

Customer Service Charter

March 2023



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Marshalls

Mortars & Screeds

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**Marshalls Mortars & Screeds
is a recognised and
well-respected supplier of
ready-to-use mortar, screed
and flowscreed**

Who we are, a brief history



Marshalls Mortars & Screeds was founded in 1994 under the name of Premier Mortars to supply products to the North Wales and Cheshire areas. Marshalls acquired the business in 2004, and, over three years, we expanded our operations into Manchester, the Midlands and the North East to become one of the UK's largest suppliers of mortars and screed.

Following the consolidation of this initial footprint, a further expansion was made into Warwickshire and South and West Yorkshire, providing three additional production units.



Premier Mortars &
Screeds founded

Acquired by
Marshalls

Company expanded into Manchester,
the Midlands and the North East

1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 **2004** **2005** **2006** **2007**



A message from **Nick Bebb**
our Managing Director

This is us, Marshalls Mortars & Screeds.

This Charter outlines what you have signed up for, so you know what standards to expect and what you can challenge us on if we don't meet them.

At Marshalls Mortars & Screeds, we are passionate about providing the finest quality ready-to-use mortars and screeds, coupled with the highest possible levels of customer satisfaction. In this Charter we will explain what we do and how we do it, in particular what our valued customers can expect from us, both when we get it right and on the rare occasions we get it wrong.





Our sourcing is **ethical and sustainable**

At Marshalls, we believe that it's our responsibility to help shape these places - creating spaces that give people the freedom to work, play, create and grow. Spaces that enhance people's lives - because the better our environment, the better we can be.

It's not enough that every product is designed, manufactured and tested to market-leading standards. If we are to truly care about the impact we have on society, we have to make the conscious choice to always do the right things, for the right reasons, in the right way. We call this The Marshalls Way. We are guided in this by our values of leadership, excellence, trust and being sustainable. In staying true to our beliefs we can meet both the high standards we set ourselves - and the highest expectations of our customers, our industry, our business peers and society as a whole.

Operating in the most ethical and sustainable way is a commitment we make to our customers, partners, stakeholders and the communities where we do business. We keep this commitment by considering the long-term impact of every decision we make. We recognise that we can create better spaces by putting people, communities and the environment first.

Our products are quality assured and manufactured under a management system to ISO 9001, ISO 14001 and OHSAS 18001, or all our testing is done in line with BS EN 998-2 & BS EN 1015-18. Giving you piece of mind that your product is not only tested to the relevant British standards but that it has been ethically sourced

We are part of the UK Concrete Sustainable Construction Group which provides us with an opportunity to learn from others in our sector and share our achievements in improved concrete manufacture - removing carbon and making it as clean as it can be.

Our Products are
made in Britain



In 2020, Marshalls had its emissions reduction targets approved by the Science Based Targets initiative as consistent with levels required to meet the goals of the Paris Agreement. We committed to reduce scope 1 and 2 greenhouse gas emissions 40% per tonne of production by 2030 from a 2018 base year. We also committed that 73% of our suppliers by emissions, covering purchased goods and services and upstream transport and distribution, will have science-based targets by 2024.



Benefit:

All Marshalls Mortars and Screeds products are manufactured from sustainable UK materials.



Impact:

Low carbon footprint.



Our products

We have a wide-ranging and continuously expanding selection of ready-to-use mortars and screeds.

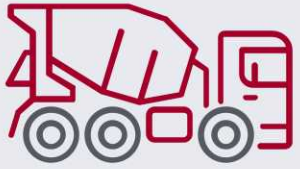
As well as a range of standard mortars, we have a wide variety of coloured mortars available. Whether you want a close match to your choice of walling, or a complete contrast for an eye-catching statement, there's sure to be one that's ideal for your scheme.

- ✓ Ready-to-use Mortars
- ✓ Ready-to-use Coloured Mortars
- ✓ Limesands
- ✓ Mason Mix
- ✓ Traditional and Performance Floor Screeds
- ✓ Cement Bound Materials



5 different products can be on a vehicle at any time





Our locations and services



With a growing network of plants, our position as market leader for ready-to-use mortars and screeds continues to strengthen, with experienced specialists available to advise you on product information, prices and availability. Marshalls fleets of vehicles are driven by our dedicated drivers, who build long-term relationships with loyal customers, to give excellent trusted service with every delivery.

6 plants nationwide



Our own dedicated fleet of vehicles and drivers based throughout the UK.



We will read back verbal orders to each customer to ensure that we understand their requirements.



AM or PM deliveries.
Subject to availability.



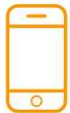
All orders processed will receive email order confirmations for acknowledgement.



