



We've got you covered

*Designed with precision,
built with passion*



SAINT-GOBAIN

Pasquill's Corporate Social Responsibility (CSR) Policy is built around four commitments:

Inventing
sustainable solutions

Limiting
our environmental impacts

Encouraging
employee's professional growth

Supporting
local community development

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Welcome

Engineered timber solutions are what we're all about.

Pasquill is one of the largest supplier of trussed rafters in the UK, with an unrivalled national network of design and manufacturing sites providing nationwide coverage with local knowledge and service.

We specialise in the supply of timber engineering products to different sectors of the construction industry in the United Kingdom.

You might know us for our reputation for high quality manufacture of Trussed Rafters, Posi-Joist™ or Spandrel Panels. However, Pasquill reach beyond the boundaries of a purely product-based approach, putting our customers' needs firmly at the forefront of our development and plans for the future.

Commercial projects and involving the larger or more complex roofs can be designed and supplied; ensuring a smooth transition from Pasquill to the client.

We play a leading role in the industry's representative body, the Trussed Rafter Association (TRA) and carry full Professional Indemnity Insurance, giving our customers complete peace of mind.

With a larger pool of knowledge, design and production expertise than any of our competitors, the benefits of working with us are clear.

We can utilise our national production resource to help customers meet tight demand schedules. In addition, we have specialist teams dedicated to servicing the unique needs of every customer, including those with multiple build sites across the UK.



Ross Baxter
Managing Director - Off Site Solutions

Who we are

Pasquill manufacture timber engineered products, with our portfolio including Trussed Rafters, Spandrel Panels, Posi-Joists™, Glulam Beams and Roof/Floor Cassettes.

We pride ourselves in offering a local, bespoke design service whilst providing our customers access to our extensive network of manufacturing plants, meaning that no site location is out of reach within the Great Britain.

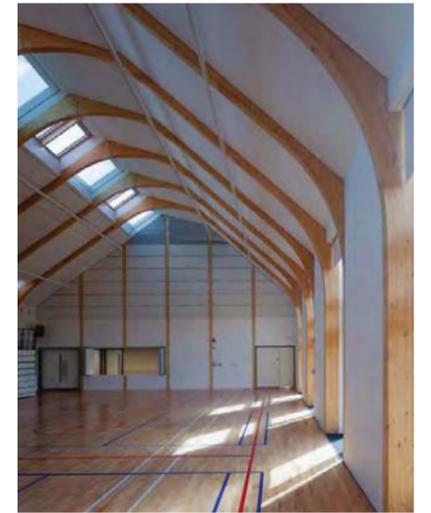
Our current branch network is shown on the map to the right, and we are continually looking to increase capacities within this network to offer maximum flexibility and product availability to our customers.

At Pasquill, we are not just product-based; we aspire to exceed customer requirements through design, production and after sales care.

We proactively engage with experts and stakeholders to develop detailed approaches to industry wide issues, such as delivering a sustainable built environment and the circular economy strategy.



SAINT-GOBAIN



The Saint-Gobain Group is the world leader in the habitat and construction markets, committed to creating great living places and improving daily life.

As part of Saint-Gobain, Pasquill benefits from being part of a global group of companies with a strong commitment to providing innovative solutions to meet the growing demand for energy efficiency and environmental protection.

Saint-Gobain Building Distribution comprises of around 1100 retail sites in the UK and Ireland, spanning an unparalleled breadth of general and specialist builders' merchants and distributors, ensuring that you gain from an expert network that spans across the sector.

Saint-Gobain has been certified Top Employer Europe and Top Employer Global – only one in 10 companies worldwide to receive this certification.

Saint-Gobain has developed a unique building concept that is a reference for how to create buildings that are efficient, comfortable and have a positive impact on our health and wellbeing and Pasquill are proud to be part of it.

