



**AGGREGATE**  
INDUSTRIES

**CONCRETE  
COMMITMENT**

YOUR GUIDE TO THE 'READY-MIXED  
CONCRETE COMMITMENT'




## YOUR GUIDE TO THE READY-MIXED CONCRETE COMMITMENT

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Aggregate Industries is one of the leading ready-mixed concrete producers in the UK, supplying a full range of quality concrete products to satisfy the needs of the construction industry, to both British and European standards.

Our portfolio of products and services are designed to meet the needs of any construction project. This coupled with our innovative, flexible and dedicated team, ensures we are your ready-mixed concrete supply partner of choice.

We've spoken to you. We've listened to what you have to say and what you require, and the commitments in this booklet outline our pledge to you, as your partner, to provide the very best service our industry has to offer.







DEDICATED CUSTOMER  
SERVICE TEAM AND  
ACCOUNT MANAGEMENT

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Your local account manager who will be your main point of contact for all enquires; your orders will be managed by your customer service

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HONEST  
AND PROACTIVE  
COMMUNICATION

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Your personal customer service advisor will be on hand to ensure your orders are well managed. They will provide you with a text confirmation once your order has been placed and keep you regularly updated throughout the day using our GPS vehicle tracking system. We guarantee to inform you at least one hour before your load is due if we are going to be late or we will give you £50.\*

\*60 minute guarantee applies to all single loads of standard products. Claims need to be made within 4 weeks of the occurrence.

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## FAST RESPONSE AND FLEXIBLE SERVICE

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We offer a range of delivery vehicles to match your needs including Minimix for small loads. We also have collect facilities at all of our sites and we guarantee to accept next day orders\*\*

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## WE WORK WHEN YOU WORK

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Our offices are open from 7am to 5:30pm. We are also able to offer night work and weekend work to support those time critical projects.

\*\*For orders up to 18m<sup>3</sup> if ordered before 3pm.

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## SOLUTIONS PROVIDER

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Whatever your requirement, we have a comprehensive ready-mixed concrete product range to satisfy all applications. We also invest heavily in new, innovative solutions through strong understanding of our markets and customer needs.

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## INDUSTRY LEADING TECHNICAL SERVICE

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Whether you are looking for product advice or some support understanding your client's specification, our highly trained and knowledgeable technical team are on hand to help.

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WEATHERMIX  
**HYDRACRETE**  
AGILIA HIGHFLOW STRIKE  
**WATERTIGHT**  
HYDROMEDIA ARTEVIA  
DIAMONDCRETE  
CEMFLOW



LOCAL, WELL  
RESPECTED, INDUSTRY  
LEADING NAME

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Quality assured, excellent safety record and  
established for over 100 years.

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## REGULAR PROJECT REVIEW

For our larger projects we offer a full project review process including pre-start meeting, weekly planning calls and monthly review meetings to ensure your project stays on track.



Terms & conditions: All products and services are subject to Aggregate Industries UK Ltd terms and conditions. We reserve the right to change the offer without notice.

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