

KINGSPAN NEWS



THE NEWSLETTER OF KINGSPAN ACCESS FLOORS ISSUE 4 MAY 2011

YOU'RE IN SAFE HANDS WITH KINGSPAN

THIS ISSUE OF KINGSPAN NEWS FOCUSES ON TWO AREAS THAT ARE OF MAJOR IMPORTANCE TO ARCHITECTS AND CONTRACTORS – PRODUCT WARRANTIES AND SUB CONTRACTORS' COMMITMENTS TO FOLLOWING BEST HEALTH & SAFETY PRACTICES.

WARRANTIES

A product warranty offered by a sub contractor is not worth the paper it's written on if that company does not have the financial strength and resources to back it up. Indeed, some sub contractors may not offer a warranty for the complete access floor system but may provide three different warranties from three different companies – covering the floor panels, the pedestals and the installation. If anything goes wrong you can have a situation where each company blames the other, with no one accepting responsibility.

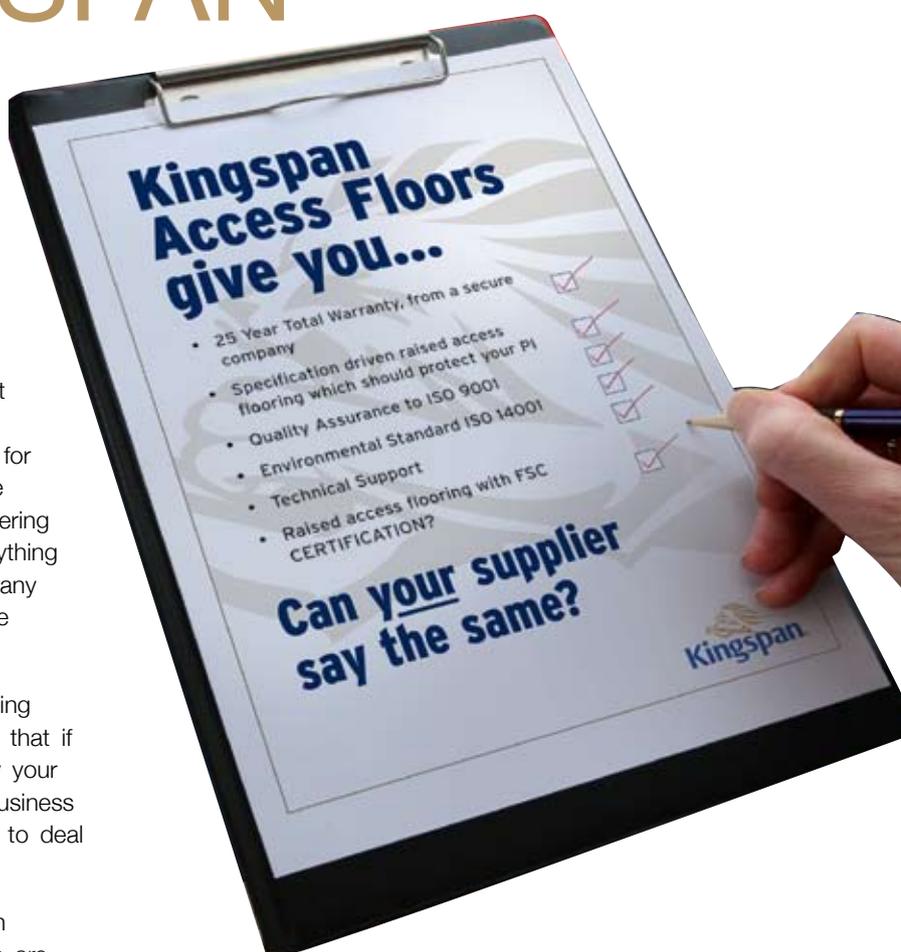


And in today's difficult trading climate, are you confident that if you are given a warranty your supplier will still be in business in 10 or 20 years time to deal with any claims?

Kingspan provides an unprecedented 25 year Total System Warranty – and we are the only access flooring company in the UK that has been in existence long enough to be able to stand by a warranty of that length. We are part of the €1.2 billion turnover Kingspan Group, so you have the reassurance of knowing that we have the financial resources in place should any warranty claims need to be made in years to come.

HEALTH & SAFETY

Health & Safety standards on site have undergone tremendous improvements during recent years, but it only takes one errant sub contractor to cause a major incident and damage the reputation of the main contractor.