Adherence to the Principles of Conduct and Action is an absolute requirement for belonging to the Saint-Gobain Group:-

4 Principles of Action

- **Respect for the law**
- **Caring for the environment**
- **Worker health and safety**
- **Employee rights**

5 Principles of Conduct

- **Professional commitment**
- **Respect for others**
- **Integrity**
- **Loyalty**
- **Solidarity**



Invent Sustainable Buildings

We encourage sustainable construction and developing innovative solutions for new and renovated buildings that are energy efficient, comfortable, healthy and aesthetically superior, while at the same time protecting natural resources.



Timber

For millennia, timber has been prized as a renewable, recyclable natural resource that is beautiful, versatile and strong. Timber acts as a carbon store, giving it an important role to play in reducing carbon emissions.

At Pasquill we made the decision long ago to help protect the forests of the world and purchase only timber produced from sustainable forests, externally certified to either FSC® or PEFC™.



Engineered Timber Solutions

Trussed Rafter are the most widely used form of framing in the UK for roofs.

Pasquill offer a national design, manufacture and delivery service for our Trussed Rafters. The components are manufactured using high quality PEFC™ certified TR26 grade timber joined together with MiTek steel connector plates and can be delivered to site with all associated Ancillary products.

When delivered to site the Trussed Rafters are lifted into place and usually spaced at 600mm centres. They are held rigid and upright with the use of stability bracing which is fully designed in accordance with EC5 guidelines and regulations. All necessary installation information will be detailed on a comprehensive layout drawing which will be provided at the same time as the product.



Engineered Timber Solutions

Spandrel Panels are specially designed and factory produced timber framed panels for separating walls that would otherwise have to be constructed throughout in masonry.

Spandrel Panels are bespoke designed, factory produced components used in place of blockwork on gable and partition walls.

Pasquill's Spandrel Panels are manufactured using the same metal connectors used within the production of our Trussed Rafters to ensure that the frame remains intact when lifting and positioning on the building structure. All panels are designed in accordance with EC5 regulations and fully factory clad to meet fire protection/sound insulation guidelines. All panels are fitted with lifting slings to enable safe handling on site.



Engineered Timber Solutions

Glulam timber beams are manufactured from strips of strength-graded European redwood or whitewood, which are bonded together under high pressure using weather-resistant glue.

The weather-resistant glue is used to provide a stronger timber section, which makes them suitable for long spans and high load-bearing applications such as roof and floor beams.

Glulam is an exceptionally strong material used for load-bearing structures, especially where visual appearance is important. This product is an eco-friendly, biodegradable material and has minimal environmental impact when manufactured. It can be recycled following use, uses less energy and generates less atmospheric CO₂ when compared with the manufacture of other building products like steel and concrete.

Fire safety is excellent for Glulam beams as they are slow to char, with the uncharred section of the beam retaining its strength. When subjected to fire, large timber sections have greater resistance to loss of structural integrity than steel.



Engineered Timber Solutions

Cassettes are pre-made panels manufactured in our production units and then delivered to the site for installation.

Off-Site manufacture has gained prominence within the construction industry in recent years as skills become less available on-site and the use of Cassette panels has been seen to improve on-site safety and dramatically speed up the erection process. Lifting straps are built into the cassettes ensuring safe lifting for both transportation and site erection.

We offer both engineered timber Roof and Floor Cassettes in our product range to compliment off-site manufacturing. Our Cassettes are manufactured using either JJI-Joists, Posi-Joists™ or solid timber as appropriate.



Engineered Timber Solutions

The *Posi-Joist*[™] system combines the lightness of timber with the inherent strength of the MiTek Posi-Strut steel web.

This combination allows us to span far greater distances than would be possible with alternative timber products or traditional joists. However, the major benefit is that the unique open web design provides an area in which electrics and plumbing can be installed without the need for drilling once on site.

Once again, components will be delivered to site in bespoke lengths and accompanied by a fully detailed layout drawing.



Engineered Timber Solutions

***JJI-Joists* provide you with joists that out-perform traditional timber joists. Often referred to as “I joists” or “silent floors” as they do not shrink like solid timber, and this reduces creaking floors.**

Our range is supplied by James Jones and are known as JJI-Joists.

Our JJI-Joists are manufactured from FSC[®] sourced timber. JJI-Joists are supplied cut to length, wrapped in floor sets and include a layout drawing and fixing instructions as well as full health and safety information along with details of all components including metalwork.

