



SOUTH WALES

Hanson Concrete,
a national business with
local expertise

Hanson UK

Customer service centre, One Marlborough Court, Watermead Business Park, Syston LE7 1AD

 @Hanson_UK hanson.co.uk

Hanson Concrete in South Wales

Welcome to your new and improved Hanson South Wales concrete team. We've listened to feedback from our customers and made changes to enhance the service we provide.

You now have a dedicated **area customer service team**, giving you one point of contact – **0330 123 3403**.

This team will look after all your needs – from quotations and ordering to delivery. The smaller areas created mean that you'll speak to the same person more often. Your day-to-day sales manager is shown on page four.

Our quality-assured concrete is delivered by a modern and efficient fleet and is backed up by market-leading technical support, no matter how challenging your project is.

We look forward to working with you and if you have any queries please contact me.



➤ **Shane Thomas**
Area General Manager
07855 100 962

A national business with local expertise

Hanson Concrete is the UK's largest supplier of ready-mixed concrete from a national network of 178 static and mobile production plants.

Our customers include large contractors and local groundworkers, through to builders and homeowners. We offer a wide range of products to suit every application. From standard concrete mixes to coloured, reinforced and piling concrete, as well as waterproof concrete systems – we have a solution. We also have a proven track record in producing bespoke mix designs for specific engineering requirements.

➤ Quality

We produce quality-assured, ready-mixed concrete, designed to suit any application from production plants nationwide. So whether you are faced with difficult ground conditions, applications or access, we will find a solution to meet your needs.

➤ Sustainability

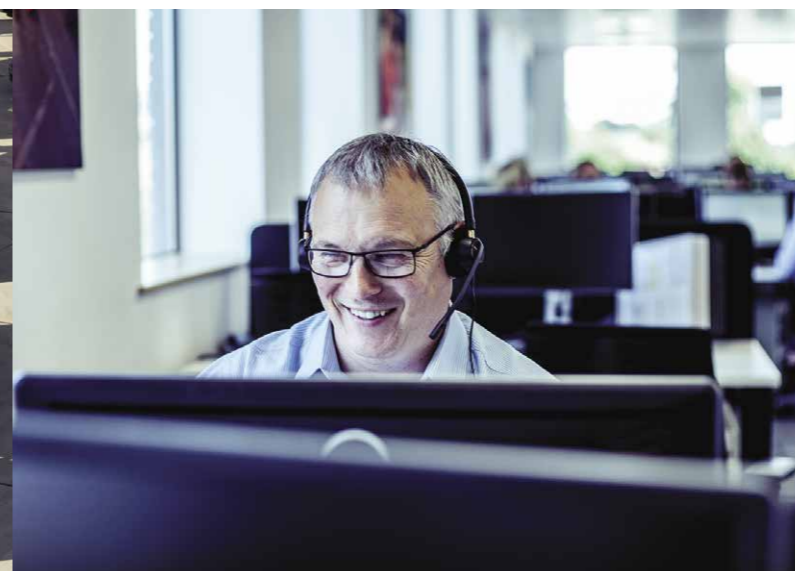
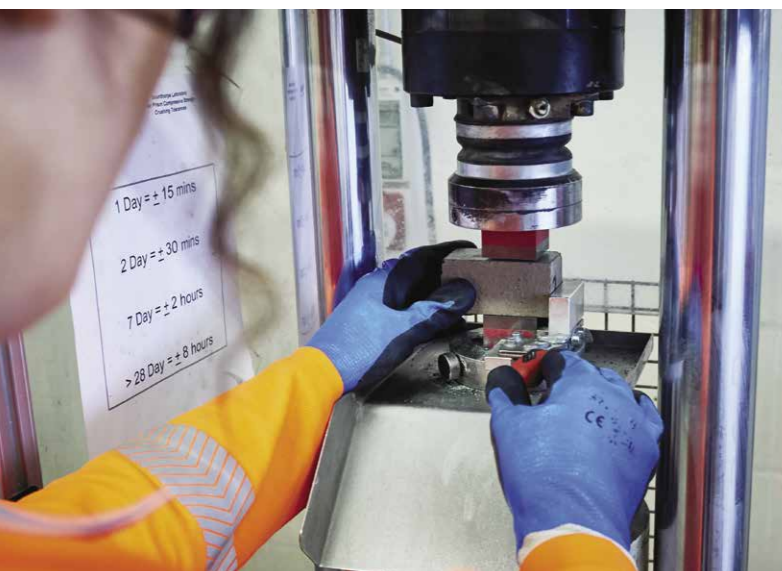
We are the largest supplier of low-carbon concrete in the UK. Our EcoPlus® range of high-quality, low-carbon concretes makes specifying sustainable concrete easier than ever. Use our online carbon calculator at hanson.co.uk to calculate the CO₂ savings you could make.

