

Garland • Solutions



Partners for the Life of Your Building®



# COMMITMENT



*“ Our people-first philosophy begins with the customer... listening to their concerns, and then analysing how best to resolve them. ”*

Al Orlacchio,  
Garland employee-owner since 1996



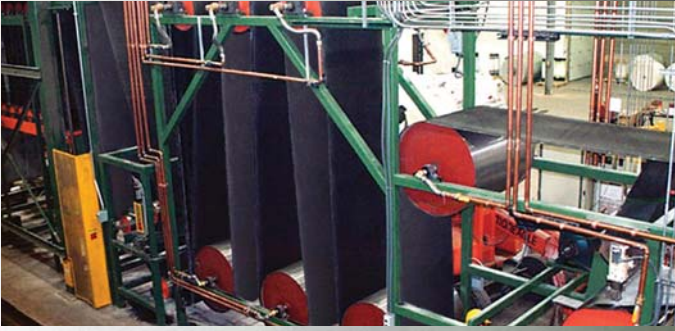
The Garland Company, Inc. has been manufacturing and distributing high-performance materials and providing expert services to extend the working life of commercial buildings since 1895. The technologies we develop and manufacture... the materials we purchase... the processes we use... the delivery methods we offer... and the services we provide - are driven by a simple philosophy:

***listen to what today's customers need, anticipate what tomorrow's customers will want.***

The Garland organization delivers on what we promise through locally based Technical Managers, positioned throughout the United Kingdom, United States and Canada. As the face of Garland, they deliver more than materials; they deliver the knowledge you need to analyse problems and resolve them, and the hands-on support required to maximise return on your capital investment.

As a subsidiary of Garland Industries, Inc., we hold a clearly defined set of core values which, when seamlessly integrated with the capabilities we provide, distinguish us from our competitors in the commercial, industrial, and Local Authority markets we serve.

- A people-first philosophy that treats our partners within and outside the company with respect
- An independent and entrepreneurial spirit that empowers employees to guarantee customer success
- A culture that rewards creativity and the drive to be the best
- A standard of personal and professional integrity that honours every commitment
- The willingness to take risks and to adapt to the ever-changing demands of the customers we serve



*“ Quality is about  
teamwork and commitment.  
In the manufacturing  
process and in the field,  
we have the same goal:  
making every customer  
a happy customer. ”*

Mike Huber,  
Garland employee-owner since 1996

Garland offers product solutions to meet the performance specification requirements of a full spectrum of commercial roofing projects, including but not limited to:

- BBA (UK)
- ASTM
- CGSB (Canada)
- Cool Roof Rating Council®
- ENERGY STAR®
- FM®
- ISO 9001:2000
- LEED®
- Miami Dade
- TAS
- Title 24, Part 6
- UL®
- Warnock Hersey<sup>CM</sup>



## TECHNOLOGY

From the simplest project to the most complex, we deliver seamlessly integrated turn-key solutions with single-source accountability. And when you partner with Garland, you can be sure that the specific functional, aesthetic, scheduling, and budgetary requirements of your projects will drive the materials, services, and delivery methods recommended.

The reason is simple:

***when it comes to building envelope solutions, there is very little we can't do.***

Garland was the first roofing material manufacturer to achieve ISO 9002 certification. Today, we maintain ISO 9001:2000 certification for every aspect of our research, development, manufacturing, and support operations. Over the years, we have become more vertically integrated to ensure continuity of performance and delivery. Since we assume full accountability for the solutions we deliver, we apply similarly rigorous standards of quality control and availability to our material suppliers. We also offer a wider variety of delivery methods, including comprehensive design & build services.

*“ There is a garland process, as well as a Garland philosophy - and it works ”*

Sean Mulligan,  
Garland employee-owner since 1994

## PROCESS



The Garland business model starts with a clearly defined method for ensuring customer success, then empowers each individual team member in the field and at head office to take ownership of whatever customer challenge he or she encounters. The result is an integrated combination of rational thinking and creative invention designed to anticipate and exceed customer requirements: ***dedicating mind, heart, and muscle to achieving your objectives.***

By offering an integrated suite of products and services directly to business owners and their architectural and managerial partners, Garland reduces liability concerns and ensures performance-based outcomes.



Garland employee-owners in the field are trained to use this **10-step process** to identify building envelope concerns and successfully resolve them.