JJI-Joists are manufactured to precise specifications using kiln-dried C24 softwood flanges bonded to an OSB web.

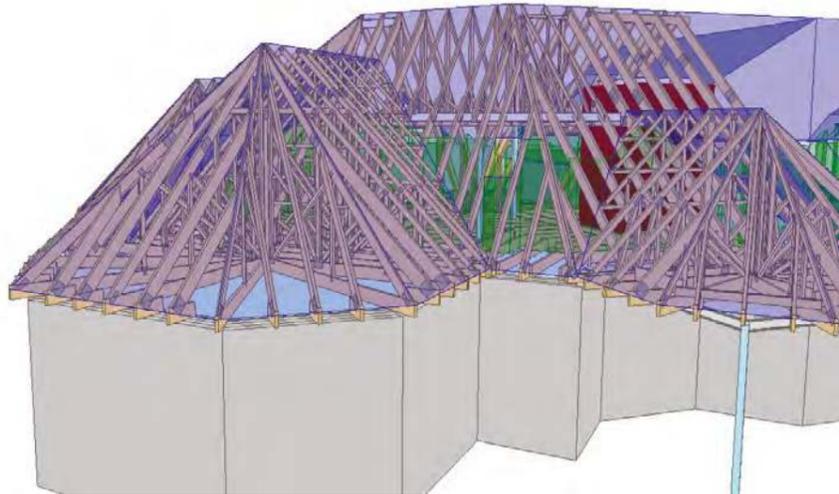


Latest Technology

Pasquill's designers have access to the industry's latest, award-winning design and engineering software. PAMIR combines roof layout, truss engineering and high quality CAD output features, all into one integrated software platform, benefitting the customer with 3D visualisation at no extra charge.

Backed up by a customer support team, that is the largest and the most experienced in the industry comprising of professionals with collectively hundreds of years of experience in supporting Trussed Rafter and Posi-Joist™ manufacturers in our market, Pasquill design and manufacturing teams are ideally placed to ensure you receive an excellent, right-first-time solution with outstanding customer service.

Committed to continual improvement and customer excellence, Pasquill are implementing laser technology at our branches, resulting in increased productivity, quality and accuracy. Pasquill typically work to a plate placement tolerance of 5mm, which is above and beyond the industry standard.



Case Studies

Reigate Primary School

Location: Derby
Client: Innovaré Systems Ltd

Reigate Primary School was rebuilt as part of a £28 million programme covering six schools. Over 800 Posi-Joists™ were manufactured and assembled into cassettes to accommodate 1200sq.m.



Oran na Mara

Location: British Isles - West coast of the Isle of Harris
Client: Paul Honeywell

Pasquill provided design expertise, manufacture and delivery of mono, curved and low profile Roof Trusses for the most glamorous new-build holiday house in the British Isles.



The Skinners' Kent Academy

Location: Tunbridge Wells, Kent
Client: Andrew Geldard and Willmott Dixon

The modern and flexible design of the Academy's redevelopment captures establishment's ambition to provide a 21st century learning environment that reflects and raises the aspirations of the students and the wider community.

The Glulam provided by Pasquill was European Whitewood with one coat of preservative, and all the metalwork and bracing was galvanised mild steel.



Read more about our case studies at www.pasquill.co.uk/recent-projects/

Limit Our Environmental Impacts

Key Highlights

16% Reduction in electricity

This has been achieved through implementing innovative energy solutions such as auto-switch on/off, upgrading compressors and upgrading lighting and light controls.

FSC® and PEFC™ certified timber

Waste

Through proper waste segregation, we now use much of our waste as a resource; rather than going to landfill.

Biodiversity

All our sites have been surveyed, resulting in the removal of harmful invasive plant species such as Japanese Knotweed and also the protection of protected species - Great Crested Newts.

Protecting the environment requires constant commitment and continuous attention. Pasquill's environmental objective mirrors that of Saint-Gobain's – zero environmental accidents and a minimum impact on the environment.



