



Customer Care and Innovation since 1895



since 1895



The Garland Company is a business steeped in the history and traditions of a worldwide waterproofing industry. Customer care is a phrase used repeatedly throughout this profile. This is no coincidence as it continually defines the philosophy and strategy of the Garland Company in the UK and internationally.

## The Garland Company



Founded by J.B. Wise in 1895, as a supplier of refining products, The Garland Company has developed from a local manufacturer and distributor of oils, greases and paints into one of the industry's worldwide leaders of high performance roofing and building maintenance systems, specialising in the architectural, local authority, commercial and industrial markets.

By listening and remaining dedicated to its customers needs, The Garland Company has succeeded by providing innovative solutions in a demanding and ever changing market. Its range of membranes, standing seam systems, liquid coatings, and flooring solutions have gained worldwide recognition for their quality and longevity.

The Garland Company has completed many projects throughout the UK. From industrial complexes, through local authority educational and social housing contracts and commercial buildings.

Whatever the need, The Garland Company has provided the solution.

Garlands network of Regional Technical Managers backed up by an in-house design team based in Gloucester are servicing clients throughout the UK with the same vision, enterprise and integrity demonstrated by J.B. Wise back in 1895. Technical expertise and second to none customer care remains the driving force behind a strategy of serving clients with an unwavering commitment to quality and a single-minded responsiveness to individual requirements.

A presence in three centuries of waterproofing development makes The Garland Company a natural choice of business partner for UK specifiers and contractors alike.



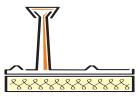
*The Garland Company offers a truly nationwide service. To talk to your nearest Regional Technical Manager or to find out more information please contact us on*

Telephone: 01452 330646 or 0800 3285560  
Fax: 01452 330657  
Email: [info@garlandukltd.co.uk](mailto:info@garlandukltd.co.uk)

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

# Products and Services

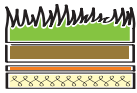
Garland recognise their customers needs. Protecting your building by providing long term solutions to even the most complex problems is our primary interest. Time tested systems provide optimum protection for your property and its interior. We are able to provide the customer the solutions best suited to their particular needs and below are the product ranges currently on offer to UK specifying customers. A separate product portfolio is available for each product/system.



## Metal Roofing

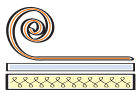
The Garland R-Mer family of standing seam roofing solutions

encompasses structural, architectural, and accessory systems to meet a wide variety of aesthetic and application requirements, including attractive curved and tapered designs. Our extensive design and manufacturing experience with new roofing and retrofit applications enables Garland to guarantee watertight performance on select standing seam systems for many decades.



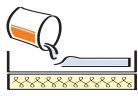
## Green Roofing

Garland has been expanding the aesthetic, functional, and ecological possibilities of commercial roofing for over a century. Garland's "Green Shield" system is unique as it incorporates all the necessary components in one application, dramatically reducing installation costs while still providing long term sustainable design and unmatched waterproofing performance, not only protecting your building asset but also taking care of our environment.



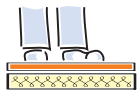
## Roofing Membranes

The Garland family of Modified bitumen roofing systems includes products to meet a wide range of installation, cost and performance requirements. Your Garland representative can help you choose the best solution for your application, to perform longer than competitive products whose specifications meet, rather than exceed, industry requirements.



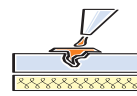
## Cold Applied Liquid Coatings

We realise that not all buildings and situations allow us to use hot applied or multi layer systems. Garlands range of liquid applied coatings offer seamless solutions to the most varied substrates, including the restoration of aging single ply membranes through to encapsulating Asbestos panels. The use of cutting edge urethane technology and Kevlar reinforced rubberised liquid coatings, allows us to solve the most complex problems whilst still being able to offer long-term warranties.



## Flooring

Garlands total system flooring solutions do far more than improve the surface appearance of your floors. Garlands integrated system solutions provide lasting protection and support that maximize the productive work life of industrial, high tech, institutional, and commercial facilities. We can help you select the right combination of unique products and services to meet your specific performance requirements. No project is too big or too small for Garlands proven solutions. Whether you need a high performance coating, a pothole repair or complete resurfacing The Garland Company can provide long term solutions to meet your needs.