We will use best practice procedures to continually expand and develop our order processing systems. All enquiries and call-off orders will be processed quickly and efficiently. All customers will be treated with equality.



Don't worry about placing late orders: we will always endeavour to accommodate your requirements.

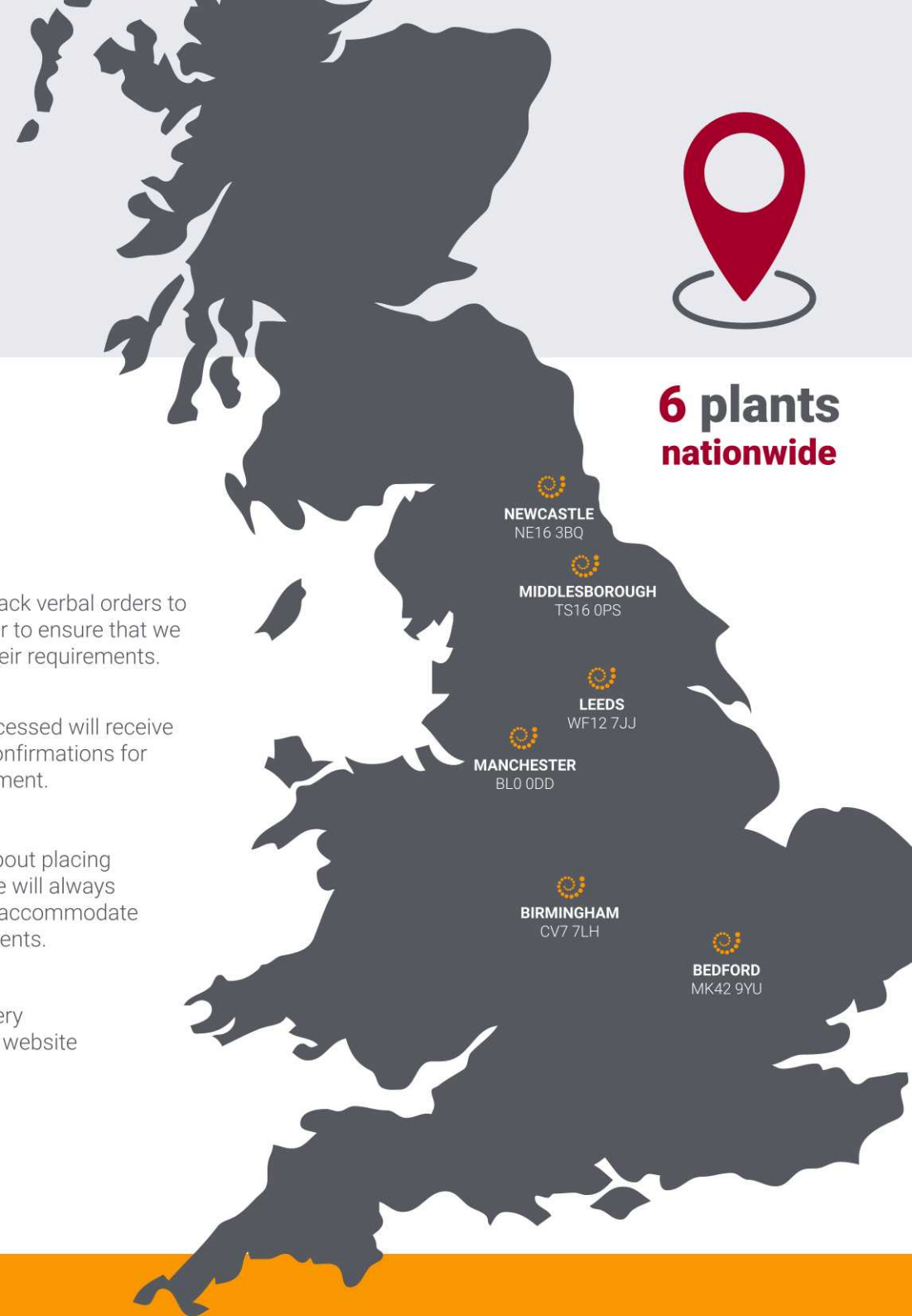


New app to call off and request your deliveries to site.



New live delivery tracker on our website

We will respond to invoice queries within 48 hours.





Technical information performance standards



We will provide the most current training to our support staff to ensure the best possible advice is available.



We will develop new products and identify new markets.



We will conduct routine ongoing product quality and performance monitoring.



We will continuously seek improvements to our products based on customers' needs and developments in new materials.



If things do go wrong, the technical team will assist in the root cause analysis of complaints and provide prompt resolutions for our customers.