1. Visual inspection and survey
2. Subsequent analytical testing, such as an infrared moisture scan, core analysis, or laboratory evaluation, as indicated
3. Detailed electronic documentation to help you track and manage building envelope assets
4. Comprehensive written assessments comparing solutions and offering recommendations
5. Assistance preparing construction documents, including comprehensive engineering services, customised details, and specifications
6. Recommendation of pre-approved Garland authorised contractors
7. Project management services to facilitate project scheduling, budgeting, and logistics
8. Installation monitoring to ensure that Garland materials are installed as specified
9. Long-term single-source guarantee of watertight performance
10. Preventive maintenance programs to keep your building envelope in top condition



RELATIONSHIP

*“ When your future is dependent upon your customer’s success,  
you do the right thing ”*

Bill Pancoast,  
Garland employee-owner since 1988

Whether a customer is experiencing roof-related leaks, owns a single manufacturing facility in the UK that requires a flooring upgrade, or is managing multiple facilities across the world requiring extensive asset management support — the Garland process is the same. As employee owners, we understand the value of long-term sustainability over short-term profit. ***We believe that due diligence fosters long-term relationships, and long-term relationships foster success.***

The customer sits at the top of Garland’s organisational chart. Our Area Technical Managers, most directly responsible for achieving customer objectives, are second. Everyone else, down to the company president, is dedicated to cementing the relationship between the top two tiers. Our people are accessible and responsive. Service is our best product.

Garland’s relationship-building services are customised to fit specific customer requirements.

- AIA Provider #J355
- Design-Build Services
- Preventive Maintenance Programs
- Engineering Services
- GSA Contract #GS-07F-0130K
- Leasing and other Financing Services
- Partnership Pledge
- Roof Asset Management Program (RAMP®)

*“ At Garland, we’re all  
empowered to do what it  
takes to get the job done.  
Titles don’t matter here.  
Performance matters ”*

Scott Craft,  
Garland employee-owner since 1990

## RESULTS



Because Garland is 100 percent employee owned, the long-term success of each and every one of us is directly dependent on our ability to make every customer successful. The Garland philosophy encourages partnering across departments, with other Garland Industries subsidiaries, and with our family of trusted suppliers, to ensure that every customer interaction is a win-win proposition. ***We understand that the success of our customers is the best assurance of our own.***

If you are looking for leak-proof performance and the best life-cycle return on your building envelope investment, we welcome the opportunity to get to know you better. Your local Garland representative can provide you with detailed information on successful Garland customers in your region whose needs are similar to your own.



***“ Products, services, delivery methods - these things will continue to evolve, as they should, to meet the ever-changing needs of the customers we serve. But the personality of our company, the attitude of our employees, will remain consistent - extra effort, extraordinary service, and integrity at every level; - this is The Garland Company ”***

A handwritten signature in blue ink, appearing to read 'Dave Sokol'.

Dave Sokol,  
Garland employee-owner since 1990

# Over 100 Years of The Garland Company, Inc.

Founded by J.B. Wise in 1895, as a supplier of refining products, The Garland Company, Inc. has evolved from a local manufacturer and distributor of oils, greases, and paints to a worldwide leader in manufacturing high-performance roofing and building maintenance systems for the commercial and institutional markets. We've prevailed by remaining dedicated to our customers, continually developing innovative solutions to meet the ever-changing needs of a demanding market.

Today, the Garland network of employee-owner representatives is servicing customers around the world with the same vision, enterprise, and integrity demonstrated by J.B. Wise back in 1895. Dedicated Technical Managers remain the driving force of our success by serving the customer with an unwavering commitment to quality and a single-minded responsiveness to individual requirements. Strategically located throughout the United Kingdom, United States and Canada, Garland Technical Managers are ideally positioned to provide responsible, integrated facility management for single or multiple properties.

- High-performance modified built-up roofing systems, including Green Roof solutions
- Architectural and structural standing seam metal roof systems
- Sustainable roofing solutions, such as vegetative and photovoltaic systems
- Metal wall panels
- Fluid-applied polyurethane and acrylic systems
- Maintenance and restoration products for bituminous, metal, and single-ply roof systems
- Flooring repair and restoration solutions
- Computerised roof-asset management services (RAMP)
- Engineering services, including shop drawings
- Design-build construction management
- Financing options
- Preventive-maintenance programs

The Garland Company UK Limited  
Glevum Works,  
Upton Street,  
Gloucester  
GL1 4LA

Tel: 01452 330 646  
Fax: 01452 330 657  
Nat. Tel: 0800 3285560  
Email: [info@garlandukltd.co.uk](mailto:info@garlandukltd.co.uk)  
Web: [www.garlandukltd.co.uk](http://www.garlandukltd.co.uk)

The Garland Company, Inc.  
3800 East 91st Street,  
Cleveland,  
OH 44105

Tel: 001 216-641-7500  
Fax: 001 216 641 0633  
Web: [www.garlandco.com](http://www.garlandco.com)

Garland Canada, Inc.  
1290 Martin Grove Road,  
Toronto, Ontario,  
Canada, M9W 4X3

Tel: 001 416 747 7995  
Fax: 001 416 747 1980  
Web: [www.garlandco.com](http://www.garlandco.com)

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