performance and resolution effectiveness. Immediate corrective action will be taken by the Project Coordinator or Sales Manager to rectify the issue to ensure the customer is satisfied with the reparations and project delays are minimised. If these actions are insufficient, they will be escalated to the Operations Manager to raise the issue further and oversee the plan to resolve any immediate or potential issues. Each case is logged and investigated by a Senior Manager who ensures that the appropriate immediate action is taken, root causes are identified, and permanent measures are implemented to avoid further repeat issues.

## Recall procedure

If materials are deemed to be substandard or defective following test data results verification, Hardscape Management confirmation, or by Supplier recall notices, materials will be placed on immediate hold, pending appropriate return, disposal, or rectification as agreed by all parties.

## Quality Key Commitments

- We guarantee product safety and full compliance by respecting our policies, principles and standards with full transparency.
- We will ensure our customers receive products and services that always meet or exceed their expectations.
- We strive for zero defects, no delays, and no waste, constantly looking for opportunities to continuously improve our products and services.
- We engage our employees' and suppliers' commitment across our complete supply chain to ensure our combined focus is on ensuring the best experience for our customers.



Alex Warren  
Managing Director  
18<sup>th</sup> March 2025

## Quality Report 2024-2025

### Material Quality

All our materials undergo testing to verify compliance with a range of British Standard Testing requirements. We hold indicative & batch specific test data on all the products we intend to supply, carried out by independent UKAS and ISO accredited testing bodies. Any CE or UKCA marking adheres to the newly updated regulations to ensure that materials are labelled as conforming to the correct standards.

We work with natural and manufactured products, which come with their own inherent problems and risk of quality control and manufacturing failure. We work with customers to understand the materials and ensure they can spot where these issues arise and give support when this may occur to find root causes of issues quickly and effectively.

#### Case Study:

We recently carried out a major city infrastructure improvement project, where the client was concerned about the appearance of some of the materials which differed significantly between batches. Our Operations Manager attended the site to assess the materials and recommend further actions. After reviewing the materials with the client, it was found that the residue on the surface of the materials left from the manufacturing process made the appearance of the kerbs different. A simple test was carried out to clean the surface, revealing a similar texture and colour underneath to what was expected. The washing of all the kerbs was planned anyway, so this was planned to be resolved on site at no additional cost, and the customer was happy with the attendance, advice given, and final appearance once cleaned. Replacements were offered if this was not to be achieved on a short lead time to protect the client from delay, which in the end were not required.

### Service Quality and Timely Fulfillment

We regularly communicate with freight forwarders to ensure transport routes are sufficient and running to schedule. This is more prevalent for Asian suppliers, but still essential for EU or UK supply routes, where the logistics delay risks are low.

If a problem occurs on site whereby material ordered or enroute cannot be taken to site, we have a storage and production facility in Bolton of 45,000 sq. ft., or we have several materials handling and storage partners throughout the UK who can support with a wide variety of short- or long-term storage and call-off needs.

#### Case study:

We worked on a major public realm scheme, where materials have been stored both in our factory and off-site in a port handling facility for nearly 2 years. The paving materials required calling off where specific materials were required by the installers. Although this was challenging for us, the site did not have storage capabilities, so it required us to manage this stock delivery process to ensure they have the materials ready for them just in time.

Of the 1,438 orders awarded in the 24-25 fiscal year, only 1 case has been raised as late delivery by the customer. This does not mean there have not been delays but is a testament to how we have reacted to notices of delays, communicated with customers, and found ways to resolve delay issues to ensure they minimise impacts on site.

Quality Key Performance Indicators		
Order Value for FY 24/25	Unrecovered Costs	% Cost Vs. Value
£25,600,000	£32,338	0.13%
Number of Orders Supplied	Complaints Raised	% Complaints Vs. Orders
2479	16	0.65%
Complain Root Cause 1	Complain Root Cause 2	Complain Root Cause 3
Supplier Manufacture Quality (3)	Supplier Packing Quality (2)	Haulier Mishandling Goods (2)

Our key focus for 2025/26 will be the packing quality of materials, which may have the added benefit of reducing the risk of damage to products through mishandling during transportation and improve safe handling of materials on site.

We have already created bespoke training and development solutions to work closely with suppliers to support the development and management of the packing procedures, materials, controls, and safety.