

Cold Rolled Products
Quality Assurance Pack



Hi-SPAN

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1. Introduction

Hi-SPAN is one of the UK's leading suppliers of Cold Rolled Products with over 60 years' experience within construction industry. Hi-Span offer a range of Purlins, Rails, Channels and Eaves Beams designed for use in a range of situations. Not only does Hi-Span offer a fully comprehensive range of sections but also the facility to manufacture bespoke sections to meet client's individual needs.

Hi-Span has a deserved reputation within the industry for its excellent customer service and is always striving to build this further and to form new partnerships. Hi-Span offers a comprehensive range of resources in addition to a Technical Helpdesk in order to aid designers in achieving the most economical solutions to cold rolled designs.

We receive a number of requests from customers asking for details of the level of our approvals, accreditations and certifications as an approved steel supplier. To simplify the process, we have put together this pack, which contains copies of all our certificates and policy documents, demonstrating our ongoing commitment to recognised procedures and proven working practices.

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COMPANY CONTACT DETAILS:

Ayton Road
Wymondham
Norfolk NR18 0RD
Phone: 01953 603081
www.hi-span.com

OFFICE CONTACTS:

| | |
|--|-------------------------|
| Managing Director | James Whitwham |
| Hi-Span Director | Ben Beaugeard |
| Technical Director | Gareth Graham |
| Hi-Span Manager | Gary Cole-Wilkin |
| Health & Safety Manager | William Bailey |
| Safety, Health, Environment & Quality Manager | Wayne Munns |
| Production Manager | Mark Lambert |

BANK DETAILS:

| | |
|----------------------|--|
| Account No: | 21511262 |
| Sort Code: | 40-47-27 |
| Bank: | HSBC |
| Account Name: | Hi-Span Ltd |
| Bank Address: | 2 Market Place, Wymondham, NR18 0AP |
| Company VAT: | 105 2804 09 |
| Company Reg: | 355060 |

2. Quality Assurance Response

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which not only meet, but exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have implemented the following systems and procedures to support us in our aim of total customer satisfaction, and continuous improvement throughout our business:

- 1. Regular gathering and monitoring of customer feedback (including a customer complaints procedure);**
- 2. Selection and performance monitoring of suppliers**
 - 2.1 All incoming supplies are subject to inspection**
 - 2.2 Non-conforming material(s) are quarantined until confirmation of acceptance / rejection is made by a Quality representative**
 - 2.3 At all times material is handled and stored in a manner to prevent damage where practical to avoid deterioration on whether sensitive material**
 - 2.4 Where practical, stock gets rotated**
 - 2.5 Where possible / practical, we source our steel from BES6001 manufacturers;**
- 3. Inspection of final product to reduce number of possible errors;**
- 4. Adequate identification of steel to ensure traceability through to cast identity of manufacturer. Test certificates are available if requested;**
- 5. Training and development for our employees to improve their ability to succeed;**
- 6. Regular audit of our internal processes;**
- 7. Measurable quality objectives which reflect our business aims;**
- 8. Management reviews of audit results, customer feedback and complaints.**

Our internal procedures are reviewed regularly and form our Quality Manual, which all staff have access to. We expect all our staff – from Managing Directors downwards – to buy into the ethos and always strive to improve.

3. H&S Policy Statement



HI-SPAN LTD HEALTH & SAFETY POLICY

Statement of Policy

Hi-Span Ltd is committed to ensuring the health, safety, and welfare of all employees, contractors, visitors, and others who may be affected by our activities. We recognize that health and safety are essential to our business operations, and we strive to create a safe working environment that promotes the well-being of all individuals.

Our Health & Safety Commitments

1. Compliance with Health & Safety Legislation

Our organization ensures compliance with all applicable health and safety laws, industry standards, including the Health and Safety at Work Act 1974 and commit to implementing best practices across all operations. We adhere to BS EN ISO 45001: 2018 as a framework for our Health & Safety Management System .

2. Risk Management and Hazard Control

We proactively identify, assess, and control risks and hazards to prevent incidents, injuries, and occupational illnesses. Risk assessments are conducted regularly, and control measures are implemented to minimize risk to the lowest reasonably practicable level.

3. Employee Engagement and Training

We empower employees to take ownership of health and safety practices by providing regular training and clear communication. We ensure that employees are fully aware of their responsibilities and the safety protocols relevant to their roles.

4. Safety Equipment and Resources

We provide the necessary safety equipment, tools, and resources to ensure a safe working environment. This includes personal protective equipment (PPE), safety protocols, and emergency procedures to handle potential hazards effectively.

5. Incident Reporting and Investigation

All incidents, near-misses and safety concerns must be reported promptly. We investigate each incident to identify root causes and take corrective action to prevent recurrence. This approach helps us improve our health and safety practices continuously.

6. Setting Health & Safety Objectives

We establish specific health and safety objectives and regularly monitor, measure, and review our performance to meet or exceed these goals. Continuous improvement in health and safety is integral to our operations.



7. Promoting a Safety Culture

We encourage a proactive safety culture where every individual understands and accepts their responsibility to contribute to a safe working environment. This includes fostering open communication and encouraging employees to voice any concerns.

