

INSIGHT

The **roofing** information service

issue 12



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HEALTH & SAFETY

Head in the clouds?

We all know roofing is a risky business. Anyone who spends time high above the ground needs their wits about them or they won't keep them for long. But we also all know of roofers who've ignored Health and Safety (H&S). And not always lived to regret it.

The Health and Safety Executive (HSE) say they just want everyone at work to be healthy and safe. OK. They also say that following their rules will make your business more profitable. Even better. So is it the HSE who's got their head in the clouds or the roofer who ignores them?

Without going all PC, nanny state on you we've got some straightforward tips on getting it right. Whether you're a self employed roofer, smaller or large roofing contractor, keeping your feet on the ground – where H&S is concerned anyway, may save a life or your business.

However big your business is (and however much you want to do them) there are some things about H&S you just can't avoid.

HSE say... as a contractor you're responsible for training your workforce and providing the information needed to keep them healthy and safe;

- give everyone a site induction (if it's not already provided by another principal contractor)
- provide information on identified risks – and the necessary precautions
- be clear about site rules and emergency procedures.

If you don't then you could be liable if something goes wrong.

HSE say... you need to plan, manage and monitor construction work to control risks.

- set lead times – tell sub-contractors how much time they have for planning and preparation
- prevent site access – check no-one's coming in who shouldn't be there.

Oh, and this one's important... make sure there's a decent loo and somewhere clean to eat and drink during breaks.

There are a few other things that apply to all businesses and not just roofers:

1. Register your business with the HSE.
2. If you haven't got Employer's Liability Compulsory Insurance get it now.
3. Appoint a competent person to deal with your H&S requirements – it's a legal requirement.
4. Display the H&S law poster – whether you think people will read it or not.
5. Understand RIDDOR reporting procedures.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), requires you to report work-related accidents, diseases and near-miss incidents. Make sure you know how to report, even if you never need to. And let's hope you don't.

So far so good, but for roofers H&S requirements can vary depending on the size of your business. The following is a straightforward guide to what you need to know to look after yourself and your workers – and stay within the law.

Construction workers or self employed

Take care

It may sound obvious but taking care of your own H&S, and of others, is a legal requirement. So if you're not sure you're the right person for the job, don't do it! Only do stuff you're competent to do. Never accept jobs you're not qualified for.

Deal with it

If you see a hazard that **can** be dealt with easily then deal with it or tell someone who can. Don't walk on by thinking it's someone else's problem. Being responsible could save someone's life.

Co-operate

Things are more likely to go well when everyone works together. Do follow the site rules. Do report problems. And do get involved. On 'notifiable' projects you should be consulted on H&S matters. That's your chance to say what you think. Use it.

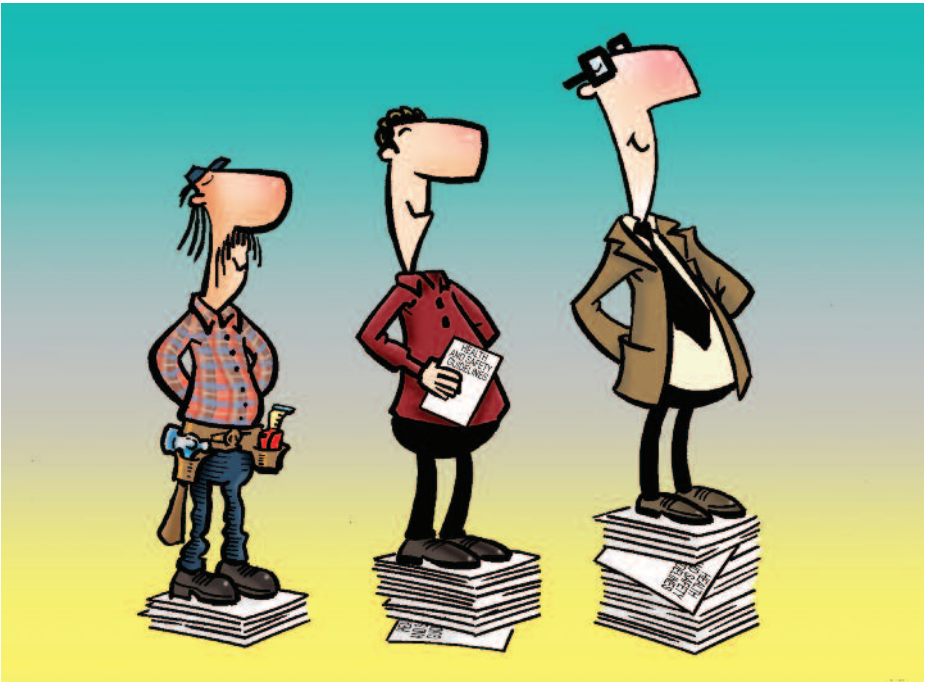
Smaller Roofing Contractors

Most fatal injuries in construction occur on smaller building projects. Over 60% of those deaths involve falls from ladders, scaffolds, working platforms, roof edges and falls through fragile roofs or roof lights. Nasty.

HSE say... Cooperation is key

Close cooperation and coordination among everyone involved in a project can stop things going badly wrong. That means planning and monitoring construction work so it is done safely.

Business clients have safety responsibilities on even the smallest of projects and will need to check the arrangements made by a smaller contractor for managing the work. They have to co-operate with you.



Larger contractors

In H&S size does matter. If you're working on larger projects then there are some things you're going to need to think about.

HSE say... know who's responsible

- You can't carry out construction work unless the customer for the project is aware of their duties under Construction (Design and Management) Regulations (CDM) 2007.
- The co-ordinator must inform the HSE of notifiable projects (longer than 30 days or 500 person days). And contractors can't carry out construction work until notification is received.

HSE say... co-operate with the principal contractor

On notifiable projects the client must appoint a principal contractor and contractors must work with them to implement the construction phase plan.

In particular, contractors must:

- know the names of the project Construction Design Management (CDM) co-ordinator and principal contractor.
- inform the principal contractor of the names of any subcontractors engaged.

- access relevant parts of the construction phase plan and make sure it's followed. PLUS take action to ensure H&S where it is not possible to comply with the plan.
- tell the principal contractor about anything which changes the plan.
- give the principal contractor all the info they need, e.g. risk assessments that might affect the health or safety of any person or justify a review of the plan.
- comply with any directions given by the principal contractor and any site rules.
- inform the principal contractor about any death, injury, condition or any dangerous incidents.

Did you know that if a roofer isn't insured and doesn't follow H&S guidelines then the client's liable if something goes wrong? Bit of a shocker to get landed with that when you just thought you were getting some new roof tiles.

When you break it down good H&S is based on good common sense – and it's good for your business. People don't get hurt and you have an advantage over the cowboy who doesn't protect his workforce or his clients.

If you were looking for a roofer, who would you rather give your business to?

Are you a self employed roofer?

What you need to do

The law requires construction workers to:

- **Take care** – for your own health and safety and that of others who may be affected by what you do, or fail to do; have the confidence and competence to undertake tasks and remove hazards.
- **Co-operate** – with your employer, fellow workers, contractors and others to enable them to make and keep the workplace safe; follow site rules, report and discuss problems and consult with colleagues and
- **Never interfere with**, or misuse anything provided for health and safety.



Smaller contractors must be competent to carry out their work safely. You should not accept work for which you do not have the necessary health and safety competency.

Are you a small to medium size roofing contractor?

What you need to do

We use the term 'smaller roofing contractor' to describe contractors who undertake work on:

Private domestic projects – involving extensions, repairs and refurbishment work on private homes. The small contractor has the sole responsibility for site health and safety on these projects; or

Smaller business projects – involving short duration repairs and refurbishment work for business clients (fewer than 30 days of construction work) where site safety responsibilities are shared between small contractors and the business client.

The law requires smaller contractors to:

Manage hazards and risk – You must plan, manage and monitor your construction work so it is done safely and without risks to health;

Most fatal injuries in the construction industry now occur on smaller building projects. Over 60% of those deaths involve falls from ladders, scaffolds, working platforms, roof edges and falls through fragile roofs or rooflights.

Inform and train your workforce – Give information and training on risks, precautions and rules; and provide;

- site induction – where not provided by another
- risks and precautions – information on risks identified in assessments, and the necessary precautions
- site rules
- emergency procedures.

