

Welcome to the latest edition of Register News in 2006. In this issue we will be looking at Marshall's' exciting new products for 2007 including our brand new decorative aggregates offer and a fast and effective wide jointing solution 'M-Joint'.

M-Joint is an easy-use, brush in alternative to traditional jointing mortar for patio paving, developed for use with natural stone, wet cast and pressed concrete products as well as netted paving. It massively speeds up installation time and reduces labour involvement in the jointing process and is user friendly. It is ready to use: just brush and saturate - no mixing required and it sets hard and will not wash out.

We also have our usual column on customer feedback and information on Marshall's' membership of the Ethical Trading Initiative - guaranteeing that NO child

labour is used in the production of our natural stone products - how many of our competitors can prove that with their imported products?

Finally read about the success Trading Standards are having, with Marshall's' assistance, taking action against rogue traders. Please let us have details of any company that is misusing and abusing either the Marshall's or Marshall's Register logo. Thank you.

David Jessop, Operations Manager,
Marshall's Register

Hard Landscape Training

Marshall's' Marketing Support Unit at Brookfoot Works, Southowram, Halifax held the first training course for the Hard Landscape Training Group on Friday 6 October. Over 15 people attended the Introduction to Block Paving course. The Hard Landscape Training Group offers a wide choice of courses in a range of subjects, from practical skills, health and safety, supervisor or team leader and management training and is sponsored by Interlay, Interpave, Lantra, BALL and CSCS (Construction Skills Certification Scheme). Marshall's also hosted the second Introduction to Block Paving course at its site in Sandy, Bedfordshire on Thursday 20 October with over 10 people attending this basic skills course.

For further details of the Hard Landscape Training Group Tel: 08452 607609 or log on to www.hardlandscapetraininggroup.co.uk

Marshall's new livery for 8 wagons

Marshall's has launched new branded livery on 8 HGV wagons based at its Ramsbottom site. The new livery includes lifestyle images of Marshall's' domestic products and is an innovative way to further publicise our domestic products and services. Each panel also has the web address and brochure hotline number to help generate additional customer enquiries.



Third Transformation Centre Now Open

The third Drive and Garden Transformation Centre opened in Roxton, Bedfordshire in May this year as part of the ongoing Marshall's' Transformation Centre programme. This centre has 11 stunning gardens and 8 driveways built with the latest Marshall's products. Other centres are based in Falkirk and Bramhall near Manchester. Don't forget you can use the centres to show your potential customers the different options available in the Marshall's product range. Tel: 0845 307 0701 for all three centres Bramhall, Falkirk and Roxton. The centre held an open day especially for Register Members on 25 May to show them the facilities and talk through the services on offer.

New Products for 2007 Launched at GLEE



Marshall's launched the new products for 2007 at the GLEE 2006 exhibition at the Birmingham NEC in September. The Marshall's stand was the most unusual and innovative ever! The theme for the stand was Marshall's 'Pave-O-Matic machine' and it brought to life in an attention grabbing, and unconventional way, the diversity and detail of Marshall's' approach to new product development and showcased the majority of our new products for 2007.

'Pave-O-Matic' was our fun way of symbolising the processes of concept creation. It represented our rigorous, methodical approach to new product creation, from our use of vital customer and client research as the fuel to stimulate range evaluation, to the 'appliance of science' in manufacture and testing. Many Register members attended the event and we have had great feedback from contractors:

Taylor Brothers, Preston

"Well cool, absolutely brilliant!"

D&I Landscapes & Civil Engineering, Wigan

"It was the best stand at Glee anyway."

Abel Landscapes, Liverpool

"Whacky, but really good."

Ace Landscapes, Manchester

"Tell you what mate, it beats looking at flags and blocks, I do that day in day out, well worth the trip".

New Products for 2007

All available from Marshalls' stockists January 2007



Driveline 50

Introducing Decorative Aggregates

Driven by the needs of consumers, installers and garden designers, Marshalls has introduced a selection of 48 decorative aggregates chosen to complement Marshalls paving products. The range includes: 13 aggregates in varying shades and sizes, 12 cobbles/pebbles, 7 rockery products and 8 specially selected contemporary glass and unusual aggregates.