Policy Review and Communication

This Health & Safety Policy reviewed annually and updated as necessary to reflect changes in operations, legal requirements, or best practices. The policy is communicated to all employees and made available to contractors and visitors as needed.

Source: Hi-Span QA Office/WM/2024

4. Environmental Policy



HI-SPAN LTD ENVIRONMENTAL POLICY

Statement of Policy

Hi-Span Ltd is committed to responsible environmental stewardship and recognizes the importance of protecting the environment for future generations. We strive to minimize our environmental footprint, comply with all applicable laws and regulations, and foster a culture of sustainability throughout our operations.

Our Environmental Commitments

1. Pollution Prevention and Waste Reduction

We are dedicated to preventing pollution, reducing waste, and minimizing emissions through responsible management of our resources, processes, and waste streams.

2. Sustainable Resource Use

We aim to use resources efficiently, including energy, water, and raw materials, and we prioritize the use of renewable and sustainable resources whenever possible.

3. Compliance and Continuous Improvement

We commit to complying with all relevant environmental laws, regulations, and standards. We adhere to BS EN ISO 14001: 2015 as a framework for our Environmental Management System. Through continuous improvement, we enhance our environmental performance and integrate sustainable practices across our operations.

4. Employee Training and Engagement

We ensure that our employees are aware of the environmental impact of their activities and are trained to carry out their roles in an environmentally responsible manner. We encourage active participation and input from employees at all levels.

5. Setting and Reviewing Environmental Objectives

We establish measurable environmental objectives and targets, regularly review our environmental performance, and make data-driven adjustments to meet or exceed our environmental goals.

Policy Review and Communication

This Environmental Policy is reviewed annually and updated as needed to ensure its continued relevance and effectiveness. It is communicated to all employees, partners, and stakeholders, reinforcing our commitment to a sustainable and environmentally conscious approach to business.

5. Quality Policy



HI-SPAN LTD QUALITY POLICY

Statement of Policy

Hi-Span Ltd is committed to achieving and sustaining excellence in all aspects of our products, services, and operations. We believe that quality is the responsibility of every individual within the organization, and is integral to our core values and business strategy.

Our Quality Commitments

1. Customer Satisfaction

We prioritize customer needs and strive to exceed their expectations. Our aim is to deliver products and services that not only meet but surpass customer requirements in terms of quality, reliability, and consistency.

2. Continuous Improvement

We are dedicated to continually improving our processes, products, and services. By actively seeking feedback and implementing improvements, we foster an environment of innovation and progress.

3. Compliance and Best Practices

Our organization ensures compliance with all relevant regulatory requirements, industry standards, and best practices. We adhere to BS EN ISO 9001: 2015 as a framework for our Quality Management System.

4. Employee Empowerment and Training

We believe that quality is a shared responsibility. We empower our employees through ongoing training and resources to maintain high standards and encourage participation in quality initiatives.

5. Quality Objectives

We establish measurable quality objectives, regularly review our performances, and make data-driven decisions to ensure we meet our quality targets and objectives.

Policy Review and Communication

This Quality Policy is communicated to all employees, reviewed annually, and revised as necessary to reflect the changing needs of our customers, organization, and industry.

6. Drugs and Alcohol Policy



HI-SPAN LTD

DRUGS & ALCOHOL POLICY STATEMENT

Statement of Policy

Hi-Span Ltd provide a work environment which aims to ensure, safety and productivity of all employees. The company acknowledges that the use of drugs and alcohol may impair an individual's capacity to perform their job safely, efficiently and with respect for work colleagues and customers. The use of such substances may result in the risk of injury or a threat to the wellbeing of the impaired employee, other employees, and customers as well as members of the public.

The policy of Hi-Span Ltd is that employees must not be under the influence of alcohol or drugs when performing and work duties for the company, at the workplace or otherwise, including (but not limited to) the circumstances set out below. Employees must not commence work or return to work whilst under the influence of drugs and alcohol.

The consequences for breaching this policy will include disciplinary action up to and including termination of employment.

Use of company vehicles

Company vehicles are not to be driven by anyone who is under the influence of alcohol or drugs. The company will not accept liability for any damages to a company vehicle, injury to any person, or damage or injury to any third party, incurred while the driver of the company vehicle is in breach of this policy or of the law. All liabilities shall rest with the person operating the company vehicle.

Machinery

No machinery is to be operated or used by anyone who is under the influence of alcohol or drugs.

Prescription drugs

If you take prescription drugs, please check with your doctor to establish if the use of the drug will impact on your work performance and particularly your ability to operate machinery or drive vehicles. If it will, please obtain this advice in writing from your doctor and provide it to your manager or supervisor before undertaking any work that may be impacted by you taking prescription drugs.

Smoking

Hi-Span Ltd observes a no smoking policy in all premises, including the company vehicles. Should employees wish to smoke, they are to do so at the designated smoking shelter and in their own break times, not during work hours.

This policy is communicated to all employees and organizations working on our behalf, is available to interested parties upon reasonable request and will be reviewed annually by management and where deemed necessary will be amended and re-issued.