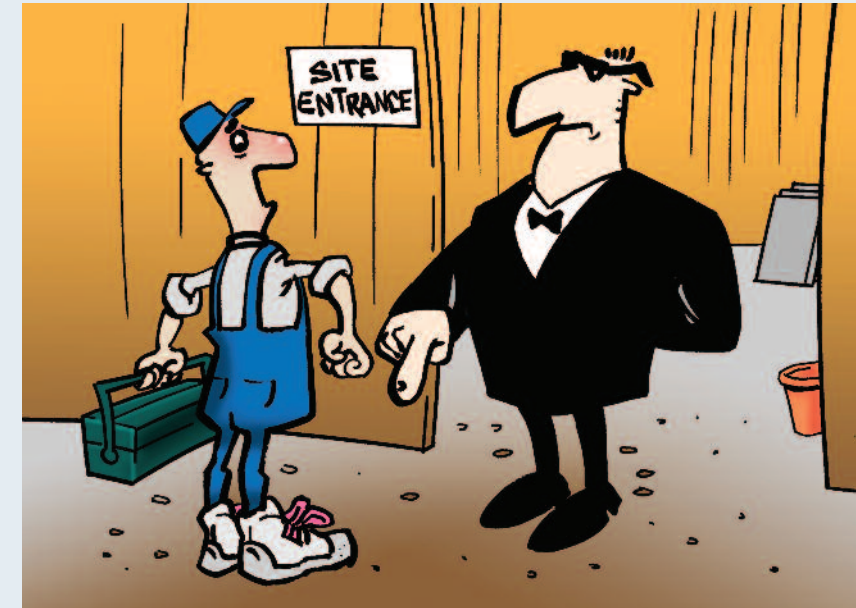
Co-operate with the client or home occupier – The business client has legal duties and is obliged to co-operate with you and have arrangements for managing the work. It also makes sense to work closely with the home occupier to meet your responsibilities for site safety.

Business clients – have safety responsibilities on even the shortest of projects and will need to check the arrangements made by the smaller contractor for managing the work.

For example, if there is a risk of falling through a fragile roof or rooflight the client will need to know how the smaller contractor plans to manage the risk and ensure the safety of the workers and those on his premises. This will require effective cooperation.

Home occupiers – the home occupier has no responsibility for workplace safety. However, the smaller contractor and occupier have a common interest in making sure the building work does not put residents at risk. Close cooperation will help achieve this objective.

For example, you will want to leave the site in a safe condition at the end of the day and ensure that the residents are not put at risk while your work is in progress. The occupier will need to know of and co-operate with your plans.



Are you a large roofing contractor?

What you need to do

A contractor is any person who, in the course or furtherance of a business, carries out or manages construction work.

The law requires that contractors:

- **Manage your work** – plan, manage and monitor your construction work so it is done safely and without risks to health;
- **Provide information and training to your workforce** – about, for example risks, precautions and rules; and
- **Co-operate with the principal contractor** – (PC) to implement the construction phase plan and manage project risks.

Manage your work

Contractors must plan, manage and monitor their construction work so that health and safety risks are controlled.

In addition, contractors must:

- Set lead times for minimum amount of time which will be allowed for planning and preparation;
- Prevent site access by unauthorised persons to the site; and
- Arrange welfare facilities for your workforce

Provide information and training for your workforce

Contractors are responsible for providing their workforce with the information and training needed to secure workforce health and safety. This includes:

- Site induction where not provided by any principal contractor;
- Risks and precautions identified in assessments etc. and the necessary precautions;
- Site rules; and
- Emergency procedures.

Co-operate with the principal contractor (PC)

On notifiable projects the client must appoint a PC. Contractors must work with the PC to implement the construction phase plan.

In particular, contractors must:

- Appointments – know the names of the project CDM co-ordinator and PC
- Sub-contractors – inform the PC of the names of any subcontractors engaged
- Construction phase plan – access relevant parts of the construction phase plan and make sure work is carried out in accordance and take action to ensure health and safety where it is not possible to comply with the plan
- Notify the principal contractor of any significant finding which requires the plan to be changed
- Provide the principal contractor with any relevant information, e.g. risk assessments that might affect the health or safety of any person or justify a review of the plan
- Directions and rules – comply with any directions given by the PC and any site rules
- Report injuries – inform the PC about any death, injury, condition or dangerous occurrence.

We have more detailed information on your responsibilities on our website, visit www.insightmag.co.uk to find out more.

Fragile Roofs & Working at Height

In 2007/08 The Construction Industry accounted for 59% of all fatalities to workers as a result of falling from height. There are a number of risks that immediately come to mind and probably most of us in the industry are fully aware of these namely, climbing to or from the roof, falling through a rooflight, treading on fragile roof sheeting, falling over an edge or working in adverse weather conditions. Yet still accidents occur.

The Health & Safety Working at Height Regulations 2005 were launched to help us avoid accidents and advise us how we should be working safely. How many of us have actually read or are aware of the regulations? Just one small section of these regulations which refers to fragile roofs has a major bearing on how we should now consider working on fragile roofs it states **"every employer shall ensure that no person at work passes across or near, or works from or near a fragile surface where it is reasonably practicable to carry out work safely and under appropriate ergonomic conditions without his doing so"**

David Hathaway F.I.o.R Director of Sales Filon Products Limited believes that when we



dangers. In this day and age we have every type of access and safety equipment you can imagine to avoid persons risking life and limb.

The first question to be asked before work is even contemplated on fragile roofs is can the work be carried out from the underside of the roof instead of the top. The short answer is

yes, a new roof sheet replacement system where by a rooflight or fragile sheet is replaced from below is available such as the Fixsafe range from Filon. However, if working on the roof is unavoidable you must choose the safest option.

It is not only the roofing contractor who has responsibility under the Health & Safety at Work Act, the business clients also have safety responsibilities on

even the smallest of projects and will need to check the arrangements made by the roofers. If there is a risk of falling through a fragile

roof or rooflight the client will need to know how the contractor plans to manage the risk and ensure the safety of the workers and those on his or her premises. It is vital that effective cooperation ensues between the two or even more parties that may be involved.

Our industry is slowly improving but there is still a lot of scope for even further improvement. Most fatal injuries in the construction industry now occur on small building projects involving refurbishment of existing homes and workplaces. With proper planning and compliance with the regulations many accidents can be avoided. Correct access equipment and the management of the hazards and risks would be a good place to start so as to reduce injuries and death.

Stelios Haji-Ioannou, founder of Easyjet was reported to have commented.

"If you think Health & Safety is expensive, wait until you have had an accident"

How true.

The Fixsafe system facilitates installation of fragile roofing sheets and rooflights from below, eliminating the need to access the roof.



read that an operative has fallen through fragile material and has lost his or her life, all too often this could have been avoided if an initial assessment had recognised the

Marley Eternit Dry Fix Systems are fully Certified

With increasing demand for lower maintenance roofing products, leading manufacturer Marley Eternit has an independent accreditation on its well-established range of Dry Fix Systems.

The British Board of Agrément's 07/4415 certificate means that Marley Eternit has an independent rating across its range of Dry Fix systems, including the dry ridge, dry verge,

dry hip, slate dry verge and mitred hip systems, in one composite certificate.

John Dodd, Technical Manager at Marley Eternit, comments: "Demand for dry fix products has surged in recent years as mortar has proved to be vulnerable in the UK's increasingly volatile weather conditions.

In fact recent research from the country's largest mortgage and savings

provider showed that 1.5 million homes are affected by storm damage each year, with the average roof needing 127 tiles replaced as a result. This shows that in today's climate, dry fix is a necessity, not an option.

"Contractors and specifiers are constantly looking for products that are both time and cost-efficient and our dry fix systems deliver both of these. The systems are easy to install,

which means they are an adaptable product for a roofer of any skill-set and the fact they are maintenance free also offers clear cost saving benefits."

These products are part of Marley Eternit's wider range of dry fix and ventilation systems, including the popular Universal range of roofing accessories, which are also compatible with other roofing manufacturer's tiles and slates.

ENQUIRY 2

For further information on Marley Eternit products complete the reader response card.

Marley Eternit Solo-Fix

Marley Eternit's Solo-Fix is an integrated one-piece clip and nail fixing that can increase roof tile fixing productivity by around 33 per cent.

Solo-Fix has added strength and durability characteristics and is suitable for use with the company's Modern, Duo Modern, Ludlow Major and Ludlow Plus interlocking tiles.

In tests, an averagely-skilled roofer who had never used the Solo-Fix before was able to fit it almost four seconds quicker than a standard clip with separate nail.

Solo-Fix also makes it easier to fix roofs in accordance with the 'Simplified Zonal Fixing Method', launched by the National Federation of Roofing Contractors in September 2006. Solo-Fix provides both a strong and durable fixing capable of resisting the high wind loads experienced in most locations throughout the UK.

Sarah Hanlon, marketing manager at Marley Eternit, said: "With the current skills shortage and the arrival of the zonal fixing method it's up to manufacturers to find labour-saving solutions such as Solo-Fix, which enable contractors to fix tiles efficiently, without sacrificing quality.

"This is another example of Marley Eternit making innovative products that meet the changing needs of the roofing market."

ENQUIRY 1

For further information on the Fixsafe range complete the reader response card.