## Maintenance Products

When maintenance is neglected, the financial consequences can be significant. At Garland we encourage our customers to implement a pro-active rather than re-active approach to their roofing. A huge range of easy to use and highly effective maintenance products have been specifically designed to extend the serviceable life of your roof.



## Reporting and Architectural Services

The Garland Company extends the life of your buildings by developing and supporting a comprehensive database of your roof management information. You will have the knowledge you need at your fingertips, to make sound management decisions that will increase the value of your properties. Uniform information for every roof that you manage are made available to you in whatever format you prefer, further more we can post your information on a secure internet site for real time sharing with employees and associates in multiple locations.

Garland offers educational programs through the CPD certification program and or, one on one instruction. In addition to providing learning units our goal is to empower the design professional with the latest information on commercial roofing products, methods and specifications.



Whilst working with Garland, you can count on the most effective and efficient use of your financial budget as well as the highest quality in service and products. By using the complimentary services available every Garland customer is promised quality, satisfaction, and the best resolution to ensure the longevity of your roof, building envelope and interior.

## Technical Services



In order to fully understand your project, your Garland Regional Technical Manager will thoroughly inspect your existing roof. Examining the construction and condition of the insitu system as well as identifying any associated construction problems. Visual inspection may not be enough to determine the best solution for your roof. Additional tests such as infrared moisture detection and/or core samples may be necessary.

Equally at home in new-build or refurbishment situations, your Garland representative can help you better manage your investment by providing you with reports, photographs and drawings in our customized web access program RAMP® (Roof Asset Management Program). These services are available on a one off project basis or as an annual service to update the condition of your complete roofing portfolio.

Not all roofs are the same. Therefore based on both visual and analytical evaluation, we will provide you with customised recommendations for your project, including budgets.

These recommendations might involve; specifications to repair and/or refurbish selected areas, the requirements for preventative maintenance or when necessary, total replacement specifications. Working alongside you, we will ensure that your project specification contains all the appropriate information to meet all relevant codes and practises before going out to tender.

Information pertaining to our approved contractor network is on the facing page but after selecting your contractor, we will regularly provide quality control inspections and written progress reports for both you and the contractor.

On completion of the project, your Garland Regional Technical Manager will inspect the roof with you and examine all the details ensuring that the project has been carried out to your satisfaction and meets the strict criteria of Garlands subsequent guarantee.



# Garland Approved Contractors



In the knowledge that the correct installation of systems is a critical step in ensuring long term performance, Garland will only recommend contracting companies whose attitudes towards site performance and customer care are in line with the same high principles as their own.



Your Garland Regional Technical Manager will monitor the performance of the contractor over the course of the project and ensure that all works are being carried out, in line with the specification, to codes of practise and that they also meet all aesthetic considerations.



Following the design work in partnership with your Garland Regional Technical Manager you will be ready to go out to tender or place an order with a contractor to carry out the required works.



On completion of the works your Garland Regional Technical Manager will thoroughly inspect the project and ensure that the contractor has met all the considerations laid down in the original specification and that all works are completed to the full satisfaction of The Garland Company and the specifying client.



The quality of your planning and specification demands the services of a like minded contracting organisation. You can rest assured that The Garland Company will provide you with a list of approved partnered companies who have met the criteria set down in our stringent approval process.

The workmanship of our approved contractor network is approved and guaranteed against failure under the terms and conditions of the subsequent Garland warranty.



We insist on, competent pricing, proficient site practice and effective contract management. We strive via a training programme to partner with company's who will purvey only the highest standards of workmanship at this critical stage of your project.





All Garland hi-performance roofing systems come with the commitment of a long term warranty so your building stays dry and leak free. Garland stand behind that commitment, knowing that each application comprises a uniquely engineered roofing system that was installed by a highly proficient Garland approved installer team.