In 2017, our business significantly increased its recycling rate to 94%. This was done by introducing process design changes which reduced the volume of waste and by increasing the number of ways in which timber could be recycled. The business came up with new recycling avenues including turning waste timber into Chipboard for future use, donated to local charities, re-processed into animal bedding and turned into fire kindling.

Associations



Our Environmental Awards

- Emerald Award for Environment 2018
- TJ Environmental Achievement Award 2017
- Saint-Gobain Pride Award Outstanding Environmental Leadership and Impact Award 2016

Environment and Sustainability

When it comes to sustainability, our actions speak louder than words. Our range of engineered timber products offer certified products to give you peace of mind; our engineered products are manufactured and supplied with:

**FSC® or PEFC™ Chain of Custody Certification
BM TRADA's CE Mark on Trussed Rafter**

The timber and timber products that we use all have FSC® or PEFC™ certification. This means it comes from independently verified, legal, well-managed and sustainable forests. We take our commitments to our customers, staff and the environment very seriously and we put in place procedures to ensure we meet our obligations through our certification, accreditations and associations.

The auditors of our Chain of Custody scheme are Exova BM TRADA and the schemes are approved by the UK government and recognised by BRE and all major funding organisations.

Waste

Our policy on waste is simple. Wherever possible, we Reduce, Re-use and Recycle and continuously look to increase our positive impact on the environment. The packaging applied to both our finished products and on raw materials supplied is under constant review and we have been very successful in reducing the waste while ensuring product quality is not compromised. Timber production wastes are either re-used in other production areas or recycled into other timber related products.



Reduce

Re-use

Recycle



Our Accreditations

Being ‘The market leader and reference point for quality engineered timber solutions’ demonstrates Pasquill’s leading role in the industry. It reflects the importance the company places on product quality and conformity for its customers, as does the certification Pasquill has in place:

ISO 14001 Environmental Management

ISO 14001 is an internationally recognised standard and its procedures are integrated into Pasquill’s quality standards.

Since achieving ISO 14001 certification Pasquill has launched a number of initiatives that have had a positive effect on the environment, such as achieving a 95% reduction in waste sent to landfill, reducing CO₂ emissions from our delivery fleet by 20% and only purchasing timber from sustainable sources. All these demonstrate the commitment that Pasquill and Saint-Gobain have to protect the environment in which we live, work and play.

ISO 14001 helps us:

- **Minimise how our operations negatively affect the environment**
- **Ensures that we comply with applicable laws and legislation**
- **Drive Continuous Improvement.**

OHSAS 18001 Occupational Health & Safety Management

OHSAS 18001 is an internationally recognised Occupational Health and Safety management system.

All Pasquill branches are externally certified to the OHSAS 18001 international Occupational Health and Safety standard. This reflects our commitment to improve the Health, wellbeing and safety of not just our employees but also our suppliers, subcontractors and of course our clients.

At Pasquill we are incredibly proud of our health & safety record and have worked on a number of projects through the supply chain to reduce risk and improve health and wellbeing.

ISO 9001 Quality Management

All Pasquill branches are externally certified to the ISO 9001 International Quality Management Standard. This is the foundation of which all our other procedures are built upon, and demonstrates our commitment to deliver not just a quality product but also a quality service from enquiry to invoice.

As part of our supply chain solution we offer our customers the opportunity to agree Key Performance Indicators (KPIs) with us. Doing this means that our performance is monitored on a regular basis and continuous improvement targets are set and met.