EASY AS 1 2 3 Rhepanol, possibly the most flexible membrane in the world



Moonraker: Tough, suave and irresistibly good looking, FDT's decorative copper coating was the perfect finish for the membrane roof of a super spy-inspired, award-winning home.

Four storeys up, a building full of people, a customer that wants you straight in and straight out with minimum disruption and absolutely no hiccups.

This is an all-too-familiar story for the roofing contractor, which is why you want to be working with the safest and most practical products you can lay your hands on.

Super-smart membranes that will keep that roof watertight for decades to come are the perfect choice.

Rhepanol fk, single-ply membrane, has proved its worth time and time again, with some 90 million square metres of the membrane installed worldwide

over the last 50 years.

Suitable for both over-roofing and new build, Rhepanol's success is not just down to its safety credentials but also its ease of installation.

It's unique self-sealing edge and Gripfix system (pictured) means installers follow a simple and safe three-step application: roll out the membrane, remove the tape to seal the joints, and roll over the seam.

There are no naked flames and installation is quick, clean and simple.

The membrane comes in various roll widths, making them easy to handle and store on the roof while working. Wider roll options

can make application easier because there are fewer joints, while shorter widths provide options to keep waste to a minimum.

What's more, SIG Design & Technology's Pro20 spray or roller-applied liquid waterproofing, which is compatible with standard grey Rhepanol, is really useful when roofing those hard to reach areas and intricate detailing. The Pro20 top coat has been colour matched to the grey of Rhepanol so they make an excellent visual match.

With three types of Rhepanol membrane available, roofers have even greater choice to meet

customer requirements for sustainable buildings.

1 Rhepanol fk is a versatile single ply membrane that is perfect for both new build and refurbishment, including over-roofing.

2 Rhepanol hg has been developed for green roofs. It takes all the benefits of fk and customises them for green roofs by making both the membrane and seams completely root and rhizome resistant.

This prevents damage to the waterproofing under a green roof (every roofers nightmare) and no further protection is required. The membrane has achieved full FLL certification and can be used for intensive, extensive and landscaped green roofs.

3 Rhepanol fk white has been introduced for solar panelled roofs. This membrane not only gives outstanding results on sealing, weather resistance and flexibility, but, because it's white, it maximises solar rays back into solar panels. It's permanently resistant to UV radiation and provides an anti-slip underlay for photo-voltaic systems.

And finally, liquid Rhepanol comes in a choice of copper, green and other finishes and is a great way to add colour and extra distinction to grey roofs. Liquid Rhepanol is painted on and becomes absorbed into the membrane to ensure the surface won't flake.

Rhepanol roofs are backed with the SIG plc guarantee, the perfect solution for peace of mind. Membranes are designed to last for up to 40 years provided they are installed in line with good practice and receive regular routine maintenance.

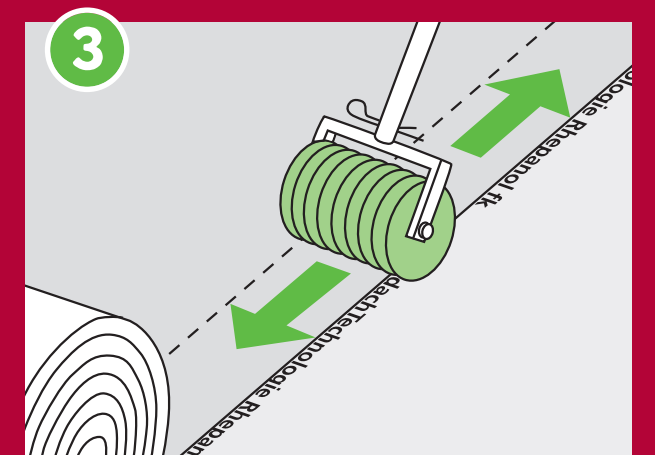
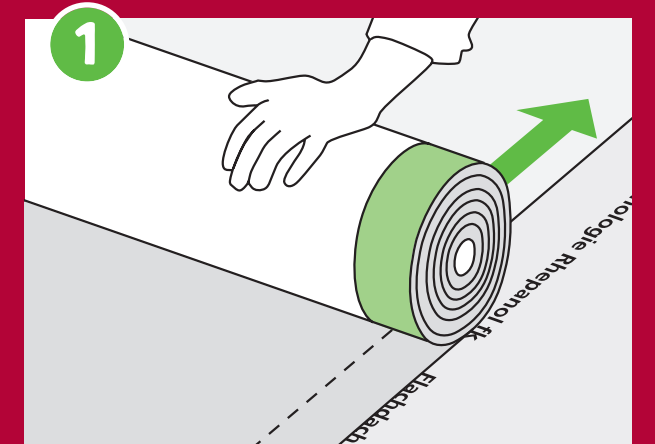
All SIG Design & Technology roofing systems can only be installed by trained and licensed contractors.

Are you missing out?

SIG Design & Technology is looking for more roofing contractors to join the Design & Technology Accredited Contractors scheme (DATAC). Only DATAC contractors can be referred to clients to install roofing systems designed, supplied and guaranteed by the company. DATAC contractors also receive previews on new products, have access to fast-track training in new techniques and are able to display the DATAC logo.



Interested? Complete the reader response card



Easy as 1 2 3: No hot works with Rhepanol's self sealing edge, just follow a simple and safe three-step application: roll out the membrane, remove the tape to seal the joints and roll over the seam.

Don't look down – working at height



Most people go to work fairly confident in the knowledge they'll make it back home for tea – but there are some jobs we all know are just plain dangerous. Working down a mineshaft? Definitely. Facing the perils of deep sea fishing? That's another. And roofing? That's one too. In fact roofing is one of the riskiest jobs you could do.

And all roof work is dangerous. According to the HSE roof workers account for 24% of all those who are killed in a fall, the biggest category of worker by far.

And it doesn't matter how long you're up there - the risks are still substantial. Any fall from a roof can at the very least involve serious injury. Just going up 'to have a quick look' or carry out a quick repair can prove fatal. But it's not just professionals who get hurt. Remember Rod Hull, the comedian, who died adjusting his TV aerial?

Plus, it's not just those high up who are at risk. The single biggest cause of workplace death and major injury are people and items falling on those below. Not good.

So, what can you do to minimise the risks?

The HSE 'Work at Height Regulations' apply to all those who work at height whether you're a self-employed roofer or an employer. The regulations set out three simple rules for work at height:

- Avoid working at height if you can (yeah, we know, that one's not easy for the average roofer)
- Use the right access equipment
- Minimise the impact of a fall

Protecting yourself, and others, against falls normally includes a combination of coverings, guard rails, safety nets and safety harnesses. You also need the right knowledge, skills and experience to work safely. And if you don't have them you need to work with someone who does. The Health and Safety at Work Act

(HASWA) 1974 places duties on all who work whether employed, self employed or an employer. The law says:

Duties of Employees

- Maintain a safe working area. Report any safety hazards.
- Wear all appropriate Personal Protective Equipment (P.P.E)
- Check all equipment and use correctly.
- Carry out risk assessments.
- Comply with training and instructions.
- Co-operate with employers and observe all notices.
- Don't alter any access equipment unless you know what you're doing.

Duties of Employers

- Avoid work at height where possible.
- Plan all work at height properly.
- Ensure the health, safety and welfare of all employees.
- Provide and maintain plant, systems and equipment.
- Make arrangements for the transportation of articles and substances.
- Provide information, instruction, training and supervision as needed.
- Inspect access equipment.
- Provide Personal Protection Equipment.
- Carry out risk assessments.

Normally if you don't work at height very often you need to be extra careful. The Work At Height Access Equipment Information Toolkit, known as **WAIT**, is a free online toolkit of advice and guidance aimed at people who occasionally work at height. WAIT helps people understand the risks and

consider some of the most common types of access equipment. It's especially handy if you are self employed or a manager or supervisor of a small or medium sized business. Check out the Health and Safety Executive website for more details www.hse.gov.uk/falls.

There are, of course, some simple steps to consider that help identify the risks and choose the right access equipment:

• Height

How high is the job from the ground?

• Surface

What surface will the access equipment rest on? (e.g. a wall, cladding, etc). Is the surface strong enough to take the weight of the workers and equipment?

• Ground

What is the ground condition where access equipment needs to go. Is it sloping, muddy or uneven? The access equipment needs to be stable, level and not liable to fall or collapse.

• Weather

Is it raining hard or windy?

• Task

What tools and materials do you need for the roof work? How will you get them up and down safely?