## A Guarantee of Excellence



With The Garland Company's total commitment to providing, innovative products technical design and workmanship to the highest standard it is natural that all systems and applications are backed up by long standing, credible guarantees.

Depending upon product and criteria, warranties of up to a thirty year duration are available to the UK specifier. Your Garland Regional Technical Manager will discuss your guarantee requirements and provide a proposal based on system choice and duration available. Full details of guarantees and criteria are available on request.

There are many instances when a variety of systems are specified for one particular project; as full service manufacturers we are therefore able to offer single source liability, taking the headache and worry out of tracking warranties and who is responsible for which roof. One phone call to your Garland Technical representative will take care of everything. It doesn't matter if it's a metal system, a built up roofing system or a liquid applied system we take responsibility and liability for them all.

Customers can take comfort from the guarantee being issued following stringent inspections that ensure all criteria have been met.

Garland are confident that owing to the provision of a complete roofing service that is second to none in the UK roofing industry your guarantee certificate will stay in the project file for the duration of the roofs long and unblemished life. It is reassuring however to know that a warranty of integrity is in place should it be required.

Along with Garland long term guarantees specifying customers can take comfort from the existence of British Board of Agreement (BBA) accreditation and the FM approval certification for certain products in the Garland range of systems.

Garland's commitment to the testing of its products and their subsequent accreditation is the final piece in their UK customer care jigsaw.



# Garland Projects

The Garland Company would like to thank its customers both past and present for putting their trust in its services both in the UK and worldwide. Below are some short case studies of projects undertaken in the UK over the past twelve months and also a selection from our worldwide portfolio of specifying clientele.



## Description

It took 18 men over 5 months to complete the Roof replacement project at the Cummins Engine Company's main production plant in Darlington County Durham. The preferred contractor was Lenatas Consultancy, based in Keighley, West Yorkshire.

Project: Roof replacement Main  
Factory roof approx  
22,000m<sup>2</sup>

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Product: StressPly E  
Roof area: StressPly E  
Surface: Gravel

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Client: Cummins Engines  
Company  
Darlington, Co Durham

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The Cummins Engine Company use a Garland StressPly E specification world wide, which allows this engineering Giant to have complete confidence that whatever roofing work is undertaken on any of their facilities they know that Garland's Regional Technical Managers will offer complete technical support and quality control to ensure the long term success of each project.



## Description

With over 68,000 m<sup>2</sup> of Asbestos roofing covering the main production plant, some dating back to the 1930's Dupont UK were looking for a solution to not only make their building watertight but to be installed with the minimum amount of internal disruption.

Project: Rmer span / Rmer loc  
Over Clad Dupont  
Gloucester

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Product: Rmer span / Rmer loc  
Standing Seam

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Client: Dupont UK LTD  
Brockworth  
Gloucester

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Following the strictest Health and Safety guidelines and by using Garland's Dustless installation equipment, we installed a combined system of two high performance standing seam metal roofs.

The preferred contractor on this project was Hi Dri roofing systems, who performed admirably in this complicated and sensitive project.

Not only were Dupont impressed with the actual Rmer span and Rmer loc systems but more so the cost savings past on by using the Dustless Equipment. Rmer span and Rmer loc roof systems have been used throughout the world including continuous panels in excess of 50m long in Mexico and the harsh environments in Northern Ontario Canada.

## More customers of the Garland Company

Trelleborg, Dupont UK LTD, Burtons Biscuits, Allied Bakeries, Myson Radiators, Twyford's Bathrooms, Areva, British bakeries, United Biscuits, Trebor Schweps, Cadbury, Lever Faberge, The United States Air Force, Walt Disney World, Coca Cola, Nestle, Quaker, Pepsico Foods of Canada, Alcan Aluminium, AMC Theatres (Cinema Group), Colgate-Palmolive, Ingersoll Rand, Kraft General Foods, Proctor and Gamble Corporation, Mount Sinai Hospital, Shell Oil Company, Siemens Energy Systems, Seagate Technology, Lockheed Martin, Pepsi-Cola Corporation.





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Garland Company UK Limited  
Mercia Road  
Gloucester  
GL1 2SQ

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