At Kingspan we believe we have the best Health & Safety record in the access flooring industry, and we have invested substantially in ensuring that we maintain that record and build on our success. For example, not only do we have a Factory Health & Safety Manager but we have also appointed our first Construction Health & Safety Manager – Tony Morgan's role is to ensure that our floor systems are fitted safely and he works closely with main contractors to achieve the best Health & Safety results on site.

Turn to Pages 2, 3 and 4 to find out more about our warranty and our commitment to Health & Safety.

WARRANTIES: SOME QUESTIONS YOU SHOULD BE ASKING

Q: Does your supplier offer a warranty and does it cover the complete floor system?

If it doesn't, ask why not. Does the company not have the confidence in its product or the resources to back up the warranty?

Q: How thoroughly have your supplier's products been tested?

While some manufacturers guarantee their products for specific isolated areas of performance, few can offer assurance across a whole spectrum of testing standards. Kingspan's in-house testing facility is more technically advanced than most external testing facilities. We have invested heavily during the past few years to ensure that our customers are able to use our in-house facility and witness testing for themselves. We are the only flooring company in the UK equipped to carry out BS EN testing in-house.

Q: If you think you are buying Forest Stewardship Council (FSC) certified product is that actually the case?

Make sure the product is backed by FSC certification to show that the forest complies with FSC guidelines. Kingspan has taken its commitment to FSC accreditation much further – our raised floors are the only ones in the world to have third party chain of custody accreditation.

This means that we identify the exact volume of FSC approved materials on all delivery notes, invoices, etc. This is enabling customers worldwide to recognise Kingspan's products as ones that support the growth of responsible forest management.



Q: Is the flooring system that arrives on site the same one that was specified?

There have been instances where some companies have said they are providing a Kingspan system but the one supplied has been of an inferior design. Check your system carefully – Kingspan panels have 'KAF' or 'Kingspan' clearly printed on the panels (a typical example of which is shown in our photo above), and our pedestals are also clearly marked.

THE BENEFITS OF A KINGSPAN SYSTEM

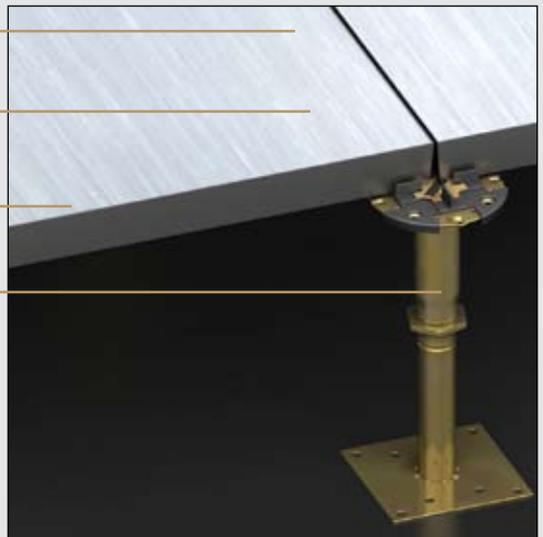
AS PART OF THE TOTAL WARRANTY ASSURANCE PACKAGE, KINGSPAN OFFERS TECHNICAL SUPPORT THROUGH DESIGN AND CONSTRUCTION. WE ALSO PROVIDE A SITE INSPECTION SERVICE THROUGHOUT THE CONTRACT PERIOD AND AS PART OF OUR AFTER CARE SERVICE.

25 year system performance guarantee

Quality assurance to ISO 9001 for both manufacture and installation*

Panel durability is maintained by the highest standard of HDG encapsulation

Systems designed for low air leakage performance; so essential when specifying under floor air distribution.



*When installed by Kingspan's in-house Construction Division.

For more information about Kingspan's Total System Warranty contact our Technical team on 01482 781701.

HEALTH & SAFETY: OUR RECORD IS SECOND TO NONE

NOT ONLY DO ARCHITECTS AND MAIN CONTRACTORS HAVE TO ENSURE THE INTEGRITY OF BOTH PRODUCT AND SUPPLIER BUT IT'S ALSO ESSENTIAL THAT FLOOR SYSTEMS ARE INSTALLED IN ACCORDANCE WITH THE MANUFACTURER'S RECOMMENDATIONS AND THAT ALL ASPECTS OF THE INSTALLATION COMPLY WITH HEALTH & SAFETY LEGISLATION.

We have committed substantial resources to Health & Safety and we believe our Health & Safety record is the best in the access flooring industry. Ensuring that we build on that success is Tony Morgan, our Construction Health & Safety Manager. Main contractors employing Kingspan will regularly see Tony on site, checking that everything is running smoothly and safely.