• Types of access

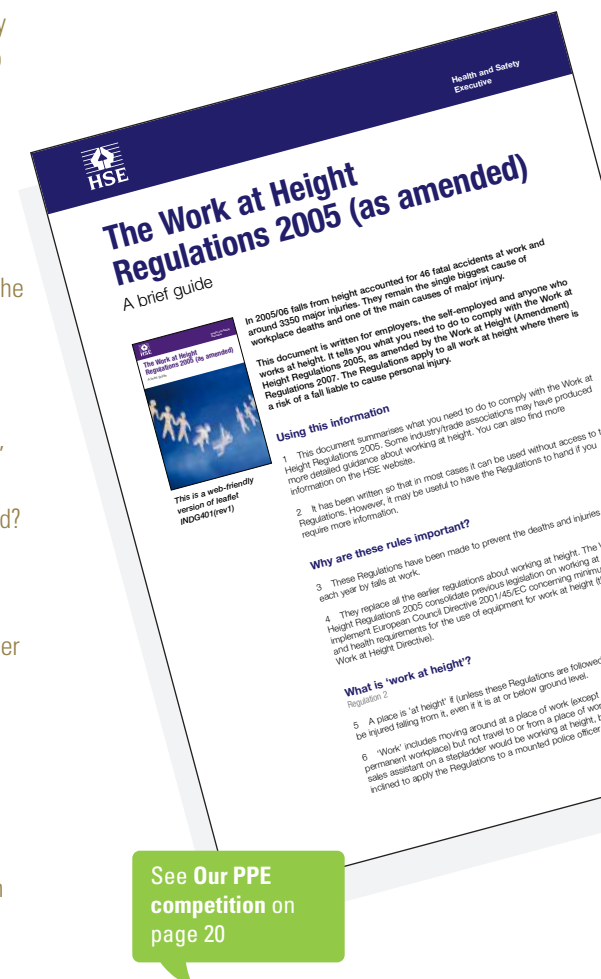
When looking at what you need for the job, think about...

- Can you do the work from the ground?
- Can the work be done from an accessible, strong flat roof?
- Does the roof have guardrails or other equipment to prevent a fall?
- If no, can this be installed?
- Can you do the work from a mobile elevated work platform (MEWP) or tower scaffold?
- Do you need personal fall protection to allow safe access?

- From a ladder is the work low risk and short duration?
- Do you have a ladder that will reach the area?
- Can you secure the ladder safely?
- Can you or your workers use the ladder safely?

There's more about ladders and how to avoid nasty accidents on the following pages along with the information on the HSE Ladder Exchange Scheme on our website www.insightmag.co.uk.

So, a bit of thought can go a long way when it comes to preventing an accident. But, however much you try, it's impossible to make working at height completely safe. You might not be afraid of heights (and, to be honest, most roofers aren't) but you need to treat the risks with respect. Safety in the roofing industry affects everyone and could save your life.



Using ladders safely

With the best of intentions....

During the Height Aware Campaign inspectors were on the look out for good and bad practice for work at height.

Using stepladders safely

Before Use

Before you use a stepladder, first ask yourself: am I fit to work at height? Then think about the condition and the position of the ladder.

A stepladder in good condition has:

- Feet firmly attached
- Clean treads
- Secure locking devices
- Secure fastenings when it is extended

A stepladder in a good position:

- Is fully open
- Is locked into place
- Will not move at the bottom

Stands on a surface that is:

- Firm
- Level
- Clear
- Dry, not slippery

In Use

- Only work on a stepladder for a maximum of 15 - 30 minutes at a time
- Only carry light materials and tools (up to 10 kg)
- Do not over-reach - make sure your belt buckle (navel) stays within the stiles
- Keep both feet on the same rung or step throughout the task
- Make sure you have a safe handhold available on the steps
- Avoid side-on working

Using leaning ladders safely

At one company visited, a manager thought it would be a good idea to limit the height that workers could climb by cutting the top four rungs off the ladder.

This seemed like a good idea to limit the risk of injury, until they looked at what this did to the integrity of the ladder. The inspector made sure that the ladder was disposed of.

Before Use

First ask yourself: am I fit to work at height? Then think about the condition and the position of the ladder.

A leaning ladder in good condition has:

- Both feet firmly attached and with a good tread
- Clean rungs
- Undamaged stiles (the side pieces that the rungs are attached to)
- Secure fastenings when it is extended

A leaning ladder in a good position:

- Is at an angle of 75° - one unit out for every four units up
- Will not move at the bottom

Stands on a surface that is:

- Firm
- Level
- Clear
- Dry
- Not slippery
- Will not move at the top
- Rests on a strong upper resting point (not plastic guttering or a window)
- Has horizontal rungs (use a spirit level)

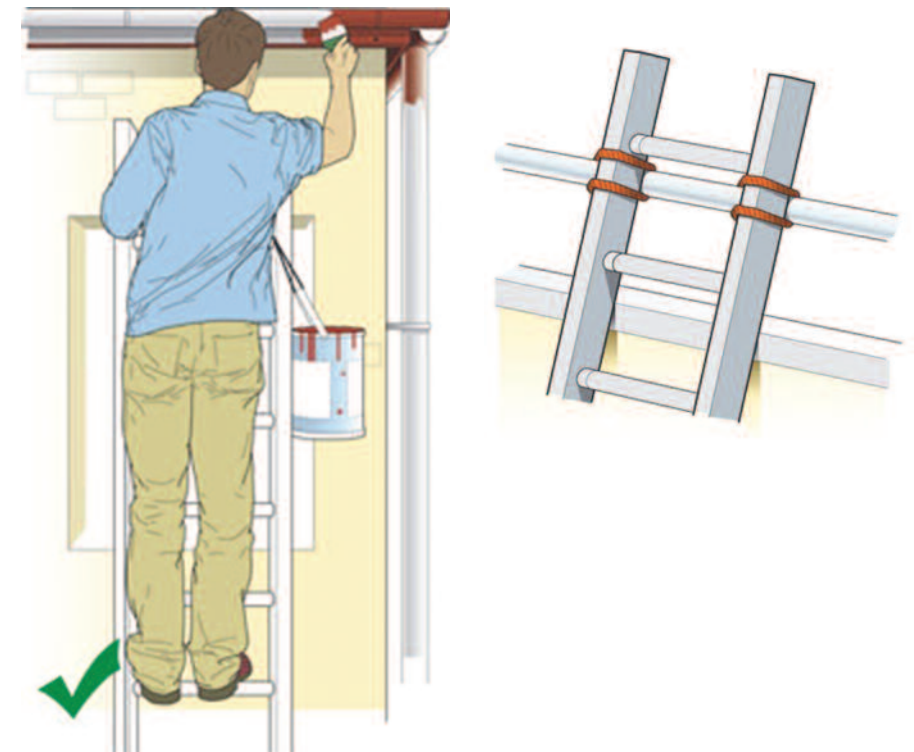
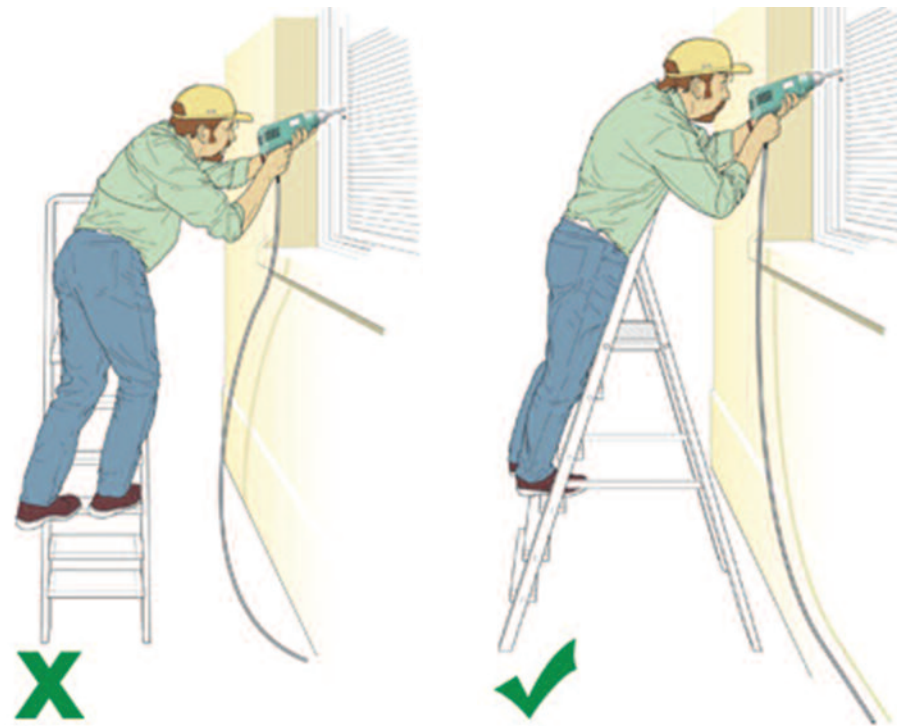
In Use

