

# Rapport

NEWS FROM KNAUF DRYWALL APRIL 2009

**Mr Joe Bloggs**

Branch Manager  
Sheffield Insulations Bristol  
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Please fax back to 01270 824028 if you need to update your details

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**Cover picture:**

A high specification separating wall featuring high performance plasterboard systems from Knauf Drywall ensures that residents of Queen Mary's Gate enjoy maximum acoustic privacy. With a sacrificial layer of plasterboard on each side to avoid the need for normal electrical service penetrations, the separating walls at the apartment development in South Woodford take drywall acoustic performance to new heights. Developer Telford Homes opted for a high specification wall design to allow maximum flexibility of service installation without compromising the Part E boundary in the separating wall.

**KNAUF** DRYWALL

# Dear Joe

Conditions in the building industry remain hard to call – although we are starting to see some positive signs, with the market settling down after the traditional hiccup in January and February. This is no upturn, but it does give hope. In the meantime we are evaluating all aspects of our business in an effort to upgrade our service performance from its already high levels in readiness for the real upturn.

Call me on **07931 441591** if there's anything you need  
Your Knauf Drywall Area Sales Manager, **John Smith**



## Knauf Drywall gets ISO 14001

**We have gained ISO 14001 certification for environmental management as part of our ongoing drive for excellence throughout Knauf Drywall. The ISO 14001 award endorses our excellent environmental management policies and practices – assuring you and your customers that our range reflects the highest standards of sustainability.**

"ISO 14001 certification confirms that we have a sound environmental management programme – among the best in the world – so that the drywall systems we produce will contribute positively to the eco-ratings of new buildings," says Paul Lonergan, Compliance Manager. "The building industry is increasingly aware of its environmental responsibilities, so it is important for us to supply customers with products that are as sustainable as possible. Specifiers and designers can confidently specify our systems to produce more sustainable buildings and ensure compliance with the toughest environmental regulations."

Assessors from the British Standards Institute visited the Knauf Drywall factories at Sittingbourne and Immingham to examine our environmental management standards and procedures, from policy making to emergency response plans and staff training. Paul Lonergan says the ISO 14001 certification is part of a broader journey to integrate the management systems of all aspects of the business. "We have already achieved ISO 9001 certification for quality systems and our next aim is OHSAS 18001 certification for occupational health and safety standards," he says.



# Machine plasters pack superb flat finishes



**Machine applied plasters are rapidly gaining ground – giving you additional sales opportunities – as contractors increasingly convert to the new technology for fast, quality finishes.**

Our MPFinish helped prepare IKEA's new Southampton store in time for its Spring opening, while in Derby, a simple plastering demonstration on site was enough for a main contractor to switch the specification for 24,000m<sup>2</sup> of internal masonry walls to Knauf MP75 machine applied one coat Projection Plaster.

At the new IKEA store, subcontractor MG Ceilings and Linings skimmed 17,500m<sup>2</sup> of

plasterboard walls in the showroom and restaurant with MPFinish spray plaster.

With walls up to 7m high, the 35,000m<sup>2</sup> store presented a sizeable plastering challenge. Fast and easy-to-apply MPFinish provided a perfect solution, with each of the two plastering teams regularly achieving up to 300m<sup>2</sup> a day.

At the new Kingsway Hospital in Derby, Knauf MP75 saved time and delivered other significant benefits, including saving on labour costs. Used in place of traditional two coat, hand applied plaster, fast drying Knauf MP75 enables a three man team to complete up to 150m<sup>2</sup> of high quality plaster every day.

**Call 0800 521050** to place your order



## Knauf Drywall to Sheffield Insulations, Bristol: for the period January – March 2009

No. of orders: x

No. of order lines: x

Delivered in full: x%

Delivered on time: x%

Order accuracy: x%

**Call 0800 521050** for customer service

# Our factory a vital link in service chain

**Delivering the total service excellence that sets us apart from other manufacturers takes a co-ordinated effort across all departments, with each team focused on achieving the highest possible standards. For the shifts manning the production lines at our Sittingbourne and Immingham factories, the focus is on consistently high product quality, minimal waste, and a clean, safe working environment.**

Working to the production planners' instructions, the factory teams are responsible for ensuring adequate output of all our plaster and plasterboard products so that every order can be fulfilled without delay, whether it's a pallet load to top up your stocks or several lorry loads sent direct to a building site. Sometimes, as many as eight different board types are produced

in a day, with changes of ingredients, thickness or paper liners made without stopping the line.

Andy Wallace, a Shift Foreman at Sittingbourne, says, "Our teams take great pride in keeping the lines running smoothly, ensuring that the raw materials come in at one end and that full pallet loads leave at the other. The production lines are highly automated with sophisticated control and monitoring systems, and we constantly watch key points. Our real skill is knowing what to do if something goes wrong – so that if an incident does occur we can quickly minimise the impact on the environment and production.

"This happens efficiently because we have teams whose members communicate well, and are highly experienced, fully aware of the need for excellence, and committed to influencing quality where they can."



[www.knaufdrywall.co.uk](http://www.knaufdrywall.co.uk)

# Tiles stay firmly on the floor



Now you can offer your customers an easy way to avoid floor tile failure problems in bathrooms and other wet areas. New 6mm Aquapanel Floor Tile Underlay is another market leading product from Knauf Drywall, providing a lightweight, thin substrate for floor tiles.

Aquapanel Floor Tile Underlay is a tough, aggregated Portland Cement board with a coated glass fibre mesh on each side. It is ideal for use with ceramic, mosaic or natural stone tiles in new and refurbished installations. It is completely unaffected by water – no warping or rotting – so tiles stay in place.

Aquapanel Floor Tile Underlay comes in 900 x 1,200mm panels weighing just 9kg so they're easy to handle and install – simply score and snap to cut. This exciting new product gives you add-on sales opportunities, too: for the perfect job, installers will also need flexible tile adhesive, 25mm Aquapanel Maxi Screws and Aquapanel Jointing Tape.



**Fax this page back on 0800 521205 to place your order**

**AQUAPANEL®**

*Cement Board Floor Tile Underlay*

## Aquapanel 6mm Floor Tile Underlay and Accessory Order Form

Branch: \_\_\_\_\_ Order Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Customer Code: \_\_\_\_\_

Delivery Address: \_\_\_\_\_

Post code: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Product Description	Product Dimensions	Pallet/Carton Details	Order Quantity
<b>Aquapanel 6mm Floor Tile Underlay</b> List Price: £14.28 per board	6 x 900 x 1200mm Terms Category: 26	100 Boards	
<b>Aquapanel Maxi Screws</b> List Price: £25.30 per carton	25 (L) x 8 (D) mm Terms Category: 26	1000 Screws	
<b>Aquapanel Joint Tape</b> List Price: £52.41 per carton	20 Metre Roll Terms Category: 26	12 Rolls	



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