Source: Hi-Span QA Office/WM/2024

7. Modern Slavery Policy



HI-SPAN LTD

MODERN SLAVERY AND HUMAN TRAFFICKING POLICY

Statement of Policy

Hi-Span Ltd are committed to implementing systems and controls aimed at ensuring that modern slavery is not taking place anywhere within our organization or in any of our supply chains. We expect that our suppliers will hold their own suppliers to the same standards.

Modern slavery is a crime and a violation of fundamental human rights.

Hi-Span Ltd expects everyone working with us or on our behalf to support and uphold the following measures to safeguard against modern slavery:

1. We have a zero-tolerance approach to modern slavery in our organisation and our supply chains.
2. The prevention, detection and reporting of modern slavery in any part of our organisation or supply chain is the responsibility of all those working for us or on our behalf. Workers must not engage in, facilitate or fail to report any activity that might lead to, or suggest, a breach of this policy.
3. We are committed to engaging with our stakeholders and suppliers to address the risk of modern slavery in our operations and supply chain.
4. If we find that other individuals or organisations working on our behalf have breached this policy, we will ensure that we take appropriate action. This may range from considering the possibility of breaches being remediated and whether that might represent the best outcome for those individuals impacted by the breach to terminating such relationships.

This policy is communicated to all employees and organizations working on our behalf, is available to interested parties upon reasonable request and will be reviewed annually by management and where deemed necessary will be amended and re-issued.