- Only work on a ladder for a maximum of 15 - 30 minutes at a time
- Only carry light materials and tools (up to 10 kg)
- Always grip the ladder when climbing
- Do not over-reach - make sure your belt buckle (navel) stays within the stiles
- Keep both feet on the same rung or step throughout the task
- Do not work off the top three rungs - this provides a handhold
- Try to keep three points of contact with the ladder

Common causes of falls

You can help prevent this type of fall if:

- **The user over-reaches**
 - Keep your body centred within the ladder
 - Always keep three points of contact with the ladder
- **The user slips from the ladder**
 - Keep the rungs clean and in good condition
 - Wear non-slip footwear, if necessary clean the soles before using the ladder
- **Are fit to work at height**
 - Are trained to use a ladder
 - Keep three points of contact with the ladder
- **Make sure the rungs are horizontal**
 - The ladder wobbles, slips and falls
 - Position the ladder correctly on a firm, level surface
 - Check the feet of the ladder daily
 - Fasten the ladder at top and bottom
 - Rest the ladder on a firm surface at the top
- **The ladder breaks**
 - Position the ladder properly, use the 1 in 4 rule for leaning ladders
 - Do not exceed the maximum weight limit on the ladder
 - Only carry light materials or tools (up to 10kg)





Redland keeps you safe

Mention health and safety and you probably want to hear no more. However, even if the Government have been banging on about it everywhere you look, roofing still represents one of the most dangerous trades to work in.

Two issues that could affect your wellbeing are problems associated with carrying heavy loads and falling from height. Thankfully, industry leader Redland offer some innovative solutions that can reduce the chance of you falling victim to these dangers.

As a roofer you undoubtedly use mortar for bedding far more than other methods, but there are risks to your health with this traditional way of working, especially with winter just around the corner.

Constantly lugging heavy buckets of mortar up ladders can be risky, as is going back up the roof to fix mortar that has failed.

Redland's dry fix systems eliminate all these problems. The components that make up their systems are lightweight, simple to install using one hand or battery powered tool and also quicker than traditional wet methods.

A dry fixed roof can be more consistent than mortar when in place, reducing the risks of water penetration that occur when mortar fails, meaning you don't have to go back up the roof to fix the problem. The speed advantage when using dry fix can be up to a third faster than other methods, especially if the weather is wet and windy, as work can carry on even under the threat of rain.

Of course, far worse than back trouble would be to actually fall from height. The Redland Safety Hook is a product specifically designed by us to prevent this happening. At a BT building in Harrogate, 100 Safety Hook harness anchorages are fixed permanently to the building, providing a structural anchorage

point for safety belts and harnesses to simply click in. This system safely arrests any accidental falls at the eaves, verges or over the ridge. It also offers a secure fixing point for ladders and crawling boards, combining a 224mm-gapped fall-arrest anchor mounted on a 625 x 100mm fixing rail with 100mm-wide brackets.

The Redland Safety Hook is capable of taking a single 2.6kN static load with an EN355 energy-absorber harness. If you are the one installing the slates or tiles, this system will keep you safe from falls, the most common cause of injury to roofers according to the HSE.

ENQUIRY
4

To find a local branch stocking all 2 products please complete the reader response card.

Out on the tiles in Belfast

Northern Ireland hosts this year's major worldwide roofing congress and skills championship.

Leading roofing industry specialists from around the world are meeting in Belfast for the 58th Congress of the International Federation for the Roofing Trade (IFD). The event, hosted by the National Federation of Roofing Contractors (NFRC), will run from 16 – 20 November 2010.

IFD is the world's most highly regarded organisation representing the roofing trade. Speakers at the Congress will bring a wide range of international experience and knowledge to the delegates, embracing the new codes and standards, materials, techniques and ideas on sustainability that are all playing a major role at the leading edge of today's roofing industry.

The event will also feature an exhibition of some of the very latest roofing materials and products available to the roofing industry, including four 'Roofs of the Future' displays.

Taking place alongside the Congress is the 23rd World Championship for Young Roofers. Working on specially constructed rigs 27 teams of young roofers will demonstrate their expertise in pitched roofing, metal roofing and waterproofing.

Gordon Penrose, current IFD President and Northern Ireland roofing contractor says, 'It is a great honour for the UK and the NFRC to host this major international event.

The competition is a very special opportunity for young roofers from different backgrounds to get together in a full-blooded competition. They get a real buzz from the competition and bring different solutions to different problems, all within the same roofing discipline.

The competition will be a major craftsmanship attraction and I would encourage anyone who can, to join us at this free event in the heart of Belfast.'

Skillbuild 2010 final brings out the very best young roofers

The competition comes hot on the heels of the 2010 SkillBuild final held in Anglesey this September, also managed by the NFRC. Sixteen of the nation's leading young roofers had their skills well and truly tested in a range of disciplines from slating and tiling to sheeting and cladding. Standards were extremely high with the judges unanimous that it was 'another exceptional competition across all three categories.'

Kevin Taylor, the NFRC's technical expert, pointed out, 'The standard was so high that almost any one of them could have been placed. Indeed all 16 participants could consider themselves the cream of the UK's young roofers.'



To find out more about the National Congress in Belfast 16-20 November, and how to take part, just complete your reader response card.

See you there!



ENQUIRY
5

The Roofing Awards 2010 – Winners announced!



The UK roofing industry celebrated and recognised outstanding industry achievements at The Roofing Awards Annual Congress awards lunch (14 May) in Hammersmith when some 550 celebrated all that is best across the roofing spectrum.

NFRC presented the event, with strong support from **SIG Roofing**, and was joined by the European Liquid Waterproofing Association (ELWA), the Single Ply Roofing Association (SPRA), the Lead Contractors Association (LCA) and, for the first time, the Green Roof Centre and Groundwork Sheffield.

ITV Newscaster Mary Nightingale presented the accolades and prizes including the young persons' competitions and International Roofing Federation competition winners.

The Excellence in Roofing Awards recognised and rewarded outstanding roofing projects in all the major roofing disciplines. The winners were selected based on demonstrated quality workmanship, technical difficulties encountered, problem solving, environmental qualities and aesthetics.

Details of the winners can be found on the website www.insightmag.co.uk

As we're focusing on Health & Safety the following 'Safety in Roofing Award' applicants received the highest score in their roofing discipline:

Greenough & Sons Roofing Contractors Ltd for slating and tiling;

Brandclad Ltd for flat roofing;

Gable (UK) Ltd for industrial roofing and cladding.

Gold, silver and bronze awards were presented to a large number of members at the regional annual general meetings earlier in the year.

Redland was presented with the Exceptional Contribution to Training 2009 Award from ConstructionSkills for their long sturdy commitment and excellence in promoting roofing training.



The opportunity was also taken at the awards to present the Lead Contractors Association's Murdoch Award and Murdoch Sponsors Award for the best leadwork. The Murdoch Award was won by John Fulton (Plumbers) of Glasgow for their project at the Elder Park Library in Glasgow. The Murdoch Sponsors Award (sponsored by Associated Lead Mills) was won by Vince McKee for their work on a development of Oast Houses in Barming in Kent.

NFRC Board members and Past Presidents of NFRC, Steve Watson and Alex Owens received Pins of Honour for their extensive work for the Federation. Gordon Penrose, NFRC Past President and Board member received the highest NFRC award, that of Honorary Life Membership.

NFRC was proud to have Yellow Pages, B&CE Benefit Schemes, ConstructionSkills, Roofing Magazine and the Electrical Contractors Insurance Company as partners for the event, as well as the Green Roof Centre and Groundwork Sheffield.

Natural clay roofs that can cut costs

When choosing a roof tile, contractors, homeowners and developers are faced with a vast range of products that can all add value to a property. However, with planners increasingly demanding the use of natural materials, sourcing an affordable roof tile can be a challenge.

In response, Sandtoft has developed the New Generation range of cost-effective natural clay tiles. Whatever its profile, each tile in the range has been specifically designed to make clay an inexpensive choice for



Requiring only 9.1 – 10.7 tiles per square metre and featuring an open gauge, these tiles are as quick and easy to lay as concrete

metre of roof, which can cut installation costs and completion times by up to 30 per cent. Like the rest of the New Generation Range, the 20/20 is designed with an open gauge which means there is no need for cuts at the eaves and the ridge, so further labour and time savings can be achieved.

Installing fewer tiles also means that the CO2 emissions attributed to the roof are also reduced. When this reduction is combined with the fact that Sandtoft's production plants use 100 per cent green electricity, the 20/20 has the capacity to reduce the carbon footprint of a roof by 50 per cent when compared to using traditional clay plain tiles on the same roof.

These sound green credentials make the 20/20 tile popular with homeowners and now that it has a new low pitch of 15 degrees, it

is increasingly being used on domestic home extensions, which are often built at a lower pitch than that of the main roof.