Decorative Aggregates

Enhanced Driveline 50

Following intensive technical research and production trials, Marshalls has achieved significant colour enhancements and textural improvements for our Driveline 50 range, the UK's market leading driveway product. Available in six popular colours: Brindle, Red, Charcoal, Buff, Burnt Ochre and Bracken.



Argent Paving



Cobblestone Setts

Argent Paving

New size, more possibilities - Marshalls has introduced a new size in the Argent paving range, 600x600x38 providing new design opportunities for this contemporary range. It is available in light and dark with a coarse or smooth finish, giving real design flexibility. The Argent range offers: paving and walling, Drivesett Argent and the Argent Aqua Water feature.



Tegula Deco

Cobblestone Setts new colours

Following the success of the Cobblestone Setts range in 2006, Marshalls has introduced Yorkstone and Old Yorkstone to complete the offer.

Tegula Deco

New colour - To complement the Drivesett Tegula Range, Marshalls is introducing Tegula Deco in Traditional colour way. Size 110x110x50.

Drivesett Tegula Walling

New colour and coping - The new Cotswold colour is designed to blend or contrast with existing Drivesett Tegula and Duo block paving ranges, completing the rustic look for traditional drives and gardens. Available in sizes 140x100x140, 300x100x65 and 220x100x65. The new coping and caps are available in Traditional and Cotswold.

Graphite new shade for Eclipse

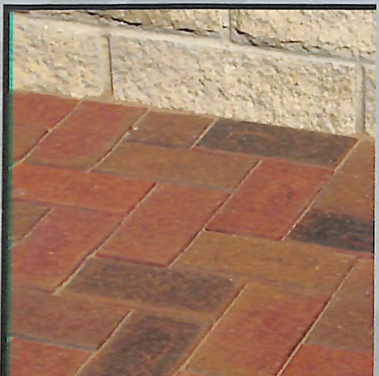
The Eclipse granite range is ideal for contemporary gardens. The introduction of the new Graphite black colour complements the existing Light and Dark colour options, adding further design options.



Eclipse

Autumn Multi new shade for Traditional Claypave

Autumn Multi provides a brand new addition to Marshalls Traditional Claypave range. It is available in 200x100x60 and coordinates with the existing Kerblin range.



Traditional Claypave

Stainless Steel Telescopic Driveway Security Post

Developed to provide added security for contemporary driveways, Marshalls' tough, thief resistant telescopic driveway post is now available in stainless steel.



Security Post



Speed Up Installation

with M-Joint and Heritage Bonding in Kit

M-Joint

A fast and effective NEW wide jointing solution– M-Joint is an easy-use, brush in alternative to traditional jointing mortar for patio paving, developed for use with natural stone, wet cast and pressed concrete products as well as netted paving. It massively speeds up installation time and reduces labour involvement in the jointing process and is user friendly - suitable for professionals and DIY. It is ready to use: just brush and saturate - no mixing required and it sets hard and will not wash out. (Available Easter 2007).

Heritage Bonding in Kit

Eliminates the need for cutting - Responding to the needs of installers and following the success of the National Trust Bonding in Kit, the new Marshalls Heritage Bonding in Kit ensures ease of installation by eliminating the need for cutting. It is designed for the two and three ring Heritage circles and is available in Yorkstone, Calder Brown and Old Yorkstone. (Available January 2007).

Customer Feedback

Ace Gardening Services, Manchester

"Your appointed installers, Ace Gardening Services, have now completed their work on this project and I feel I must write to express to you the pleasure of my wife and myself at the quality and level of service given throughout by Andy Pearce and his industrious and friendly team of installers. The finished product pleases us greatly and has come up completely to our hopes and expectations at the outset. From a contractors point of view our experience with Ace Gardening Services could not have been better."

W-D Francis, Stockport

Arden Building Services, Milton Keynes

"We have recently had completion of our new driveway and patio at our home in Bletchley, Milton Keynes. The drive was laid primarily using Driveline Excel and the patio with Haworth Moor and our installer was Arden Building Services. We wish to complement you on your fine products and particularly tell you of the excellent results created by your approved installer, Nigel Arden and his team. His creative talents, hard work, dedication, attention to detail, coupled to his high standards of customer care, are in our view second to none, and produced results with which we are highly delighted and beyond our expectation. We consider ourselves privileged and fortunate in securing his services and we recommend him most highly, particularly as the work took place during the wettest UK month in May in recorded history.