Source: Hi-Span QA Office/WM/2024

8. Terms & Conditions



HI-SPAN LIMITED STANDARD TERMS & CONDITIONS

- 1. INTERPRETATION**
In these conditions:
- 1.1 **"Conditions"** means the standard terms and conditions of sale set out in this document and (unless the context otherwise requires) includes any special terms and conditions agreed in writing between the Customer and the Seller.
- "Consumer"** means a consumer as defined in the Consumer Protection Act 1987 and within the meaning of the Unfair Contract Terms Act 1977.
- "Contract"** means the contract for the sale by the Seller to the Customer of the Goods as varied by Condition 4.
- "Contract Price"** means the price to be paid by the Customer to the Seller under the Contract.
- "Customer"** means the person firm or corporation whose order for the Goods is accepted by the Seller.
- "Goods"** means the goods (including any instalment or delivery of the goods) which the Seller is to supply in accordance with these Conditions under the Contract.
- "Seller"** means Hi Span Limited (registered number 356060) its servants, agents, employees and sub-contractors.
- "Specification"** means the Seller's specification describing the Goods to be supplied under the Contract.
- 1.2 Any reference in these Conditions to any provision of a statute will be construed as a reference to that provision as it is enacted, amended, or extended at the relevant time.
- 1.3 The headings in these Conditions are for convenience only and will not affect their interpretation.
- 2. BASIS OF THE SALE**
2.1 These Conditions will apply to and form part of every Contract.
These Conditions will govern the Contract to the exclusion of any other terms and conditions which the Customer may try to impose.
- 2.2 No variation to these Conditions will be binding unless agreed in Writing by a director of the Seller.
- 2.3 The Seller's employees or agents are not authorised to make representations concerning the Goods unless confirmed by a director of the Seller in Writing. The Customer acknowledges that it does not rely on, and waives any claim for breach of any such representations which are not so confirmed.
- 2.4 Any advice or recommendation given by the Seller to the Customer or its employees or agents as to the storage, application, suitability or use of the Goods which is not confirmed in Writing by a director of the Seller cannot be acted upon entirely at the Customer's own risk. Accordingly the Seller will not be liable for any such advice or recommendation which is not so confirmed.
- 2.5 Any quotation given by the Seller will not constitute an offer but will constitute an invitation to treat. Placing an order by the Customer will only become binding upon the Seller following acceptance by the Seller. Acceptance may be subject to suitable trade references.
- 2.6 The placing of an order by the Customer based on any quotation, estimate or specification must be in Writing on the Seller's standard form of order acknowledgement. If this is not done the offer by the Customer will (at the option of the Seller) be treated as a counter offer. No contract will be processed unless the Specification has been agreed in Writing by the Seller.
- 3. ORDERS AND SPECIFICATIONS**
3.1 The Seller reserves the right to make any changes in the Specification which are required to conform with any applicable statutory or safety requirements. Where the Goods are to be supplied to a Specification, the Seller may charge the Specification if in the Seller's opinion the change will not materially affect the Goods' quality or performance.
- 3.2 No Contract may be cancelled by the Customer except with the agreement in Writing of the Seller. If cancelled the Customer will indemnify the Seller in full against all loss (including loss of profit), costs (including the cost of all labour and materials used), materials and consistent parts (which in the option of the Seller cannot be immediately used), charges and expenses incurred by the Seller as a result of cancellation.
- 3.3 If the Customer wishes to postpone delivery it will give not less than 7 days notice of such postponement to the Seller. Where less than 7 days notice is given, the Customer will pay for any additional costs and expenses incurred by the Seller in having to postpone delivery of the Goods. In any event, where at the Customer's request the proposed date for delivery of the Goods is postponed, the Seller will not be obliged to arrange a new date within 7 days of such postponed delivery date.
- 3.4 Unless shown in Writing to the contrary, all tenders and quotations are exclusive of VAT which will be charged at the rate applicable at the date of the invoice.
- 4. PRICE OF GOODS**
4.1 The Contract Price will be either the price quoted or, if no price is quoted, the price listed in the Seller's published price list current at the date of the Contract.
- 4.2 The Contract Price may be varied by the Seller and will be paid by the Customer. This may occur if there is any variation in the price of raw materials or constituent parts or haulage costs or labour costs between the date of quotation for the Contract and delivery of the Goods.
- 4.3 The Seller may also increase the Contract Price and the Customer will pay such increased price if:
- 4.3.1 any authority governmental or regulatory body or the like either vary or interpret differently any rules or standard specification form that applied by the Seller in producing any quotation estimate or Specification, or
- 4.3.2 the Specification is amended in order to comply with the Contract and this results in increased costs to the Seller.
- 4.4 The Contract Price includes testing carried out by the Seller as part of the Specification. Any certification testing or analysis required by the Customer may be carried out at the Seller's option. If carried out it will be invoiced by the Seller and paid for by the Customer in addition to the Contract Price.
- 5. TERMS OF PAYMENT**
5.1 The Seller may require payment for the Goods by bankers' draft or cash on delivery.
- 5.2 Invoices must be raised for each instalment of goods designated as part of the Contract. The Seller will be entitled to invoice the Customer for the Contract Price at any time after either despatch, or the Seller has notified the Customer that the goods are ready for despatch whichever is the sooner. Subject to 5.1, payment for goods will be not used within 30 days of invoice date.
- 5.3 In addition to all other rights of the Seller if the Customer fails to make any payment on time, then the Seller will be entitled to:
- 5.3.1 cancel the Contract or suspend any further deliveries to the Customer; and
- 5.3.2 appropriate any payment made by the Customer to such of the Goods as the Seller may think fit. This can be for Goods supplied under any other contract between the Customer and the Seller. The right applies in spite of any attempt to specify the Goods paid for by the Customer; and
- 5.3.3 charge the Customer interest (both before and after any judgment) on the amount unpaid at the rate of 3 per cent per annum above the Barclays Bank plc base rate from time to time. Interest will apply until payment in full is made. Interest accrues on a daily basis.
- 5.4 Time of payment will be of the essence of the Contract.
- 5.5 If the Seller agrees to supply Goods and to hold them in stock, the Seller will be entitled to raise invoices for the Goods as soon as they are manufactured.
- 6. DELIVERY**