Since the British Standard guidance recommends that traditional clay plain tiles should only be used at 35 degrees, matching a low pitch extension to the main roof can be difficult. The 20/20 overcomes this problem, ensuring a natural-looking, aesthetic roof that blends into the rest of the property. Available in an antique slate colour, the 20/20 can also match main roofs that are made of natural quarried slate.

So, for anyone looking to lay a new roof, carry out a refurbishment, or extend their property, Sandtoft's New Generation Range offers a wide variety of affordable, natural and aesthetic options each with lasting colour and durability.



the roof without compromising quality or performance. Inherent in the design of each tile, is the ability to speed up installation, reduce weight loadings and use less material, all of which bring genuine cost savings.

The range includes the Cassius, a large format clay slate with a thin leading edge; Rivius, which is similar to the Cassius, but with the addition of dressed edges and a riven surface; Olympus, a large format clay double pantile, and the Romulus, a clay double roman tile.

tiles. Visually they are very appealing and because they are made from natural clay, they will remain colour permanent.

Another high profile tile in the New Generation range is the award-winning 20/20. This interlocking clay plain tile is 40 per cent lighter than a clay plain tile and half the weight of a concrete plain tile per square metre.

Its innovative single lap design means that fewer tiles and battens are required per square

Want to know more?

Complete the reader enquiry card

ENQUIRY 6

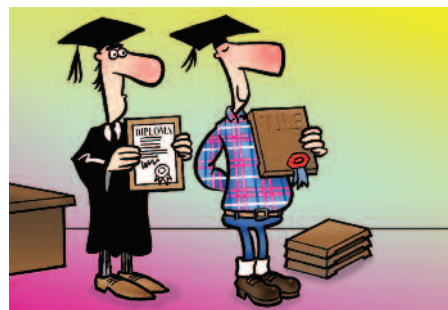
Knowledge is power

They say London cabbies' brains are bigger because of all those hours getting The Knowledge. Hmmm. True or not, knowing what you're doing is important in most jobs.

Roofing may not be brain surgery but safety and training are absolutely vital. Working at Height Regulations apply to anyone who works somewhere where there is a risk of falling or injury.

Business owners, self employed workers and even site managers are legally responsible for ensuring the safety of those working at height. Part of this responsibility is to ensure that all work is correctly planned. Roofers need to take into account the effects of weather; that all equipment is safe to use and properly maintained and any risk such as fragile surfaces and falling objects are controlled effectively.

The London & Southern Roof Training Group (L&STG) supplies training for all roofing companies, both small and large, in the London and South Eastern areas. They provide health and safety training at all their centres.



Terry Peck, of Capital Roofing and Chairman of the L&STG, reckons that training, like most things, is down at the moment. However his company Capital Roofing is taking the downturn in the industry as an opportunity to ensure his workforce is fully compliant with health and safety regulations. As he says, **"The safety of each company's workforce must always remain a priority."**



In recent months the training group has given health and safety a priority and has carried out half day courses on CDM, Risk Assessment, Asbestos Awareness and Safe Working at Heights. They also plan to hold a 5-day site management safety training course. Another course of particular interest to directors and company owners is Directors Responsibilities. This will be held at Central Height Safety in Woolwich in November. This course is normally £250 per delegate but if you are a full member of the L&STG it's free on a first come, first served basis.

This will be a must for all Roofing company directors and will cover;

- **Identifying Director's Duties and Responsibilities with regard to Health & Safety legislation.**
- **Assessing the financial implications on Health & Safety in the construction environment.**
- **Recognising the need to appoint competent Health & Safety advisors.**
- **The course also includes an introduction to accident, prevention and control and an overview of all new regulations.**

L&STG can provide training in house, at their own premises or at one of these four sites:

- **Erith College**
- **Capital Roof Training Greenwich**
- **South Coast Roof Training in Littlehampton, East Sussex**
- **Central Height Safety in Woolwich.**

Erith College is run by ConstructionSkills, Capital Roof Training Greenwich and South Coast Roof Training are run by Capital Roofing and Fildes Roofing respectively. These are purpose built training centres with first class facilities. Capital Roof Training Greenwich particularly caters for hotwork trades, lead and liquid coatings.

When he took over the chairmanship Terry stated his aim to re-establish links with its members. Although L&STG has over 300 members only 50 of those are taking advantage of all the benefits full membership offers. Benefits such as a 20% discount on training and even free courses that are well worth having.

Time to make like a cabbie and get a bigger brain?



Need further information?

Complete the reader response card.

Batten charge!

Making sure your roofing battens are compliant can be a relatively straightforward process – you can either purchase 25x50 or 25x38 batten that is fully compliant to BS5534:2003 +A1: 2010, and that carries independent 3rd party certification, or ensure you are grading correctly on site.

Making sure your roofing battens are compliant can be a relatively straightforward process – you can either purchase 25x50 or 25x38 batten that is fully compliant to BS5534:2003 +A1: 2010, and that carries independent 3rd party certification, or ensure you are grading correctly on site.

Both are relatively straightforward. However, if on-site grading is done incorrectly, it can result in a much larger cost to you or your company. That's because non-compliant battens that make it onto the roof can result in costly remedial work, or complete replacement of the roof.

What's more, roofing battens are an important safety critical element on the roof (they can be used as roof ladders in certain situations). The consequences of using sub-standard batten can therefore be much worse than simply the cost of replacing the roof.

Here are the ways to ensure you don't fall into the trap of using sub-standard battens:

a) Grading on site:

It is acceptable to grade battens on site, if you follow the recommended guidelines. An easy way to do this is to use John Brash's recently updated 'Pocket Grading Guide for Roofing Battens.'

The pocket-sized guide includes easy-to-follow information and diagrams showing how to check for things like knot size and location, slope of grain and permitted wane. Ultimately the Guide is designed to save time, money and most importantly, to keep roofers safe. Make sure you get hold of a copy of the latest issue of the guide as the British Standard for roofing battens has just changed.

b) BS5534:2003 +A1: 2010 factory graded battens

If you're still unsure about grading on site, the best solution might be to use a fully compliant BS5534:2003 +A1: 2010 batten. If you do, remember to ask if it carries independent certification, for example from the Building Research Establishment (BRE), as this is the only way you can be sure it is fully compliant, which means no further grading is needed on site.

Following these recommendations will help reduce many of the common issues associated with sub-standard battens making it onto the roof. That should help you avoid call-backs and future claims, and ensure you're not endangering lives.

With clients, Building Officers and HSE prepared more than ever to question standards and installation methods. We are encouraging all contractors to follow these recommendations – they are simple, inexpensive and might just save you and your company a great deal in the long run.



To receive the pocket guide to grading battens, please complete the reader enquiry card.

Scaffold Boards: We look at the recent changes to BS Specifications for timber scaffold boards and explain how they are designed to improve safety on site. Find the full article at www.insightmag.co.uk



Turn to Roofshop

Looking for the right kit? Roofshop should be the first people you turn to.



For Personal Protective Equipment (PPE) and Workwear you can't go anywhere better. Roofshop, with all the major brand manufacturers make sure their stock is always up to date and the best you can buy. There's a huge range of brand leading products as well as their own specially developed lines, all at great prices. And they offer excellent customer support too. Give them a call to find out how good they really are, stockists can be found on the back cover.

Full terms and conditions can be found online www.insightmag.co.uk



And what's more you could win a roof operators harness kit, simply complete the word search, and one "handy" safety product is missing from the list below the table, enter the missing product name into our reader response card and post it back to us. Fun and brain taxing!!

l	i	e	t	l	e	e	g	a	n	g	i	s	y	t	e	f	a	s	f	t	l	r
f	i	s	f	a	k	i	r	h	r	n	a	a	p	n	o	a	e	i	i	e	s	l
s	s	h	i	v	i	s	c	l	o	t	h	i	n	g	e	p	r	e	s	n	i	g
d	p	t	t	s	g	s	t	o	o	b	y	t	e	f	a	s	p	p	s	r	i	l
a	s	i	s	k	l	e	i	s	e	g	k	f	l	t	t	f	f	g	l	n	h	o
p	a	g	l	e	g	g	e	k	t	s	i	f	e	a	a	s	i	r	p	u	l	v
e	o	a	o	l	a	r	s	o	r	e	s	p	i	r	a	t	o	r	s	v	g	e
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n	e	h	a	s	g	i	a	p	s	g	k	l	i	n	t	s	e	t	i	k	s	e
k	g	g	e	l	g	l	t	n	o	i	t	n	e	v	e	r	p	e	r	i	f	a
f	a	l	l	a	r	r	e	s	t	k	i	t	s	h	s	e	l	g	e	b	v	t
r	f	f	n	f	l	l	n	s	i	s	r	e	k	k	h	k	d	p	a	i	s	h

Knee Pads
Fall Arrest Kits
Fire Prevention

Spill Kits
First Aid Kits
Helmets

Ear Plugs
Hi Vis Clothing
Safety Boots

Sealants
Tapes
Safety Signage

Goggles
Respirators

Weird roofs of the World

From metal roofs, grass roofs, glass roofs, rock roofs to roofs that rock, when it comes to variety... roofs are right up there (sorry).