We will select the most suitable raw materials for our range of products to ensure consistency, performance and minimal environmental impact.



We will keep up to date technical information on our website available to be downloaded.



We will ensure availability of technical data and information for our customers both internally and externally.

ISO 9001
ISO 14001
OHSAS 18001



All products are quality assured and manufactured under a management system to ISO 9001, ISO 14001 and OHSAS 18001.

Technical and safety data sheets are available for all products.

All construction products are supplied in accordance with relevant standards and with British and European UKCA licences and Kite Mark standards.



Our values, beliefs and behaviours

We aim to establish, build and maintain a successful relationship with our customers.

Our Values and Beliefs

- The Company's core values are honesty, integrity, trust and professionalism.
- We are committed to achieving excellent customer service.
- We value everyone and treat people with dignity and respect.
- We will be honest with customers and will inform them when we experience problems, which might affect their business. Each of us is responsible for our words our actions, and our results.
- We will operate ethically and responsibly towards our stakeholders, communities and the environment.

Our Behaviours

- Our employees will be courteous, helpful and maintain a professional approach at all times.
- We will show honesty and integrity in our dealings and not be afraid to apologise if we have made a mistake.
- We will continuously monitor and review our performance and progress to ensure we are aligned to customers' needs.

How we communicate

- Our Sales, Operations and Administration Managers will meet regularly to review performance statistics.
- We will consistently be reviewing our customer feedback to make sure we are improving our services to the highest levels.
- We have a centralised Credit Management team and we aim to process new account enquiries within two days.
- All invoice queries are logged on the day of receipt and we aim to resolve queries within two days.
- Each account will be handled by a qualified credit controller and administrator to ensure orders are placed correctly.

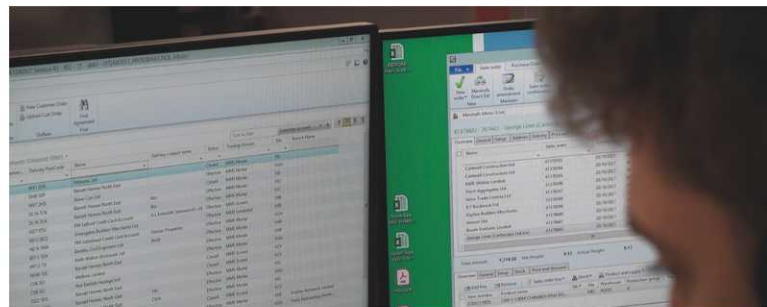
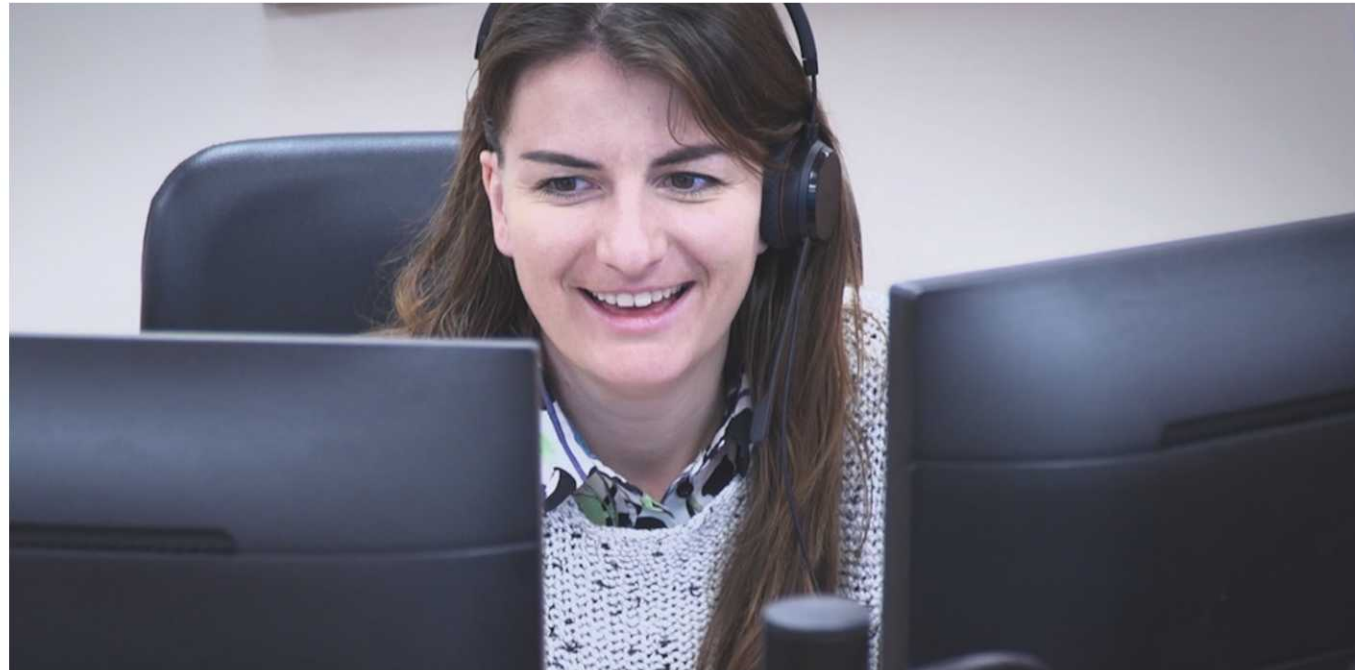