Thank you for your products, the benefits of Arden Building Services and the Marshalls" Register."

A and R Durham, Milton Keynes

Living Gardens, Bristol

"We have recently had our rear garden transformed by Living Gardens, the contractor who you recommended for the work. We are writing to express our complete satisfaction with the way the contract was organised, managed and undertaken by this company. The workmanship was first class (very unusual these days) and nothing was too much trouble. We would have no hesitation in recommending them for future work."

K & D Ellison, Bristol

Gary Bennett Ground Works, Felixstowe

"I recently had a block paving drive installed by the above and I am very pleased with the result. Since that time I have been able to witness some of the 'local competition' installing drives of various types and realised just how good a job had been done here. Therefore, I wish to put on record the thoroughness and quality of Gary's workmanship and the speed with which it was completed."

Fred Croft, Felixstowe

Booker Landscapes, Liverpool

"I have recently had my drive and front garden covered in your Driveline Elite Firebrick blocks and the side and rear patio area covered in Heritage Yorkstone. The blocks were not my original selection, however, taking your installers advice I am very pleased with the job, which incidentally has been admired by many who have seen it. Your installers, Booker Landscapes, headed by Warren and his team Jack, Paul, and Chris worked extremely hard under difficult weather conditions to achieve the final pleasing result. I have no hesitation in recommending Booker Landscapes for this type of project and Marshalls' products."

A G Holiday, Liverpool

Clamping down on Rogue Traders - Trading Standards Prosecutions

Hertfordshire Trading Standards instituted legal proceedings against a paving contractor illegally trading under the names "Marshalls Driveways" and "Marshalls Drives". Marshalls provided a witness statement and the individual received a 6 months prison sentence, suspended for 2 years, and 120 hours community service. He was also ordered to pay costs of £1,500 to Trading Standards.

Marshalls provided an expert witness statement to assist Solihull Metropolitan Borough Council in their investigation of a surfacing contractor from Hampton-In-Arden. This rogue trader has been sentenced to eight months in prison after pleading guilty to offences of false trade descriptions, deception and failing to provide cancellation notices. He was also fined £5,000 and ordered to pay £4,630 compensation.

James Blunt chooses Marshalls

Andrew Maclean from Andover Landscapes has installed 130 square metres of Haworth Moor natural sand stone paving and Old Mill Brick at the singer James Blunt's country home in the South of England. Have you installed any Marshalls paving for any celebrities? If so, please let us know.



Silver Gilt Medal Winner

Register Member Darren Moss from Abel Landscapes, based in Liverpool, won a Silver Gilt Medal for his garden at the Southport Flower show in August.

Hard Landscape Guarantee

Congratulations to the following Register members who amongst a host of others have exceeded the target number of 10 hard landscape guarantees to be issued within the calendar year:

Cotswold Paving & Landscaping, Gloucester

Frinton Tarmac and Paving, Frinton on Sea

Insett, Knutsford

M & A Paving, Doncaster

Sandstone Landscape Construction, York

Macbeth Landscaping, Caterham

J D Minto, Dundee

Interblok, Peterborough

They will be able to choose from a range of exciting branded rewards. Please get any outstanding guarantee requests sent to us by the end of the year and you will be able to choose from the same menu of rewards, while stocks last.

Comments from Customer Satisfaction Surveys

Curtis Paving, Cornwall

"Graham could not have been more helpful. Polite, cheerful and extremely efficient. Well Done!"
Mr G Tippet

P Farrow Landscapes, West Midlands

"Paul Farrow was very professional, he and his team were very efficient and his team completed the work in good time and left the site spotless. Top contractor."
Mr P Jones

B H Building, Grantham

"Brian was a very nice person, worked very hard and was a perfectionist. I would tell anyone who wanted block paving to give him a call."
Mr and Mrs Taylor

C K Paving, Nottingham

"Chris Kavanagh is a very pleasant and hard working person. We need more people like him!"
Mrs S Valentine

Menai Paving Services, Holyhead

"We were very pleased with the advice received and the standard of work and recommend Menai Paving Services."
Mr and Mrs Box