Pity the mere mortals who can only appreciate roofs from below and don't get to see the bird's eye view. It means they miss out on some of the good stuff we get to see.

Stuff like the 60ft phallus a teenager from Berkshire drew on the roof of his parents' £1m mansion. It took a year for them to find out but gave local roofers a laugh in the meantime. Or the Northumberland cafe owners who keep their goats on the roof. Yep. That is what we said.

Now, we're not suggesting you encourage teenagers to graffiti or get a mate to put

livestock 30ft high. Definitely not. But, we do want you to send us pics of any weird roofs you happen to come across.

What do we mean by weird? Well, not run of the mill. Unusual, odd, funny, strange, bizarre, a bit crazy – you decide. But wherever you are, whether here in the UK or on your travels, we'd like to hear about the weird roofs you see.

What's in it for you?

Good question. Not only will you have your name mentioned in this fine publication, you'll also have the chance to win a Nikon Coolpix 8000 compact camera.



Get snapping and show us what you spot. Send them in as soon as you can so we can include them in the next issue. The weirder the better!



Email your picture to editor@insightmag.co.uk

Full terms and conditions can be found online www.insightmag.co.uk

VMZINC guttering – the secret is out



Those of you new to zinc guttering will be pleasantly surprised at how easy VMZINC's Rainwater System D is to fit. With the minimum number of components speed is the order of the day, whether on a standard residential project or a new conservatory.



There are no gaskets to worry about and nothing extra to pay for, as the kits you buy contain half round gutters, concealed brackets, stop ends, corners, running outlets, downpipes and self-locking pipe brackets. More than anything else though, you'll be amazed quite how little Rainwater D costs compared to PVC and Aluminium!

You get all the benefits of PVC and there's a choice of 75mm (3 inch) and 100mm (4 inch) gutter widths.

The pre-weathered ANTHRA-ZINC (black) and QUARTZ-ZINC (mid-grey) colours don't suffer from fading and importantly for fixers zinc is really light in weight. You can even preassemble concealed brackets into uncut gutter lengths off site. No special tools are needed, just an electric screwdriver, hacksaw, marking line, crimping pliers, standard screwdriver and a pencil to mark any sections for cutting. You'll also need a caulking gun to apply two beads of VMZINC adhesive at each gutter joint (no adhesive is needed for downpipes).

Once up, VMZINC guttering needs virtually no maintenance, it really is that simple.

ENQUIRY 9

For further information complete the reader response card

Hello Sunshine!

From a health and safety point of view it's essential that only qualified Roofing Contractors should install fully integrated PV solutions onto the roof space.

Most people like a bit of sun. But imagine how much more you'd like it if it heated your house and powered all your lights... and you got paid for using it.

Since the government released details of the Feed in Tariff (FiT) scheme for the UK it looks like those who are switched on will be looking to the sun for more than just topping up their tan. This is an opportunity for you to benefit from the scheme.

So what are Feed in Tariffs (FiTs) all about?

Basically, the UK currently gets about 5.5% of its electricity from renewable sources, but to hit green targets in 10 years' time this has to rise to 30%.

From April 1st this year the FiTs scheme guarantees a set fee payable for the electricity generated from renewables for up to 25 years. It also sets an additional rate for electricity exported back to the grid, which is linked to the type of technology used.

So, what are the benefits for your customers?

- A fixed income for every kilowatt hour of electricity generated and used in your property – all tax free.

- Additional fixed income for every kilowatt hour of electricity generated and sold back to the grid – again all tax free.
- And if customers don't generate enough power for their needs they can still buy electricity in the normal way, just less of it than usual.

Good news all round. Especially as in the past making money from generating your own electricity was a tricky business - no system, no guarantees, no income. From now on the increased certainty the scheme provides will encourage households, communities, businesses, schools, hospitals, universities, you name it, to install small-scale low carbon electricity generation technologies on their buildings. The sort of technologies we're talking about include:

- Solar Photovoltaic (PV)
- Wind
- Hydro

And it's not just newly installed systems that are eligible. Installations prior to the 15th July 2009 may also qualify for the FiT. Plus, if you're currently installing a system it's worth checking to see if that system is eligible to benefit from the FiT scheme. Check out www.fitariffs.co.uk for the small print.

So what's in it for roofers?

A lot. Make no mistake, this is going to big. By 2020 it's reckoned the scheme will support over 750,000 small-scale low carbon electricity installations and will have saved 7 million tonnes of carbon dioxide. That's a lot of gas. Plus the government will be behind a big push on PVs to the public to support their investment in FiTs - so as Sam Cook sang 'A change is gonna come.' Knowing what products are available and how they benefit your customers is going to be crucial to adding this to your business. You need to be able to advise customers on best practise (fitting, Health & Safety), minimal disruption, financial returns, and who is best suited to have them.

Getting qualified

From a health and safety point of view it's essential that only qualified Roofing Contractors should install fully integrated PV solutions onto the roof space. Why? Because they are the experts in working on this area when it comes to the important issues:

- health and safety – working at height
- integration of items within the roof coverings area
- waterproofing requirements
- legislative requirements including thermal bridging, ponding, etc.



A quick look across The Channel shows how disastrous poor installation can be. Throughout the rest of Europe there is a 3 billion Euro legacy due to poor installation, incorrect product choice and invalid insurance claims. **3 BILLION.** That's about 1 in 5 of all installations. Not a bill you want to be saddled with.

The main problems arising from lack of expertise, apart from the whacking-great bill, are:

- Production / sale of bolt on systems which don't fully integrate into the roof space affecting the design, safety (due to wind up lift issues) and electricity generation capabilities.
- Problems with the interfacing at the roof / waterproofing membrane level leading to water ingress.
- Non specialists being called in by homeowners to install both bolt on and fully integrated systems.



ENQUIRY
10

Get all the know-how from independent experts

So, if you don't want to be in the dark when it comes to harnessing the sun it's time to get up to speed. There's no doubt PVs and renewable energy are a major opportunity for anyone involved in roofing. But research shows us that when selling to homeowners even switched on roofers only score a hit rate of 2 in 10 conversions.

So, how can we improve?

Homeowners need quality assurance before they sign up for work to commence. Understanding how to connect with customers and providing a more professional, sales-oriented approach can increase the hit rate to 6 out of 10 conversions. SIG Roofing are collaborating with KSA Sales Solutions, training specialists for the construction industry. They have developed a training initiative to help roofers develop their sales techniques (applying them to PVs as an example) - upping their hit rate as a result.

What does the course cover?

Where we are today

- The current market place

Meeting the challenges

- What are the challenges you face?
- How can you overcome them?

Getting 'In it' to 'Win It'

- How to structure a call with a customer
- How to gain information from a customer
- What to do with the information
- How the information leads to benefits
- How to sell on benefits

'Winning it' - Presenting your offer

- How to structure a proposal
- How to present it
- What to include
- How to manage objections

What's in it for you?

Well, more business for a start. The course lasts one day and costs just £300. But the really good bit is you get this money back on your first product purchase, including PV. Can't say fairer than that.

By the end of the training you will:

- Have a clear, practical sales plan
- Increase your 'hit rate'
- Generate more income and increase margins on your customer orders
- Understand sales techniques
- Diversify your product portfolio including PV / Renewable Energy
- Obtain promo templates such as initial meeting notes, proposal forms and flyers

Places extremely limited. To find out about forthcoming course dates in your area email editor@insightmag.co.uk

After all, you've got to be in it to win it.

Learn more about 'KSA Sales Solutions Training' on page 28

'Roofing Racers' whizz round the London Triathlon to raise over £30,000



A team of 'Roofing Racers' lived up to its name by dashing round the London Triathlon in the city's Docklands to raise much needed funds for Macmillan Cancer Support and Great Ormond Street Hospital. The 67-strong team sped round the three leg event and raised more than £30,000 for these worthy causes on Saturday 7th August.

Team 'Roofing Racers' comprised of contractors, manufacturers, trade associations, trade press and distributors all working together to raise money and complete the London Triathlon, an event which challenges even the most athletic contenders; more than 13,000 entrants have to complete a 750 metre swim in the Thames, 20 kilometres of hard cycling and a final 5 kilometre run to the finish line.

