

www.armstrong-ceilings.co.uk
www.armstrong-ceilings.ie



United Kingdom • Republic of Ireland
Armstrong World Industries Ltd.
Building Products Division
Armstrong House
38 Market Square, Uxbridge UB8 1NG
0800 371 849 (UK) • 1800 409 002 (RoI)
Fax: +44 (0) 1895 274287



CEILING

SOLUTIONS

Between us, ideas become reality®



Armstrong Supply Chain

A Partnership for Comprehensive & Efficient Sustainable Solutions.



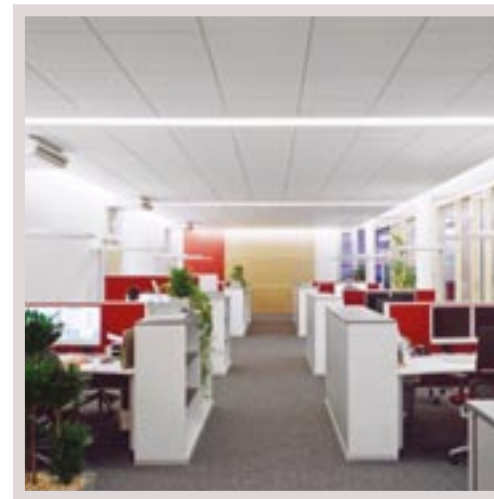
Agency: MK&SR Copyright: Nike Bourgeois, Miguel de Guzmán, Sandro Lendler, Simon Miles, Beppe Paso, Gigori Rassinier, Francisco Uruti / Gettyimages, Joao Morgado, Jupiter.fr

Of course, being able to choose from a huge range of attractive, high-quality solutions is a good start. But you need much more than that.

In your competitive business world, you expect full reassurance that our products will be available when you need them. You want to know that they'll get to your site quickly and efficiently. You also want to make sure you're buying from a responsible supplier who respects environmental sustainability every step of the way.

If you won't compromise on reliability, then the Armstrong Supply Chain is made for you.

The Armstrong Supply Chain Team



THE PRODUCTS YOU WANT, WHEN YOU WANT THEM!

HIGH AVAILABILITY. HIGH STANDARDS.

Strategically positioned throughout Europe, Armstrong's robust network of manufacturing plants ensures our extensive range of products is always readily available to you. Our Team Valley Gateshead plants produce both ceiling tiles and suspension systems, while our Stafford plant specialises in metal ceiling tiles. Six additional plants are spread across Europe, working hard to manufacture the widest product portfolio in the industry.

Going far beyond efficient manufacturing, these plants have achieved the highest standards in terms of quality, safety and environmental responsibility.

For example, each of our European tile-manufacturing plants has earned **ISO 14001:2004** accreditation for its environmental management system, as well as **ISO 9001:2008** accreditation for quality assurance – a solid testimony to our commitment to excellence and consistency.

By implementing an **ISO 18001-compliant** Occupational Health and Safety Management system at our sites, we've also earned **OHSAS 18001:2007** accreditation. And we are currently members of the **British Safety Council**.

What's more, the products produced at our Team Valley Gateshead plants have achieved a performance, which means they outperform generic suspended-ceiling tiles in terms of eco-friendliness.

A PRODUCT RANGE THAT COVERS IT ALL

Whatever your suspended ceiling requirements, Armstrong offers a perfect fit. We'll always help you find the right mix of shapes and colours, combining diverse materials, such as mineral and metal, wood tiles and canopy panels. All our products are CE marked in accordance with EN13964, the current European standard for suspended ceilings.

Choose from a wide array of ceiling solutions that are quick and easy to install, and suitable for installation with open ceilings and existing wall-to-wall ceilings. Enjoy total peace of mind thanks to our product warranties which range from **15 years to lifetime**, contact Internal Technical Sales for further information.

CLOSE TO YOU AND QUICK TO DELIVER!

We'll never have to keep you waiting. Our products are stocked throughout the UK via a highly efficient distribution network that boasts more than 80 locations. To ensure the most efficient logistics service and an optimal supply-chain process, we've teamed up with select distribution partners to develop **Service 2010**.

