

12 REASONS WHY

At AKW we are passionate about supporting independent living with superior quality products that are practical, safe, beautifully designed and which improve quality of life by creating stylish living spaces.

With over 35 years' experience in inclusive design, our name is synonymous with innovative design, easy installation, high quality and safety.

As an established international organisation, we are constantly striving to improve our already exceptional levels of Customer Service and continuously developing the most extensive product range in the UK to make your life as a specifier, installer or customer easier, cementing our position as market leaders. AKW employ over 260 staff globally who are all highly trained in their field to best assist you, all of whom share in the principles below.

1 24/7 ONLINE ORDERING

Via computer, tablet or mobile at orders.akw-ltd.co.uk

Generate your own **personal account quotes** online

Select delivery date or click and collect

EDI solutions available



2 HELPFUL & FRIENDLY CUSTOMER SERVICE TEAM

UK-based team of **over 30**

3 dedicated regional teams

Quick call answering

No quibble product replacement policy (subject to T&Cs)



3 EXTENSIVE STOCK LEVELS

ISO9001:2015 certification

Orders received before 12pm can be shipped for next day delivery



4000+ stocked product lines



Same-day trade counter collection available



Over 44 experienced warehouse staff

Our three national distribution warehouses cover over 3.5 million cubic feet

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BESPOKE NATIONWIDE DELIVERY SERVICE

30+



Dedicated fleet of over delivery vehicles

Delivery schedules to suit customer requirements

5 National distribution hubs delivering products direct to our customers

OVER 100,000 deliveries annually with over 98% delivered on time in full

Tailored delivery service unique to AKW's requirements

5

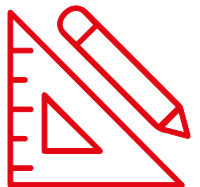
DEDICATED SURVEYING SERVICE

AKW has a **specialist surveying team** covering the UK mainland



Surveyors carry photo ID cards with braille and wear AKW branded work wear for clear identification

Computer-aided drawings provided, 2D for bathrooms and 3D for kitchens



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PRODUCT DEVELOPMENT

Market leader in product research, design, and development

5% Turnover invested in product development every year

Over 90% of products designed and developed in house



Devoted to listening to market needs and working with leading UK OTs and specialist organisations such as RNIB, Stirling & Salford universities

Solutions for customers with dementia & visual impairment



Ranges specifically designed for care and nursing homes

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A TAILORED SALES APPROACH



**3 External
regional teams**
covering the UK

Enabling
personalised
account
management



8

SHOWROOM & TRAINING CENTRE



2300 sqft
showroom
and training
facility

Use of
facilities
to our
customers
for training
days and
meetings



Wide range
of products
on permanent
display in
room sets

9

SOCIAL & ENVIRONMENTAL RESPONSIBILITY

Proactively
committed
to reducing
our carbon
emissions



Project in place to reduce
plastic packaging

Awarded the Ecovadis
Silver Medal for
Sustainable
Business Initiatives



Charity
partnerships
established
with commitment to
sustainable social change



Employee volunteering
scheme to support our
communities



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MARKETING SUPPORT

Bespoke
customer
brochures



We can assist
with images of our
products for your
own literature and
websites

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AFTER SALES – TECHNICAL SUPPORT AND MAINTENANCE

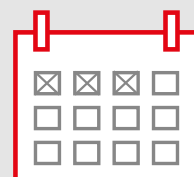
Dedicated team of
technical advisors
providing
expert
knowledge
and advice



Nationwide team
of maintenance
engineers
with decades
of experience



We aim to visit within
three working days for a
maintenance call, from
receipt of full information



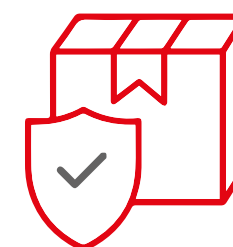
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COMMITMENT AND GUARANTEES

All AKW
products
are designed,
tested and
certified to
all current
standards



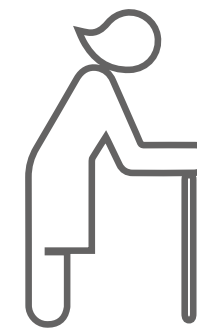
We are
committed
to regulatory
compliance,
product
safety and
environmental
efficiency



AKW offer
**lifetime
warranties** on
many
of our products



Two DSDC
dementia
friendly
accredited
product ranges



ISO9001:2015 (Quality), ISO14001:2015 (Environmental),
ISO45001:2018 (H & S), FSC and PEFC certified

AKW
Life Made Better

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AKW
ONE

One Supplier.
One Delivery.
One Design.
One Price.
One Stock