6.1 Where a period is named for performance of the Contract, the Customer will accept performance within that period.
- 6.2 Any delay quoted for delivery of the Goods of performance of the Contract by the Seller are approximate only. The Seller will not be liable for any delay in delivery of the Goods however caused. The Goods may be delivered by the Seller in advance of the quoted delivery date on giving reasonable notice to the Customer. The Seller will not accept any liability for damage whether direct or consequential for failure to meet any delivery date. Where the Goods are to be delivered in instalments, each delivery will constitute a separate contract. Any failure by the Seller to deliver any one or more of the instalments in accordance with these Conditions or any delay by the Customer of defects or shortages in respect of any one or more instalments will not entitle the Customer to treat the Contract as a whole or repudiated or to reject any other Goods.
- 6.3 In addition to any other right or remedy available to the Seller, if the Customer fails to take delivery of the Goods or fails to give the Seller adequate delivery instructions the Seller may:
- 6.4.1 store the Goods until actual delivery and charge the Customer for all reasonable costs (including insurance) of storage; or
- 6.4.2 at such time as the Seller thinks fit sell the Goods and (after deducting all reasonable storage and selling expenses) account to the Customer for any excess over or charge the Customer for any shortfall below in either case the Contract Price.
- 6.5 Suitable crango and handling will be provided by the Customer for off-loading. The Seller reserves the right to charge the Customer for any haulage charges.
- 6.6 The Customer will respect the goods immediately on delivery. Claims for defects on delivery must be notified in writing to the Seller immediately and to the Seller within 3 days of the date of the consignment being received or in the case of on delivery within 3 days of receipt of the invoice. Where Goods are accepted from the carrier concerned without being checked the delivery book of the carrier concerned must be signed "not examined". Otherwise a consignment note signed by or on behalf of the Customer will be evidence of the condition and correctness as to the quantity and quality of the Goods when they are received by the Customer.
- 6.7 All prices for delivery within the UK are quoted ex works. Unless agreed in writing to the contrary the Customer is responsible for all haulage costs.
- 7. RISK AND PROPERTY**
7.1 Risk of damage to or loss or deterioration of the Goods will pass to the Customer on the earlier of either delivery at the appropriate site or, if the Customer erroneously fails to take delivery of the Goods, the time when the Seller has tendered delivery of the Goods.
- 7.2 Regardless of delivery and the passing of risk in the Goods or any other provisions of these Conditions, the property and title in the Goods will not pass to the Customer until the Seller has received in cash or cleared hands payment in full. This applies to the price of the Goods and all other goods for which payment is then due.
- 7.3 Until such time as the property in the Goods passes to the Customer, the Customer will hold the Goods as the Seller's fiduciary agent and bailee. The Customer will keep the Goods separate from those of the Customer and third parties. The Goods will be properly stored, protected and insured and identified as the Seller's property.
- 7.4 If the Customer sells any Goods, the entire proceeds of sale will be held in trust for the Seller.
- 7.5 Until such time as the property in the Goods passes to the Customer, the Seller will be entitled to require the Customer to deliver up the Goods to the Seller. If the Customer fails to do so immediately, the Seller may enter upon any premises of the Customer or any third party where the Goods are stored and repossess the Goods.
- 7.6 The Customer will not be entitled to pledge or in any way charge any of the Goods which remain the property of the Seller. If the Customer does so all monies owing by the Customer to the Seller (without prejudice to any other right or remedy of the Seller) immediately become due and payable.
- 7.7 If the Seller agrees in Writing to store any Goods in which title has passed to the Customer, without exclusion, the risk of loss or damage to the Goods from whatever cause arising will be borne by the Customer.
- 7.8 If any sums are due and owing under the Contract to the Seller, the Seller will have a first and paramount lien over any and all goods the property of the Customer in the Seller's possession. This applies whether such goods are the subject of this Contract or any other contract and whether or not such contract is between the Seller and the Customer.
- 7.9 If the Customer has not discharged the Contract Price within the time specified, the Seller has the right to sell or dispose of such goods. The price will be as the Seller thinks fit. The Seller acts as agent for and on behalf of the Customer but without owing any duty of care to the Customer.
- 7.10 The Seller will be entitled to use the proceeds of sale to discharge first the Contract Price and secondly any other amounts owing by the Customer to the Seller under either this Contract or any other contract between them. The Seller will retain any surplus funds to the Customer.
- 7.11 If any goods whether to subject of this Contract or any other contract between the Seller and the Customer are mixed with:
- 7.11.1 Goods the property of the Customer or are processed with or incorporated with them, the product will become and/or will be deemed to be the sole and exclusive property of the Seller; or
- 7.11.2 Goods the property of any person other than the Customer or are processed with or incorporated with them, the product will become or will be deemed to be owned in common with that other person.
- 8. WARRANTIES AND LIABILITY**
8.1 The Seller will be under no liability for defect in Goods arising from other fair wear and tear or wilful damage or negligence or abnormal working conditions or failure to follow the manufacturer's or Seller's instructions (whether oral or in Writing) or misuse or alterations or attention or repair of the Goods.
- 8.2 If the Customer has either examined a sample of the Goods produced by the Seller or been given a Specification, then the Goods will be deemed to correspond with their description if they correspond either with the sample or the Specification.
- 8.3 If the Customer has examined the Goods or has been provided with a Specification or other information by the Seller for the Goods, the Customer must make his own judgement as to the fitness of the Goods for the Customer's purpose.
- 8.4 The Seller will under no circumstances be liable under the Contract.
- 8.4.1 If the Customer has not paid in full any invoices from the Seller on the due date; or
- 8.4.2 if the Seller's representatives are denied full right of access to the Goods; or
- 8.4.3 if notice has not been given in Writing to the Seller alleging a breach of these Conditions within 30 days of despatch of Goods.
- 8.5 Nothing in these Conditions will either restrict the liability of the Seller for death or personal injury which arises out of the negligence of the Seller, or where the Customer is not a Consumer, affect the statutory rights of the Customer. The statutory rights of the Customer are similarly not affected by these Conditions where the Goods are sold under a consumer transaction (as defined by the Consumer Transactions (Restrictions) Statement, Order 1976).