ISO 50001 Energy Management Standard

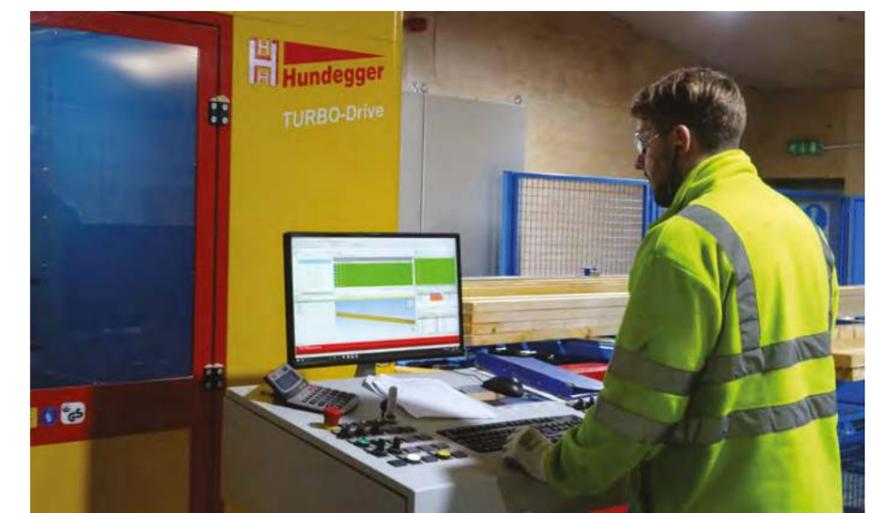
ISO 50001 is based on the management system model of continual improvement. This makes it easier for Pasquill to integrate energy management into our overall efforts to improve quality and environmental management.

ISO 50001 provides a framework of requirements to:

- **Develop a policy for more efficient use of energy**
- **Fix targets and objectives to meet the policy**
- **Use data to better understand and make decisions about energy use**
- **Measure the results**
- **Review how well the policy works, and**
- **Continually improve energy management.**

Verified Environmental Product Declaration (EPD)

An Environmental Product Declaration (EPD) is a document that communicates verified, transparent and comparable information about the life-cycle environmental impact of products. The International EPD® System is a global programme for environmental declarations based on ISO 14025 and EN 15804.



Our Awards

We strive for excellence at Pasquill and we are proud to have our efforts recognised in the awards we have earned such as Redrow's Supplier of the Year, Linden Homes' National Award for Customer Service, the Supply Chain Sustainability School Silver level award, the TRA (Trussed Rafter Association) Project of the Year and achieving Saint-Gobain's Millionaire Status for no lost time accidents over 1 million hours of work.



Brian Deacon, Sales and Marketing Director, Linden Homes with Andrew Platt, Sales Director, Pasquill



Pasquill wins Emerald Award for environmental efforts from Saint-Gobain

- Parent Group won Top Employer Award 2018, 2017, 2016
- Barratt Homes Supplier Excellence Award for Health and Safety 2018
- Emerald Award for Environment 2018
- Operations/ Manufacturing Site of the Year Buckley 2018, Redhill 2017
- TTJ Environmental Achievement Award 2017
- Redrow Homes North West Supplier of the Year Award 2017, 2016

- TRA Project of the Year 2016
- Saint-Gobain Pride Award Outstanding Environmental Leadership and Impact Award 2016
- Linden Homes' National Customer Service Award 2015/16
- Jewsons' Most Improved Supplier Award 2014, 2013
- Pasquill wins RoSPA Silver Award 2010
- Supply Chain Sustainability School Silver Level Award

Encourage Employees' Professional Growth

Our policy is designed to ensure all our employees are provided a working environment in which they can succeed, both personally and professionally. We invest in developing our employees' skills and knowledge through various courses and training available to them.



Health and Safety

At Pasquill, we recognise that our people are our biggest asset and we aim to keep them safe, healthy, engaged and actively contributing to their communities.

Health and safety is our number one priority at Pasquill and we strive for zero accidents and no harm to colleagues, customers, suppliers and contractors. Moreover, our online innovative and interactive health gateway called Fit 4 Work/Fit 4 Life and colleague health app – Health e-Hub in partnership with AXA PPP, offers our colleagues access to a wide range of health tips and programmes to help them fulfil their health and happiness potential.

Our Safety Key Objectives

- **Zero work-related accidents**
- **Zero occupational illnesses and diseases**
- **Zero environmental accidents**
- **Minimum impact of our activities**



Training

We recognise that developing our people is key in achieving long term, sustainable growth within our business.