For example, in Grimsby where Miller Construction are building a £20 million extension to the Grimsby Institute of Higher Education, Tony has been checking all Health & Safety aspects of Kingspan's contract to provide over 4,500 sq m of access flooring in all 120 classrooms, corridors and communal areas of the four storey building. Tony has been liaising closely with Miller Construction and with Kingspan site supervisor Dave Ingham.



Tony Morgan (right) goes through his site inspection report with Dave Ingham.

SITE OPERATIONS PLAN

A substantial part of Tony's work involves ensuring that all aspects of a Kingspan site operations plan are being followed. The plan records the Kingspan method statements, risk assessments and COSHH information for every specific project. The 17-section plan also contains registers for installers to confirm that they are wearing PPE and that all appliances have been tested. It is compiled post order and pre start and approved by all concerned.

AWARDS AND ACHIEVEMENTS

In the past year, Kingspan has come top in a number of KPI assessments operated by the main contractors. On several occasions we have been the best of all the sub contractors on a site. The KPI assessments cover areas such as visits by a H&S manager, the standard of reports, housekeeping, submission of risk assessments and method statements, training of workforce, etc.

Our awards have come from contractors including BAM Construction, Sir Robert McAlpine and ISG. We have also won many Health & Safety performance awards in schemes operated by the contractors.

THE KINGSPAN HEALTH & SAFETY TEAM

Kingspan has a dedicated team of Health & Safety personnel, including Tony Morgan and our Factory Health & Safety Manager Iain Gillyon ((see Page 4). Our Directors and Managers are qualified to Construction Site Managers Safety Certificate standard and our sub contract supervisors have Construction Site Supervisor's Safety Certificate accreditation.

Kingspan is one of the founder members of the Achilles supply chain accreditation standard and we have been audited annually for the past three years, with a 100 per cent pass rate, the most recent being March 2011.

Achilles is designed to manage supply chain risk in the areas of safety, sustainability, CSR, quality and financial stability.

KINGSPAN GROUP HEALTH & SAFETY

The Kingspan Group recently had its first Health & Safety forum, with 12 companies represented, including Kingspan Access Floors. These forums provide us with an excellent opportunity to network and discuss procedures, policies and best practice. We will be hosting the next forum, which will be held in October at our Hull manufacturing facility.

The Group is also rolling out Q-Pulse, a new online Health & Safety monitoring system. Any incident throughout the Group will be logged onto the system, enabling any trend to be identified so that action can be taken.



HEALTH & SAFETY BEGINS AT OUR HULL BASE AND CONTINUES THROUGH TO YOUR SITE

KINGSPAN'S FOCUS ON HEALTH & SAFETY BEGINS RIGHT AT THE START OF THE MANUFACTURING PROCESS AND CONTINUES THROUGH TO DELIVERY AND INSTALLATION ON SITE.

As a result of our increasing emphasis on Health & Safety, our accident records for the first quarter of 2011 show no lost time injuries.

Last year we expanded our training at our Hull manufacturing site to get more people involved in the risk assessment process, and this emphasis is continuing through 2011.

We have also trained our own personnel to implement a number of in-house training programmes. For example, our factory operators are taking part in a one day course to operate our pedestrian-operated lift trucks.

This training includes Health & Safety legislation relating to the safe use of these vehicles, a practical test and a written test.

Iain Gillyon has been our Factory Health & Safety Manager for the past two years, and his role is to advise on all Health & Safety legislation and ensure that we conform to the latest regulations in relation to aspects such as machinery, lifting equipment and manual handling.

We also have a Health & Safety Committee, with representatives from all departments, including managers and supervisors.



Iain Gillyon, Kingspan Factory Health & Safety Manager, pictured on a recently implemented vehicle/pedestrian segregation scheme at the Hull site.



In-house operator and safety training taking place on a pedestrian-operated lift truck.

HOW TO CONTACT KINGSPAN

For more information about the articles in this newsletter or about Kingspan's access flooring ranges and services, you can:

- Telephone: 01482 781701
- Email: info@kingspanaccessfloors.co.uk
- Visit www.kingspanaccessfloors.co.uk

**Kingspan Access Floors Ltd, Burma Drive,
Marfleet, Hull HU9 5SG**



KINGSPAN TO APPLY FOR ISO 18001

KINGSPAN IS CURRENTLY PREPARING TO APPLY FOR THE ISO 18001 HEALTH & SAFETY STANDARD, AND WE HOPE TO MAKE OUR SUBMISSION IN THE COMING MONTHS.

ISO 18001 enables businesses to consistently identify and control Health & Safety risks, reduce the potential for accidents, aid legislative compliance and improve overall performance.