- 8.6 Whilst the Seller is under no obligation to do so, the Seller may at its own cost and entirely at its discretion offer replacement Goods or repair the goods which are proved to the Seller not to be in accordance with the contract by reason only of bad workmanship or materials supplied by the Seller. However, such fault must be notified to the Seller in Writing and as soon as reasonably practicable and in any event within the period of 30 days from despatch of those Goods.
- 8.7 The Seller specifically exempts from the provisions of condition 8.6 any part or parts of the Goods which are not manufactured by the Seller.
- 8.8 Unless expressly set out in these Conditions, the Seller will not be liable to the Customer by reason of either any representation (unless fraudulent misrepresentation) or express terms of the Contract, or any implied warranty, or condition or term, or any duty at common law, for any consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for consequential compensation whatsoever (and whether caused by the negligence of the Seller, its employees or agents or otherwise) which arise out of or in connection with the supply of the Goods or their use by the Customer.
- 8.9 Unless expressly given in these Conditions, warranties, conditions, descriptions or representations prior to the Contract and all statutory and other warranties, conditions, descriptions or representations (unless fraudulent misrepresentation) expressed or implied as to the state, quality or fitness of the Goods are expressly excluded.
- 8.10 The Customer will notify the Seller in Writing within 14 days of the Customer being aware of a claim. The Seller may on its election conduct all negotiations for the settlement of a claim against the Customer or any litigation that may arise. The Customer will not make any admission which might be prejudicial to the Seller. The Customer will at the request of the Seller attend all available assistance for any such purpose. Subject to condition 8.5, if the Customer defaults in its obligations under this condition 8.10 the Seller will be under no liability to the Customer in respect of any such claim. If the Seller is found liable for any loss or damage (despite the Conditions), the liability will in no event exceed the Contract Price.
- 8.12 These restrictions are accepted by both the Seller and the Customer as fair and reasonable. In the event that any of these restrictions is held to be unenforceable in part, it will not affect the validity of the other restrictions which will be treated as separate provisions.
- 9. FORCE MAJEURE**
9.1 The Seller will neither be liable to the Customer nor be in breach of the Contract because of a delay in performing, or any failure to perform, any obligations under the Contract, if the delay or failure was due to any cause beyond the Seller's reasonable control. Although not exhaustive, the following will be regarded as some of the causes beyond the Seller's reasonable control: Act of God, explosions, flood, tempest, fire or accident, war or threat of war, sabotage, vandalism, insurrection, civil disturbance or requisition, statutes, restrictions, regulations, bye laws, prohibitions or ordinances of any kind on the part of any government, parliament or local authority, import or export regulations or embargoes, strikes, lock outs, or other industrial actions or trade disputes (whether involving employees of the Seller or of a third party); difficulties in obtaining goods, raw materials, labour, fuel, parts or machinery; power failure or breakdown in machinery.
- 10. WAIVER**
10 No time indulgence or waiver of any breach of these Conditions will be a waiver of any other or any subsequent breach. Failure by the Customer to enforce these Conditions will not be construed as a waiver of such provisions nor in any way affect the validity of these Conditions or any part or the right of the Seller to enforce each and every provision.
- 11. HEALTH AND SAFETY**
11 Any liability for ensuring compliance with any requirements (statutory or otherwise) concerning health, safety or welfare or any other matter which may relate to or affect the Specification of the Goods or their delivery rests exclusively on the Customer.
- 12. APPROVALS AND CONSENTS**
12 Unless otherwise agreed in Writing by the Seller, responsibility for obtaining all approvals or consents for the Goods or the Contract required by statute, contract or otherwise will be that of the Customer.
- 13. PROPER LAW**
13 These Conditions and any Contract will be construed in all respects in accordance with English Law. They are treated as made in England. Any proceedings will be through the English Courts.
- 14. NOTICE**
14 Any notice required to be given under these conditions will be in Writing. It must be addressed to the other party's address from time to time notified by the other party.
- 15. SUB-CONTRACTING**
15 The Seller reserves the right to sub-contract the performance of the whole or part of the Contract.
- 16. DRAWINGS, PLANS**
16.1 All drawings and plans used in the manufacture of the Goods together with all specifications, technical information and estimates remain the exclusive property of the Seller. This applies even where the whole or part of their cost has been charged to the Customer. Copyright will remain the property of the Seller. All plans, drawings and Specifications are confidential.
- 16.2 The Customer agrees not to sell or otherwise dispose of any Goods if that would infringe any letters patent or other intellectual property right under which the Seller is either the owner or is authorised to sell or manufacture the Goods.
- 16.3 This condition 16.3 applies where the Seller manufactures the Goods to a Customer's Specification. The Customer will indemnify the Seller against all losses, damages, costs, consequential losses, claims and expenses awarded against or incurred by the Seller in connection with any claim for infringement of any patent, copyright, design, trademark or other industrial or intellectual property rights of any other person which results from the Seller's use of the Specification in producing and selling the Goods.
- 17. TERMINATION**
17 If the Customer either:-
- 17.1 breaches the Contract or other obligations to the Seller; or
- 17.2 has a judgment entered against it or distress or execution is levied upon its property or its assets; or
- 17.3 makes or offers to make any arrangement or composition with its creditors; or
- 17.4 commits any act of bankruptcy or if any petition or receiving order is presented or made against him or if the Customer, being a limited company, has a resolution or petition to wind up such company passed or presented; or
- 17.5 has a receiver, administrative receiver, administrator or manager appointed over it or if it undertakes property or assets or any part of it the Customer suffers any analogous proceedings under foreign law.
- then the Seller will have the right immediately to determine the Contract then subsisting. Any subsisting contract is terminated regardless of any claim or right which the Seller may otherwise make or exercise. Particularly the Seller will have the right to suspend further deliveries under the Contract. The Contract Price of all Goods which have been delivered but not paid for will become immediately due and payable.