D W Landscapes, Hitchin

"D W Landscapes are to be recommended for their professional and efficient approach to the work."
Mrs Philip

Rob Hudson, Mirfield

"Rob Hudson is a hands on boss. He supervised the men and worked hard himself – working in that scorching heat wave. Very polite and informative."
Mr Scott

D L C Paving, Gateshead

"I have already given details of this contractor to two other people on request, having seen my garden. A commendable attitude and work ethic – a gentleman."
Miss Harrison

Creating Dreams, Telford

"Always took time to explain what was happening to ensure we were happy."
Mr and Mrs Russell

Ethical Trade Initiative (ETI)

No child labour used in quarrying Marshalls' natural stone products



Marshalls is very conscious of our Corporate Ethical Responsibilities in trading with developing nations such as China and India. To this end, we have conducted a rigorous screening process to ensure that our imported natural stone is processed and supplied to the highest ethical standards.

To ensure we are fully able to act on this commitment in December 2005 Marshalls plc became a member of the Ethical Trade Initiative (ETI). The ETI is a unique organisation that brings global companies, trade union organisations and NGOs together to work out the solutions to ethical trade issues and then implement them. Members commit to adopting the ETI Base Code on a progressive basis throughout their supply chains. The Code is based on ILO (International Labour Organisation) conventions and, as such, is widely acknowledged as a model code of labour practice. It contains provisions based on the following principles:

ETI Base Code:

- Employment is freely chosen
- Freedom of association and the right to collective bargaining are respected
- Working conditions are safe and hygienic
- Child labour shall not be used
- Living wages are paid
- Working hours are not excessive
- No discrimination is practised
- Regular employment is provided
- No harsh or inhumane treatment is allowed

As well as adopting the ETI Base Code, members also commit to:

- Monitoring and independent verification of their supply chains
- Reporting annually to ETI on their progress
- Awareness-raising and training
- Driving year-on-year improvements
- Assessing the impact of their core business activities on labour standards
- Participating in ETI projects

Marshalls has employed independent organisations such as SGS, the world's leading inspection, verification, testing and certification company, to audit our main Chinese Granite supplier and AQSR to audit our sole Indian Sandstone supplier for their compliance with the ETI Base Code. Both have now achieved full compliance.

Marshalls believe it is our duty to be able to demonstrate the highest ethical standards. We will continue to undertake regular screening and auditing to ensure that the highest standards are maintained at all times.

As a company, we only work with reputable and reliable suppliers that meet our own stringent requirements and those within our industry. In China and India, our supplier partners have both achieved ISO 9002 Quality Assurance accreditation.

Changes to the Construction Industry Scheme (New CIS)

From 6 April 2007 the current scheme is due to be replaced by new CIS. The CIS tax scheme only applies to those Register members that work on a sub-contract basis for Marshalls (and/or any other main contractor) and does not affect all Register members. (Please note, CIS is not part of the Marshalls Register membership criteria.)

The main changes to the CIS scheme are:

- There will no longer be any need for CIS cards, certificates or vouchers.
- Marshalls must check or 'verify' new subcontractors with HM Revenue and Customs.
- Subcontractors will still be paid either net or gross, depending on their own circumstances, but it will be HM Revenue and Customs who tell the contractor which treatment to use during verification, not a piece of plastic.
- There will also be a higher rate tax deduction if a subcontractor cannot be 'matched' on our system. This rate will apply until the subcontractor contacts HMRC and registers or sorts out any matching problem. Contractors will have to submit a return each month, this will replace the CIS annual return.
- The vast majority of subcontractors registered under the existing CIS rules will be transferred over to the new system and will not have to re-register.
- New subcontractors, and those that formerly held only temporary registration cards that expired before new CIS starts, will be required to register with HM Revenue and Customs.

Important information re Payments:

For those paid net of tax - you will now receive a statement each month rather than a voucher. For those paid gross there will be no change

The information required from the subcontractors to verify their status will be either their NI number or UTR (Unique Taxpayer Reference) - If Marshalls cannot verify their status from the IR then they can still be paid, but tax will be deducted at 30% hence they need to insure that the NI or UTR number given to Marshalls is correct.

For further information please contact the New CIS Helpline Tel: 0845 366 7899 or log on to: www.hmrc.gov.uk/new-cis/index.htm