Offering you ultra-flexible delivery options tailored to your specific needs, this special service ranges from next-day, timed and full-truck delivery to a convenient pallet-collection service. Better still, around 70% of our product range (by volume) is covered by this service, and up to 93% is available for one-week delivery.



A POWERFUL PROJECT TRACKING SYSTEM

To make sure you're never left in the dark, we provide you with regular communication through a very effective and reliable project-tracking tool.

Updated regularly by both parties – Armstrong as well as the lead contractor – it gives you a crystal-clear, ongoing picture of your project's status. More importantly, it allows our internal project coordinator to track progress thoroughly to make sure all products and supplies get to you efficiently and on time.

PROJECT TRACKING SYSTEM

OUR TEAMS AND SERVICES ARE HARD AT WORK FOR YOU

SALES FORCE AND INTERNAL TECHNICAL SALES (ITS)

Our external sales force comprises more than **20 highly trained experts** to provide you with reliable and effective technical support. If needed, we'll get you on-site assistance within 24 hours of your call, and when you've got questions, we've got answers! Our Internal Technical Sales team have the product knowledge and technical ability to handle all your queries effectively. Wherever you're based, ITS is just a phone call away.

Free-phone us on:

UK 0800 371 849
IE 1800 409 002

FREEPHONE

ARCHITECTURAL SPECIALTIES (AS) TEAM

No project is too big or complex for **Armstrong's Architectural Specialties**. Whatever you need assistance with – from custom panel sizes and shapes to brand-new solutions – our AS team is there to help, and they can manage your project from start to finish! Please contact us: **01785 221628**.

IMPORTANT PARTNERSHIPS

Nurturing strategic partnerships is a valuable way to offer customers the highest level of quality. Through our **Omega programme** we're able to extend key benefits to our contractor partners. Through **TECH ZONE**, we're able to join forces with the **leaders in technical construction** to offer a complete solution.



THE OMEGA PROGRAMME

In order to successfully develop our relationship with specialist ceiling contractors, we've created the **Armstrong Omega Approved Contractor Programme**. Its objective is to share a mutual commitment to the highest levels of performance and service by adhering to key requirements.

To be a part of this programme, each contractor must:

- Be specialised in suspended-ceiling installation for at least 3 years
- Install Armstrong products in accordance with their fixing instructions
- Submit projects in progress for site assessment of workmanship on a regular basis
- Comply with current industry standards
- Demonstrate a firm commitment to health and safety standards
- Maintain a registered business and premises
- Hold an up-to-date public and employers' liability-insurance policy
- Must maintain correct tax status according to current legislation
- Have a current Construction Skills certificate where appropriate and be committed to training
- Keep a close working relationship with local Armstrong technical sales team
- Maintain a comprehensive product and technical library of Armstrong products

To ensure that the OMEGA programme remains relevant to the industry, OMEGA contractors are expected to participate actively in events such as regional forums, quality audits and questionnaires.

OMEGA status is awarded for one year and reviewed at the end of each period to confirm the contractor's compliance with criteria.

For a complete list of OMEGA companies, or a list of those relevant to your specific project please call us on:

UK 0800 371 849 • IE 1800 409 002

FREEPHONE

Specialised Omega Network

Omega
by **Armstrong**

Omega
green
by **Armstrong**

NOT JUST SLOGANS – SERIOUS ENVIRONMENTAL INITIATIVES!

POSITIONED TO MAKE A REAL DIFFERENCE

Armstrong has long recognised that research and production technology can play a major role in protecting the environment. That's why we're constantly leveraging our products and processes to significantly reduce risks and protect nature. Today, we're the only UK ceiling manufacturer with a BRE 'Ecopoint' profile and the 0.10 ecopoint score attained to the latest 2008 methodology compares favourably to our previous 2004 ecopoint score which then achieved a Green Guide to Specification 'A' rating.