9. FPC Certificate



Steel Construction Certification Scheme Limited
4 Whitehall Court, Westminster,
London SW1A 2ES
Tel: +44 (0) 20 7839 3980
Email: sccsinfo@steelconstruction.org
www.steelcertification.co.uk

Certificate of Factory Production Control (FPC)

2273 – CPR – 0022

In compliance with Regulation (UK) Statutory Instrument 2019 No 465 of the United Kingdom Parliament (The Construction Products (Amendment etc) (EU Exit) Regulation 2019) and the Construction Products (Amendment etc) (EU Exit) Regulations 2020, this certificate applies to the construction product(s)

Structural Components for Steel Structures

| UK Designated Standard | Type / Execution Class of the Construction Product | Declaration Method |
|---------------------------|---|--|
| BS EN 1090-1:2009+A1:2011 | Load bearing structural steel components up to EXC 4 according to BS EN 1090-2:2018+A1:2024 | 1, 2, 3a and 3b table A.1 of BS EN 1090-1:2009+A1:2011 |

placed on the market by

Hi-SPAN Ltd

and produced in the factories

Ayton Road, Wymondham, Norfolk, NR18 0RD

is submitted by the manufacturer to the initial type-testing of the product, a factory production control and to the further testing of samples taken at the factory in accordance with a prescribed test plan and that the Approved Body No. 2273 – Steel Construction Certification Scheme Ltd - has performed the initial inspection of the factory and of the factory production control and performs the continuous surveillance, assessment and approval of the factory production control.

Attestation

This certificate attests that all provisions concerning the attestation of factory production control described in Annex ZA of the designated standard: **BS EN 1090-1:2009+A1:2011** were applied.

Date of first issue

February 2012

Date of this issue

18 July 2024

Date of expiry

17 July 2027

Validity Period

This certificate will remain valid as long as neither the designated standard, the construction product, the AVCP methods, nor the manufacturing conditions in the plant are modified significantly, unless suspended or withdrawn by the approved factory production control certification body. This will be monitored regularly by Steel Construction Certification Scheme Ltd. Further clarification regarding the scope of this certificate and the applicability of the relevant UK designated standards requirements (see welding certificate) may be obtained by consulting Steel Construction Certification Scheme Ltd.

To confirm the validity of this certificate, please click on the following link www.steelcertification.co.uk

Chairman:
Dr S Pike
MIMMM C.Eng



0021

Director of Certification:
SL Blackman
Dip NEBOSH Env Dip NEBOSH CMIOH ACQI

10. ISO 9001 Certificate

Steel Construction Certification Scheme

Certificate of Registration

This is to certify that the
Quality Management System
of

Hi Span Ltd

Ayton Road, Wymondham, Norfolk, NR18 0RD

complies with the requirements of ISO 9001:2015

The Scope of Registration is:

**Design, detail, manufacture and supply of cold formed
galvanised steel purlins, roof and floor beams, channels,
sheeting rails, framing and associated accessories.**

Certificate number: **Q 086**

Initial registration: **December 2011**

Latest issue: **18 July 2024**

Expiry date: **17 July 2027**

To confirm the validity of this certificate please click on the link at www.steelcertification.co.uk



Chairman:
Dr S Pike
MIMMM C.Eng



Director of Certification:
SL Blackman
Dip NEBOSH Env Dip NEBOSH CM/OSH ACQI

11. ISO 14001 Certificate

Steel Construction Certification Scheme

Certificate of Registration

This is to certify that the
Environmental Management System
of

Hi-Span Ltd

Ayton Road, Wymondham, Norfolk, NR18 0RD

complies with the requirements of BS EN ISO 14001:2015

The Scope of Registration is:

**Design, detail, manufacture and supply of cold formed
galvanized steel purlins, roof and floor beams,
channels, sheeting rails, framing, and associated
accessories.**

Certificate number: **E 086**
Initial registration: **14 October 2022**
Latest issue: **22 July 2024**
Expiry date: **02 October 2026**

To confirm the validity of this certificate please click on the link at www.steelcertification.co.uk



Chairman:
Dr S Pike
MIMMM C.Eng



Director of Certification:
SL Blackman
Dip NEBOSH Env Dip NEBOSH CMIOASH ACQI

12. ISO 45001 Certificate

Steel Construction Certification Scheme

Certificate of Registration

This is to certify that the
Occupational health and Safety Management System
of

Hi-Span Ltd

Ayton Road, Wymondham, Norfolk, NR18 0RD

complies with the requirements of BS EN ISO 45001:2018

The Scope of Registration is:

**Design, detail, manufacture and supply of cold formed
galvanized steel purlins, roof and floor beams,
channels, sheeting rails, framing, and associated
accessories.**

Certificate number: **H 086**
Initial registration: **03 October 2023**
Latest issue: **03 October 2023**
Expiry date: **02 October 2026**

To confirm the validity of this certificate please click on the link at www.steelcertification.co.uk



Chairman:
Dr S Pike
MIMMM C.Eng



Director of Certification:
SL Blackman
Dip NEBOSH Env Dip NEBOSH CMIOASH ACQI

13. BCSA Sustainability Certificate



Steel Construction
Sustainability
Charter

Hi-Span Ltd

Has gained 22 points and achieved Silver Level

The Steel Construction Sustainability Charter (SCSC) is assessed against a number of requirements with companies submitting evidence related to its processes and management policies in line with sustainable practices. These include economic viability, social values and environmental responsibility. The objective of the SCSC is to demonstrate and raise the bar of steel as a sustainable form of construction throughout the supply chain.

