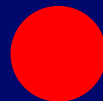




CUSTOMER CARE STATEMENT

Issue Date: July 2026





At Lavan Quarries, we recognise that our customers are central to the success of our business.

As a family-owned Irish company, we aim to provide a personal, dependable and straightforward service. We may operate on a more local scale than larger national suppliers, but this allows us to deal directly with our customers, understand their requirements and respond as practically as possible.

Our commitment is to supply quality limestone aggregates, provide clear information and do our best to deliver each order safely, accurately and on time.

1 Our Commitment to Customers

We will:

- Treat every customer with courtesy, fairness and respect.
- Communicate clearly, honestly and promptly.
- Take the time to understand each customer's requirements.
- Provide accurate information about our products, pricing and availability.
- Supply products that meet the agreed specification and applicable quality requirements.
- Make realistic delivery commitments and advise customers promptly where circumstances change.
- Deal with questions, concerns and complaints in a fair and constructive manner.
- Work to resolve genuine problems as quickly and practically as possible.
- Protect commercially sensitive customer information.
- Continually look for reasonable ways to improve our products and service.

2 Personal and Practical Service

We believe good customer care depends on direct communication and personal responsibility.

Our customers should know who they are dealing with and should be able to speak to someone who understands their order. We will avoid unnecessary complexity and aim to provide practical answers without passing customers between multiple departments.

Where a matter cannot be resolved immediately, we will acknowledge it, investigate it and provide an update within a reasonable timeframe.

3 Product and Delivery Information

We will provide clear information regarding:

- Product descriptions and intended uses.



- Available test results or product documentation, where applicable.
- Prices and relevant delivery charges.
- Product availability.
- Expected delivery arrangements.
- Any significant limitations or changes that may affect an order.

Customers are encouraged to provide accurate information regarding the product required, quantity, delivery location, access conditions and intended use. This helps us to supply the correct material and arrange delivery safely and efficiently.

4 Deliveries

We will make every reasonable effort to meet agreed delivery arrangements.

However, quarrying and transport can be affected by weather, plant availability, traffic, site conditions and other circumstances outside our direct control. Where a delay or disruption arises, we will communicate with the customer as early as reasonably possible and work with them to find a practical solution.

All deliveries must be completed in a manner that protects the safety of our employees, drivers, customers and members of the public.

5 Queries and Complaints

We welcome customer feedback, including where customers believe our service could be improved.

Queries or complaints should be raised with Lavan Quarries as soon as possible and should include any relevant details, such as:

- The customer's name and contact details.
- The date of the order or delivery.
- The product supplied.
- The delivery docket or invoice reference, where available.
- A clear explanation of the concern.

We will review the matter fairly, communicate our findings and, where appropriate, take reasonable corrective action.

6 Continuous Improvement

We will periodically review customer feedback, recurring issues and our service arrangements to identify practical opportunities for improvement.



Our aim is not to promise that every difficulty can be avoided. It is to deal with our customers honestly, take responsibility for matters within our control and work constructively to resolve problems when they arise.

7 Responsibility

Responsibility for customer care rests with the management of Lavan Quarries and is shared by every employee and contractor who interacts with our customers.

All those working on behalf of the company are expected to represent Lavan Quarries professionally and to support the commitments contained in this statement.

Approved on behalf of Lavan Quarries

David O'Flynn

Managing Director

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