We provide training in the skills and knowledge required to enable our people to be effective in their roles. This is essential to ensure we provide the highest quality products to our customers, in order to ensure our continued reputation for excellence. Health and safety is and always will be our priority so providing training to ensure the health, safety and wellbeing of our colleagues starts from day one of joining the business.

However it's not just the need to know skills that we provide, we also seek to unlock people's potential by giving them the opportunity to participate in programmes that will enable them to develop their careers and achieve their full potential. For instance, we have ran a course on 'Managing your Team' for all of our Design Office Managers, which gave them the skills and tools to help them get the best performance from individuals within their teams. They also had fun whilst learning!

Being part of Saint-Gobain means that we have an extensive learning and development offer for our people. Some of these programmes encourage networking between different businesses whilst working towards a nationally recognised qualification, such as the Post Graduate Diploma in Multi-Unit Leadership and Strategy, which is a nomination only programme that runs once a year.

We are constantly looking to improve and add to the learning opportunities for our colleagues, as training and development are our pathway to a skilled and effective workforce, as well as engaged employees who feel valued.

Diversity

Pasquill are committed to creating a diverse team, challenging the norms of the industry and ensuring that our expert teams include a mix of colleagues which makes for a truly inclusive network of experts ready to serve customers and achieve outstanding results.

Take Action for Local Development



Supporting the local community

Pasquill is a major local player who contributes to the economic and social development of its host communities. Our employees play a key role in supporting local communities and charities through our Helping Hands initiative.



Connected to our Communities

Pasquill are committed to the communities in which we work and have cultivated strong relationships with schools local to our manufacturing sites, offering free workshops for pupils, showing them the opportunities that exist within the construction sector and discussing future career options with them.

We also provide site visits, work experience places and mentor students at West Midlands UTC — a University Technical College backed by CITB (Construction Industry Training Board) which prepares students for technical and professional roles in the construction industry.

“If only more of the timber industry was actively engaging with young folk in this way. This is a brilliant way to get children interested in, and excited by, engineering. If there’s one thing for sure, the country needs more of them. I really wish I was coming to your event now!”

- Adrian Hall, Vida

Pupils from Parklands High School having fun during Pasquill workshop



Heather Kizoska, National Sales Manager, partakes in LEBC mock interviews



Giving Back

Each year we have a chosen charity which we actively fundraise for and engage our staff in many fun and challenging activities via our “Helping Hands initiative”.

In 2018 we donated over £5,000 to various charities and community projects across the UK. We have supported these through our Helping Hands initiative. A few of the charities include, Alzheimer’s Society, Barnardo’s, Cancer Research UK and Parkinson’s UK.



Our Helping Hands charity initiative supports charities and worthy causes across its local branch network. Pasquill donate towards staff fundraising activities and matching funds raised by staff throughout the year.

Social value

At Pasquill, we believe that businesses have an obligation to go above and beyond normal expectations and not only provide an excellent product and service, but to make a difference to the lives of people living in the communities we work in.

Pasquill are introducing social enterprises into their supply chain and engaging with charities wherever possible. We want to work with organisations that create social impact through innovative business practice and partnerships, ensuring that our business practice is not all about profit – it’s also about people. Additionally, grants are available to voluntary organisations and individuals through our Helping Hands charity initiative on an application basis.



Testimonials

"Just a quick note to let you know everything arrived okay and fits perfectly. Thank you for all your support in helping with the order - your patience and expertise was much appreciated. Building our own house has its challenges, but it makes all the difference when dealing with professionals like yourself to inform us and guide us as best you can with the variety of queries we raise. We were recommended by a friend to use Pasquill and I'll be happy to recommend forward."

"I just wanted to let you know my truss order arrived today and your delivery driver was outstanding and such a friendly person. Many thanks to all of you for helping me out so much with this order. This construction means so much to myself and my wife and you guys have been so good with your guidance and professionally with this here building novice. Many thanks and I will be highly recommending Pasquill."

"I've had the trusses delivered today and I'd just like to say what a great service from the first phone call to the delivery. Thanks once again and I'd highly recommend Pasquill."

"I received my delivery on time, accurately made. Your staff have been exemplary. The delivery driver was particularly helpful. Job was properly priced."