To obtain the SCSC, companies must achieve a certain score and meet certain minimum requirements:

- Certificate Level requires a minimum score of eight
- Bronze Level requires a minimum score of fourteen
- Silver Level requires a minimum score of twenty-one
- Gold Level requires a minimum score of twenty-eight

Certificate Valid Until: **30/04/2025**
BCSA Membership Number: **L124A**
SCSC Reference: **SCM 034**
Company Registration Number: **00355060**

Jessica Strong,
BCSA Membership Administrator

14. Insurance Certificate



Alan Boswell Insurance Brokers Ltd
Horizon House, Lamdin Road,
Bury St Edmunds, IP32 6NU

T 01284 787850
E bury@alanboswell.com
W www.alanboswell.com

Our Reference: 0/YOHX01
Date: 22 April 2025

TO WHOM IT MAY CONCERN

Policyholder: H Young Group Ltd, H. Young and Co. Limited, H. Young Structures Limited, Hi-Span Limited and Thircon Limited
Policyholder Address: Ayton Road, Wymondham, Norfolk, NR18 0RD
Business Description: Structural engineers, builders, manufacturers of cold rolled metal sections, steel fabricators, structural steel suppliers, steel erection, sheeting, consulting engineers, shot blasters, warehousemen, property owners and property developers.

We are Insurance Brokers for the above client and this letter provides a brief outline of their insurance details for the period shown.

Employers Liability

Insurer: Aviva Insurance Limited
Policy Number: 100611053CCI
Period of Insurance: 1st April 2025 until 31st March 2026 inclusive
Limit of Indemnity: £10,000,000 any one occurrence or series of occurrences arising from one event

Public and Products Liability

Insurer: Aviva Insurance Ltd
Policy Number: 100611053CCI
Period of Insurance: 1st April 2025 until 31st March 2026 inclusive
Limit of Indemnity: £2,000,000 any one occurrence or series of occurrences arising from one event (and any one period of insurance in respect of Products Liability)

Excess Public and Products Liability

Insurer: American International Group UK Ltd
Policy Number: 25036979
Period of Insurance: 1st April 2025 until 31st March 2026 inclusive
Limit of Indemnity: Public and Products Liability £8,000,000 in excess of £2,000,000

Contract Works

Insurer: Aviva Insurance Ltd
Policy Number: 100611053CCI
Period of Insurance: 1st April 2025 to 31st March 2026 inclusive
Sums Insured: Contract Works £3,500,000 any one contract
Hired in Plant & Continuing Hire Charges £150,000 any one occurrence

Professional Indemnity

Insurer: 37.5% Allianz Global Corporate & Specialty SE UK Branch, 25% Accredited Insurance (Europe) Ltd and 37.5% Great American International Insurance UK Ltd via Nexus Underwriting Ltd & David Oliver Associates
Policy Number: BT0770PIA259
Period of Insurance: 31st March 2025 until 30th March 2026 inclusive
Limit of Indemnity: £2,000,000 in the aggregate during any one period of insurance (inc costs & expenses)

Cont'd.



Insurance Brokers
Risk Management
Financial Planners

Authorised and regulated by the Financial Conduct Authority.
Registered Office: Prospect House, Rouen Road, Norwich, NR1 1RE
Registered in England No. 02591252





Alan Boswell Insurance Brokers Ltd
Horizon House, Lamdin Road,
Bury St Edmunds, IP32 6NU

T 01284 787850
E bury@alanboswell.com
W www.alanboswell.com

Excess Layer Professional Indemnity

Insurer: Ascot Syndicate 1414 at Lloyds via Nexus Underwriting Ltd and David Oliver Associates
Policy Number: LG8660PIA251
Period of Insurance: 31st March 2025 until 30th March 2026 inclusive
Limit of Indemnity: £3,000,000 in excess of £2,000,000 in the aggregate during any one period of insurance

Excess Layer Professional Indemnity

Insurer: 50% AEGIS E&O Consortium 4894 and 50% Atrium Syndicate 609 via Nexus Underwriting Ltd and David Oliver Associates
Policy Number: NA0730PIA250
Period of Insurance: 31st March 2025 until 30th March 2026 inclusive
Limit of Indemnity: £5,000,000 in excess of £5,000,000 in the aggregate during any one period of insurance

The policy cover shown above is subject to the full terms, conditions, exclusions and any specific warranties, endorsements and excesses applying. The information given is a summary of cover in force at the time of writing; cancellation or mid-term alterations can occur during the period of insurance. The current position can be confirmed upon request. Should the above-mentioned contract(s) of insurance be cancelled, assigned, or changed during the above policy period in such manner as to affect this document, no obligation to inform the Holder of this document is accepted by the Undersigned or by the Company

These statements have been made in good faith and we cannot accept any liability whatsoever for any inadvertent or negligent act, error, or omission on our part in preparing these statements or for any loss, damage or expense thereby occasioned to any recipient of this letter. Should any further information be required then please contact our offices.

Yours faithfully

David Baker ACII

Tel: 01284 787841

Email: dbaker@alanboswell.com

For and on behalf of Alan Boswell Insurance Brokers Limited



Insurance Brokers
Risk Management
Financial Planners

Authorised and regulated by the Financial Conduct Authority.
Registered Office: Prospect House, Rouen Road, Norwich, NR1 1RE
Registered in England No. 02591252