➤ Technical services

Our experienced technical team is on hand to offer advice and assistance with your concrete mix selection. We also have mobile quality control technicians who can take samples from your site and test them at our national UKAS accredited laboratory in accordance with current European and British Standards under third party accreditation by the Quality Scheme for Ready-mixed Concrete.

➤ Logistics

We deliver our products through a modern fleet of Hanson-liveried vehicles and have recently invested in 180 new eight cubic metre capacity mixer trucks. They feature a lighter drum than a conventional mixer so they can carry more product, reducing truck journeys. The vehicles are also more manoeuvrable, have a glass door for improved visibility and the latest Euro 6 low emission engines.



Your patch, your team...



> Customer services

We have regionally organised teams in our customer service centre, so you'll speak to the same team each time you call.

Contact us:

Sales and orders:

0330 123 3403

concretesouthwales@hanson.com

District Sales Managers:

Lee Jones

07734 745 554

lee.jones@hanson.com

- Newport
- Cardiff
- Llantrisant
- Bridgend
- Ebbw Vale











James Thomas

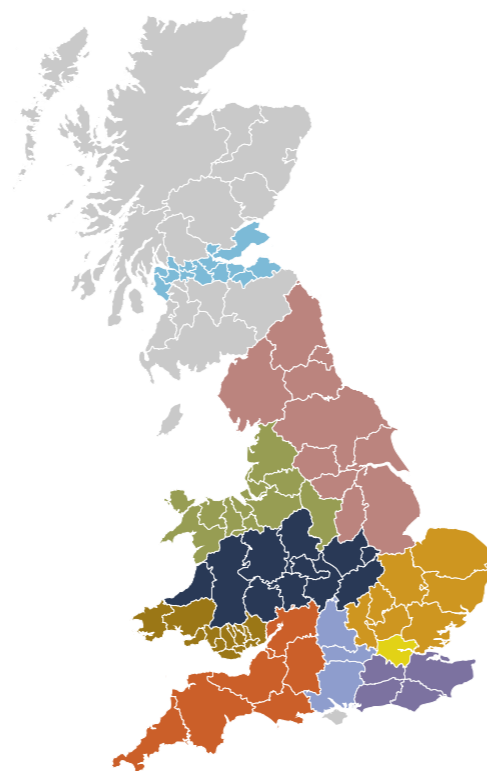
07802 509 939

james.thomas@hanson.com

- Penderyn
- Swansea
- Crosshands
- Carmarthen

› National concrete areas and contact information

Concrete area	Telephone	Email
 Scotland	0330 123 4627	concretescotland@hanson.com
 Yorkshire, North East and Cumbria	0330 123 4628	concretenortheast@hanson.com
 North West and North Wales	0330 123 4629	concretenorthwest@hanson.com
 Central West	0330 123 4631	concretecentralwest@hanson.com
 Central East	0330 123 4632	concretecentraleast@hanson.com
 South Wales	0330 123 3403	concretesouthwales@hanson.com
 South West	0330 123 3406	concretesouthwest@hanson.com
 South Central	0330 123 4633	concretesouthcentral@hanson.com
 South East	0330 123 4634	concretesoutheast@hanson.com
 London	0330 123 4635	concretelondon@hanson.com



› Aggregates

Our aggregates business produces and distributes crushed rock, sand and gravel from a network of quarries, depots and wharves. Our marine business is Europe's largest producer of marine-dredged sand and gravel.

Our range covers a variety of construction uses. We also produce specialist sands for glassmaking, horticulture, agriculture and leisure, and are able to offer an extensive range of specialist aggregate products including: industrial sands, agricultural lime, SUDS (Sustainable Urban Drainage Systems) aggregates, and sea defence products.

Contact:

0330 123 0762

aggregatescentral@hanson.com

› Asphalt

Our asphalt business operates 37 plants and supplies a range of high-quality and innovative asphalt products for a range of surfacing applications, from major civil engineering projects to domestic driveways and footpaths. We also produce warm mix and permeable asphalts.

Sustainability is a key focus and we continue to increase our use of recycled asphalt planings (RAP) in new asphalt mixes. The average RAP content has increased to 14 per cent – and continues to rise.

We operate a 200-strong fleet of fully CLOCS and FORS Gold compliant non-tipping walking floor artics and 8 wheel tippers. Walking floor artics offer a large payload which reduces vehicle movements on site and deliver material in the safest and most sustainable way possible. Asphalt can be collected from most of our plants in amounts as small as one tonne.

Contact:

0330 123 0762

asphaltcentral@hanson.com

› Customer portal and document retrieval

myHanson is our free, dedicated customer portal that lets you manage your account online, quickly and easily.

With myHanson you can:

- Find out what's been ordered, what's been delivered and what's on its way – all in real time
- Track lorries as soon as they've been dispatched
- Access information such as order history and which deliveries have been made against each order.

With Hanson STARS document retrieval, you can view and download:

- Statements
- Invoices
- Proof of delivery (POD) tickets.

Both services can be accessed via hanson.co.uk