Our sales advisors

Here to help, guide and assist you whenever you need us.

A service which we guarantee...

- ✓ Our Sales Advisors are available to receive sales enquiries, call-off orders and notification of any issues or concerns and to give product advice.
- ✓ The Sales Office is staffed from 7.30am until 5pm Monday to Friday and from 7.30am until 1pm on Saturday.
- ✓ Our Sales Advisors will be helpful, courteous, understanding and honest when liaising with customers.
- ✓ All complaints will be treated with urgency and the customer kept updated on the progress and proposed resolution.
- ✓ We endeavour to replace faulty materials at the earliest opportunity.
- ✓ All verbal orders received will be re read back to the customer and followed by an email order confirmation.
- ✓ All e-mailed and text call-off orders will receive a confirmation reply message, which will quote the order reference number.





Our operations

Working behind the scenes to maintain our product and service standards.

Experience you can rely on...

All our plants feature fully computerised batching systems, utilising the latest technology to guarantee consistency of both quality and quantity.

- Our Business operates an integrated management system to the requirements of ISO 9001, ISO 14001 and OHSAS 18001.
- Each plant carries stock of mortar tubs, tub liners and a wide range of colour pigments.
- All our batching staff are experienced, knowledgeable and dedicated to provide excellent levels of quality and service.
- Our Operations Department is responsible for plant maintenance, housekeeping, stock control and delivery planning.