SIMPLIFYING RECYCLING FOR YOU

As recycling is a major component of our environmental strategy, we've implemented two key initiatives:

1 End-Of-Life (EOL) Recycling Programme

No matter where you are in the UK, if you've got a refurbishment or strip-out project of 2000 m² or more, Armstrong will come and pick up their used ceiling tiles for free, whenever it's environmentally and economically viable to do so. The tiles are 100% recycled and processed into new ones.

2 Off-Cut Recycling (OCR) Programme

Successful trials of off-cut recycling have been carried out enabling us to offer this service to sites that meet the criteria. All off-cuts are recycled into new ceiling tiles, full details available on request.



Armstrong's End-of-Life Recycling Programme in 3 simple steps

1 Contact your Armstrong contact or our recycling help line, and provide:

- Your project's name and location
- Estimated waste (in m²) to be removed
- Identification or description of tiles
- Date ceiling tiles must to be removed
- Appropriate site contact details

2 We will inspect the site and confirm if it's accepted

- Material inspected by Armstrong
- Signing of recycling-requirements agreement (as detailed above)

3 We will schedule a collection date with the site contact

If steps 1 and 2 are completed successfully, we'll need a minimum of 48-hours notice in order to arrange the best transport details with minimal environmental impact. Armstrong will coordinate with the site contact and make the appropriate transport arrangements

More information on our websites:

@ www.armstrong-ceilings.co.uk
www.armstrong-ceilings.ie

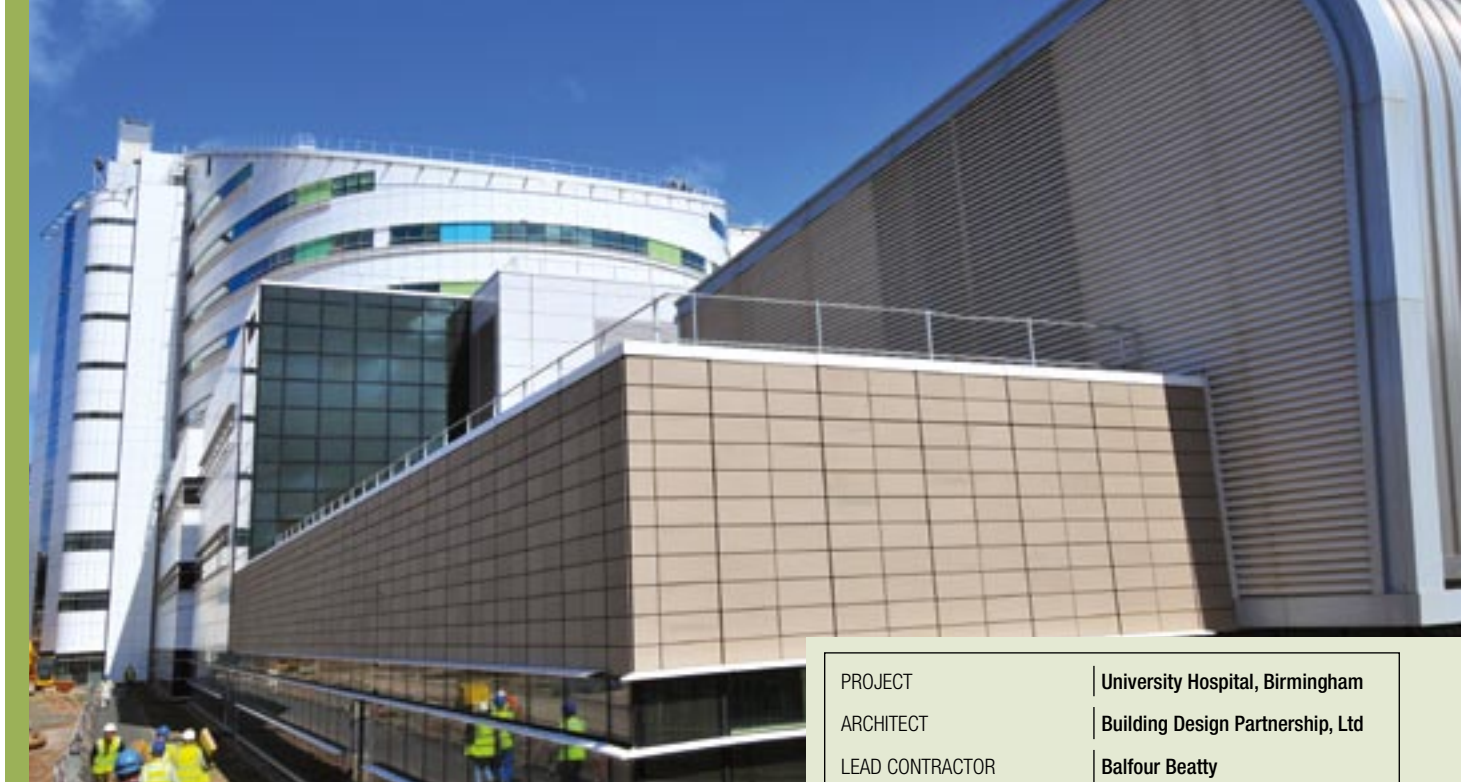


ARMSTRONG WINS AWARD FOR “OUTSTANDING LEADERSHIP”

Armstrong's state-of-the-art Team Valley production facility in Gateshead, England, recently made an impressive showing at the Sustain Magazine Awards, which recognises performance and achievement in terms of sustainable-manufacturing initiatives. Amongst stiff competition with various prestigious brands, Armstrong came out on top and stunned the judges, who went on to say that 'the winner demonstrates outstanding leadership within its sector in tackling end-of-life issues.' The award was received by Michelle Nicholl, sales & marketing support manager for the UK and Ireland, and Rob Gardiner, technical sales manager for the UK, Ireland, AME and Turkey, in front of more than 450 architects, developers, engineers and consultants at Chelsea Football Club.

We received the award on the first day of the hugely popular Ecobuild, which is the world's biggest event for sustainable design, construction and the built environment. This year's event attracted more than 50,000 delegates. Following last year's debut, during which we showcased our End-of-Life Recycling Programme, this year's focus was on our Off-Cut Recycling (OCR) initiative, which involves collecting off-cut tiles from new installations and storing them on site, to be used for new tiles. A great testimony to the success of our OCR initiative has been the recently completed Queen Elizabeth Hospital in Birmingham, U.K. To date we have saved 40,000 kg of landfill and create new tiles to be used at the same site. This was a key factor for us in winning this year's award.

Michelle Nicholl,
SALES & MARKETING SUPPORT MANAGER, ABP Europe & AME



PROJECT	University Hospital, Birmingham
ARCHITECT	Building Design Partnership, Ltd
LEAD CONTRACTOR	Balfour Beatty
OMEGA CEILING CONTRACTOR	Titan Ceilings, Ltd
CEILING COVERAGE	120,000 m²
ARMSTRONG SOLUTIONS	Bioguard Plain, Bioguard Acoustic



CASE STUDY MAKING EVERY INCH COUNT!

SEVERAL PARTNERS WITH A PLAN

The University Hospital Birmingham was a major project, covering 120,000 m² of ceiling and £582 million in cost, created to provide acute and adult-psychiatric facilities for the University Hospital Birmingham NHS Foundation Trust. It was the result of the environmental ambitions of several partners, including Balfour Beatty, Building Design Partnership, Armstrong World Industries and Titan Ceilings.

AN AMBITIOUS CHALLENGE

The mission was to create an innovative, **ultra-sustainable recycling solution directly on site**. When installing a new ceiling, the hospital wanted to be able to collect all the off-cuts, recycle them into new tiles, then reuse these tiles within the same establishment – a truly integrated 'green machine'! A key requirement would also be acoustic and anti-microbial performance solutions.

A 'CUTTING-EDGE' SOLUTION

Armstrong implemented an **Off-Cut Recycling System**, which grabs up all the waste before it can even hit the floor. Balfour Beatty and Titan Ceilings backed the project with their full support, guaranteeing its environmental success. And Armstrong Bioguard Plain and Acoustic tiles provided the acoustic, anti-microbial, ISO 5 clean-room performance the hospital required.