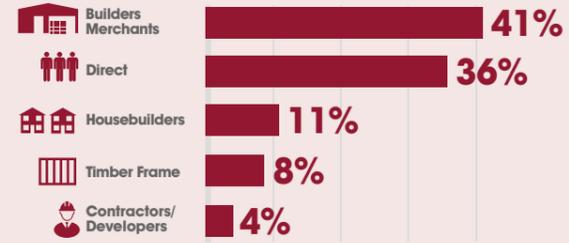
"All has gone very well today, 6 guys on site, amazing progress, really pleased with your truss solution."

"I just wanted to say thank you both for the excellent level of customer service that you and all your colleagues that I've communicated with have provided during the successful order & delivery, particularly as I appreciate that it wasn't even a large order. This is the first time I've ordered from Pasquill and will certainly be recommending to other clients & contractors we work with that Pasquill, Uddingston provide a good value and an excellent service all round."

Customer Satisfaction Survey

Survey conducted by
TLF Research - Leaders in
customer experience surveys

PASQUILL
SAINT-GOBAIN
200
Customers Interviewed

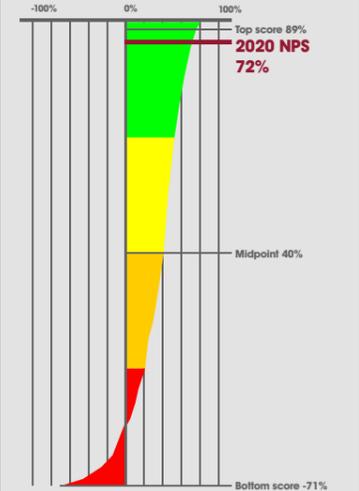


Net Promoter Score

Pasquill are one of the top entries out of 820 companies in the Net Promoter league table

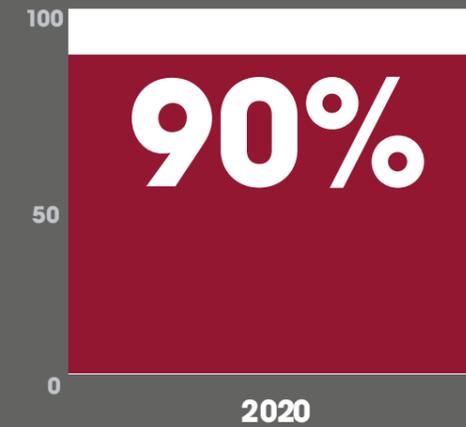


The NPS is based on the answer to one question:
"How likely or unlikely would you be to recommend to other business associates?"



Satisfaction Index

- Pasquill score highly across many requirements, in particular staff, delivery & documentation
- Pasquill are one of the top entries out of 1280 companies in the customer satisfaction league table
- Customers across all categories score Pasquill highly



WHY YOU USE PASQUILL



Words you use to describe how it feels to work with Pasquill...

efficient quality quick reliable helpful friendly good easy professional

"CUSTOMER FEEDBACK"



"I find that Pasquill are very easy to deal with and they are professional."

"It was a pleasure to work with them and hope next year we will work with them again."

SUMMARY



HEADLINE METRICS

- Satisfaction Index of 90% is an extremely high score
- NPS of 72% is also very high



STAFF

- Staff score very well
- Ease of contacting the right person scores 9*
- Effectiveness of the main contact and technical advice both score over 9*



DELIVERIES

- 'On time delivery' scores really well at 9*
- 'Lead times' scores 8*



PRODUCT

- Scores for product are amazingly high
- 'Product quality' scores 9* and Condition of goods on delivery scores 9*



AREAS FOR IMPROVEMENT

- Current level of communication
- Lead times for delivery
- Speed of response

* Scores out of 10

Pasquill's National Network

Across the network our teams share ideas and best practice around design, manufacturing capacity, delivery service and product solutions so that customers' requirements are met.

Bodmin ●●

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Bridgwater ●

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● Design Centres

● Manufacturing Sites



*Designed with precision,
built with passion*



SAINT-GOBAIN