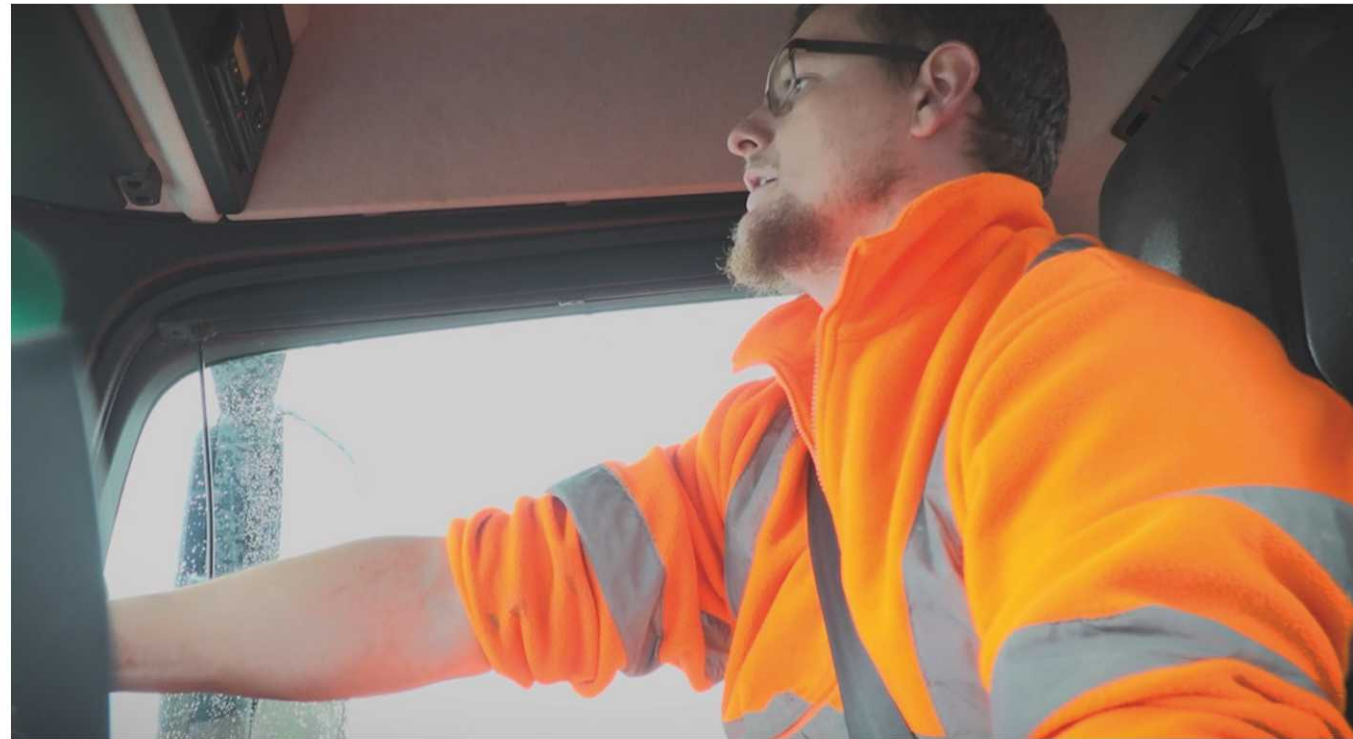


Our delivery drivers

Delivering what you want, where you want, when you need it.

A friendly face on time for you...

- The first tub of mortar will be cone tested for workability prior to despatching the remainder. If an issue is detected it will be reported to both our office and the customer prior to leaving site.
- Our delivery drivers will be dressed in company uniform and be courteous, honest and helpful.
- Our drivers will arrive on site with all necessary personal protective equipment to comply with individual site regulations.
- Our delivery drivers will maintain a flexible approach in an attempt to accommodate specific requirements.
- Our drivers will endeavour to make contact with an appointed site representative, to ensure that the delivery meets with expectations and to obtain a signature of authority.
- Our delivery drivers will all work to current Working Time Directive legislation.





Complaints

We're here to listen and improve.

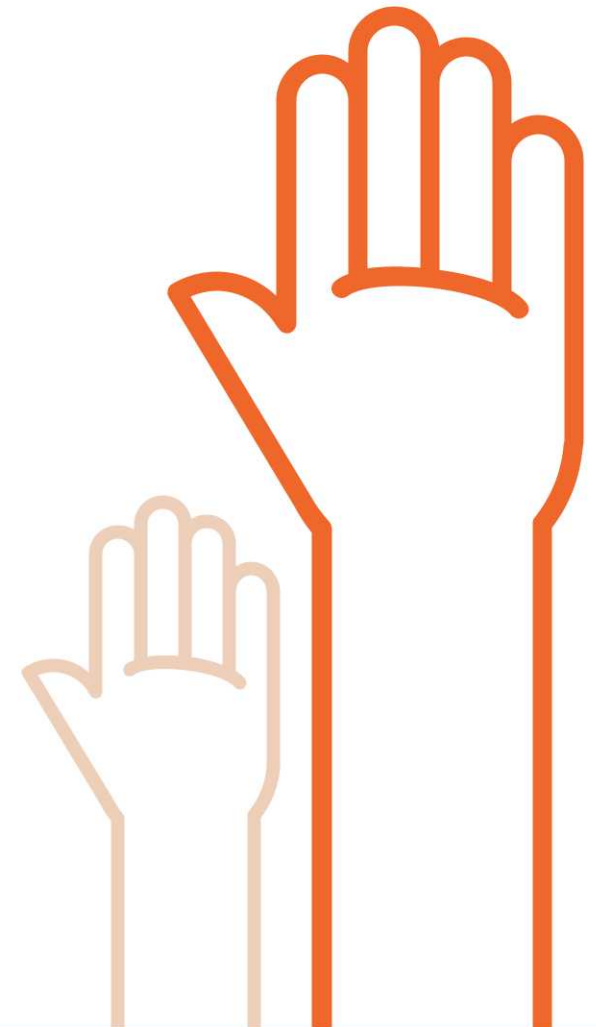
Marshalls Mortars & Screeds aim to get it right first time...

...everytime

Marshalls Mortars & Screeds aim to always get it right first time, to deliver customer satisfaction, reduce waste and improve efficiency. Materials will not leave our sites without being inspected for quality and will be checked again at the customer's site. We will produce clear, prompt and accurate invoices to minimise invoice queries.

All complaints are recorded and the collated information is reviewed to identify trends and eliminate root causes. If a customer receives material that they deem to be of unsatisfactory quality, they should first contact our office on **0345 301 3030**.

Upon delivery of replacement materials an inspection of the initial product will be made by a company representative along with the customer.



The finest quality ready-to-use mortars
and screeds **from Marshalls.**



Tel: **0345 301 3030**

www.marshalls.co.uk/mortarsandscreeds

Head Office

Fletcher Bank Quarry, Manchester Road,
Ramsbottom, Lancashire BL0 0DD



Marshalls

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