This year, 'Roofing Racers' decided to back not one, but two worthy causes; Macmillan Cancer Support, which is particularly important to the Roofing world with the loss of colleagues to cancer and this year's squad helped Christopher, son of Russell Pagan of SIG

Roofing & Roofline in his quest to raise £100,000 for Great Ormond Street Hospital so they can help even more children who have life threatening illnesses or accidents.

Last summer, Christopher fell seriously ill. He had suffered a bleed on his brain which left him temporarily paralysed. He had to learn to walk, talk and do just about everything all over again. It

was only with the help of the fantastic people at Great Ormond Street Hospital that he has made the recovery he has a year later.

Although Christopher is still getting better and everyday there is a new challenge to overcome, he made a pledge to raise £100,000 for Great Ormond Street Hospital so they can help even more children who are as sick as he was.

This year's squad was stronger than ever thanks to the level of training undertaken by the team, and their hard work certainly paid off. Roofing Racer's fastest competitor for a second year running was Neil Harrison of Briggs Amasco, who crossed the finish line in an astonishing 1 hour and 22 minutes. Next up was Matthew Brash, son of

Christian Brash from John Brash & Co Ltd, who came in after an incredible 1 hour and 26 minutes. Third place was given to Craig Chivers of SIG plc who followed Matthew over the finish line 1 minute later.

And as for 'Roofing Racers' Team Relay competitors, the Avonside team comprising of Ken Houston, Anthony Burke and Keith Kershaw raced over the finish line in 1 hour and 22 minutes. They were followed 2 minutes later by Keith Muggleton of the Ford Motor Company and Gary Sutton and Paul Owen of IKO. The third team to cross the finish line after 1 hour and 29 minutes was Prater consisting of Dan Seymour, Dave King and Doug DeSouza.

"I am delighted that our friends



and colleagues in the industry have come together to raise such a fantastic amount of money for these charities. From a personal point of view, my family and I are indebted to Great Ormond Street Hospital for the help they gave us following my son's illness. This is the least we could do to help them keep up the good work for other families and



Want to donate to these very worthy causes, go to our donations page www.justgiving.com/christopher-pagan and make a pledge.

Here are the full results for 'Roofing Racers' Corporate Sprint competitors:

Neil Harrison 01:22:48;
Matthew Brash 01:26:07;
Craig Chivers 01:27:31;
Nick Roberts 01:27:47;
Kevin Higby 01:28:42;
Brett Cornish 01:28:58;
Richard Olds 01:31:28;
Mark Gibbon 01:33:07;
Michael Hartley 01:33:39;
Christian Brash 01:34:50;
Hayden Pattison 01:37:34;
Darren Wells 01:38:52;
Daniel Eldridge 01:39:39;
Naithan Keeping 01:40:49;
Paul Allsop 01:44:25;
Russell Pagan 01:45:13;
Steven Luke 01:45:26;
David Arendell 01:48:12;
Keith Wright 01:49:05;
Chris Beedham 01:50:12;
Ben Sobkowiak 01:51:46;
Graham Copson 01:56:43;
Joanne Grainger 02:06:32;
Cath Mitchell 02:18:15;
Helen Sutherland 02:19:28;
James Pearson 02:32:08;
Martine Gibbon 02:38:43;
Kirsty Sutherland 02:39:52;
Hayley Holmes 02:54:26

Here are the full results for 'Roofing Racers' Team Relay competitors:

Avonside (Ken Houston, Anthony Burke, Keith Kershaw) 01:22:17;
Ford / IKO (Keith Muggleton, Gary Sutton, Paul Owen) 01:25:25;
Prater (Dan Seymour, Dave King, Doug DeSouza) 01:29:29;
Icopal (Adrian Molloy, Lee Nichols, Gemma Nadin) 01:31:12;
Icopal (Kevin Easton, Mark Bailey, Paul Levie) 01:33:26;
Aaron Roofing Supplies / Steadmans (Melissa McDonnell, Chris Williams, Paul McDonnell) 01:33:55;
Polyroof (Tina Millington, Carl Millington, Linda Roberts) 01:38:08;
Bracknell Roofing (Alistair Smith, Philip Mulvaney, Joss Elliott) 01:41:25;
SIG Trading / IKO (Chris Bow, Graeme Douglas, Gilbert Jackson) 01:42:23;
Avonside (Sarah Bull, Kyle Burke, Elizabeth Boyle) 01:44:02;
Drew / Trellidor / Icopal (Ken Drew, Justin Pattison, Chris Finnerty) 01:46:09;
Sheffield Insulations (Dave Tooth, Jamie Ridley, Edward Paradise) 01:48:56

Racers' continued support. The money raised by everyone's hard work will help us do even more to improve the lives of people affected by cancer; it could pay for the build costs of 10 Macmillan Information Points, help run a large Macmillan information centre for several

months or pay for 10,000 audio versions of the cancer guide. This would be impossible without the help of people like 'Roofing Racers'. Thank you very much for your continued support" says Hayley Short, Challenge Events Co-ordinator from Macmillan Cancer Support.

Marketing doesn't have to be a minefield



Some things are obvious - not swearing like a blinder is one; not wearing your trousers half way down your backside is another.

We all know times are 'challenging'. That's marketing speak for 'I need more work'. So, when jobs are hard to come by how do you ensure they come your way and then lead to more?

Marketing isn't just about adverts, having clear literature or a well-sprayed van – though all these things can help. It can be as simple as using good health and safety to make yourself stand out from the crowd. Making sure customers know you've got all your health and safety ducks nicely lined up has a knock on effect on the image you give out.

Always remember – you and your gang are the most useful marketing tool you have.

Below are some steps to help you create the right impression, win quoted jobs and develop a more professional image. Some things are obvious - not swearing like a blinder is one; not wearing your trousers half way down your backside is another. Obvious, but surprisingly common.

Now, we might be teaching you to suck eggs, if so then you're already doing the right thing. If not then here are some straightforward things to watch out for.

Presentation

'This place looks like a building site!' Well, you might say that's because it is one. But a few basic steps will reflect on the quality of service you offer. Anything, from the right clothing, tool belts, footwear and hard hats all help with presentation, as well as making the site safer.

Your presentation on site also has an effect on neighbours. How many times have neighbours either asked you directly or spoken to your customer about a 'small' job on their roof. You're much more likely to pick up this kind of work if you present a professional image and look like you do it safely.

We've said about keeping your trousers up but body odour or poorly presented contractors also reflect the type of work a customer will get. And they're less likely to recommend you to friends and family as a result.

Suggestions:

- Look at professional construction clothing companies like Snickers or Dickies.
- Use your logo or company name wherever

you can. Many clothing companies will include branding on hi-vis clothing, t-shirts, jackets, hats etc., in the purchase price.

- Don't let clothing wear out.
- Keep your clothing on.

Equipment

All equipment is going to get used and abused on site – that's natural. But cleaning and maintaining it as often as you can has a huge impact. If it looks like it's on its last legs your customer isn't going to be filled with confidence.

Suggestions:

- Have heavy duty stickers made to put on all larger kit, avoiding hot kit and ventilation. This will give a professional look and help prevent loss/theft.
- Get etching kit for security.
- Clean it.

Safety

Contractor and customer safety are vital. Showing a commitment to safety only strengthens your position as a reputable contractor.

Suggestions:

- Create clear safety signs that can be moved from site to site:
 - Working overhead.
 - Keep clear. Risk of falling debris.
 - Warning! Backsides might appear from rear of clothing (you get the idea...)
- Use protection kit like hard hats, tough boots and jackets.

Membership of regulatory bodies

TV's 'Rogue Traders' always highlights how important it is to get referrals or check membership of industry schemes when choosing a contractor. It's all about being trustworthy.

Suggestions:

- Join an official body such as the National Federation of Roofing contractors (NFRC).

Pricing, quotes, standard documents, offers, tender templates

Your paperwork speaks volumes about you as a business. If it looks sloppy chances are you are too. These suggestions will help you create professional quotes and tenders quickly. More importantly they'll make you look good. By keeping a clear record you're also more likely to avoid unnecessary disagreements with customers.

Suggestions:

- Set up electronic stationery for your correspondence with customers.

- Create templates for letters, quotes, working procedures, terms and conditions, capabilities, awards, memberships, insurances and testimonials.

- Make sure you include your company name (and logo, if you have one) and always try to put it in the same place, in the same size, on the paperwork.

Communication

First impressions count, so it's essential you make a good one.

Suggestions:

- If you commit to replying by a certain time, then make sure you do. If you still don't have the relevant information (estimate, timings, etc.) then contact the customer and let them know you haven't forgotten them and sort out a new time.
- Consider a telephone answering service. These give a professional appearance and avoid interruptions when you're working or driving – after all you don't want to take a call halfway up a ladder or in the outside lane of the M4. Crucially, they also give you

breathing space to think about how you answer an enquiry.

- At the very least create a polite, clear voicemail message – and get back to the customer as soon as you can.

Training

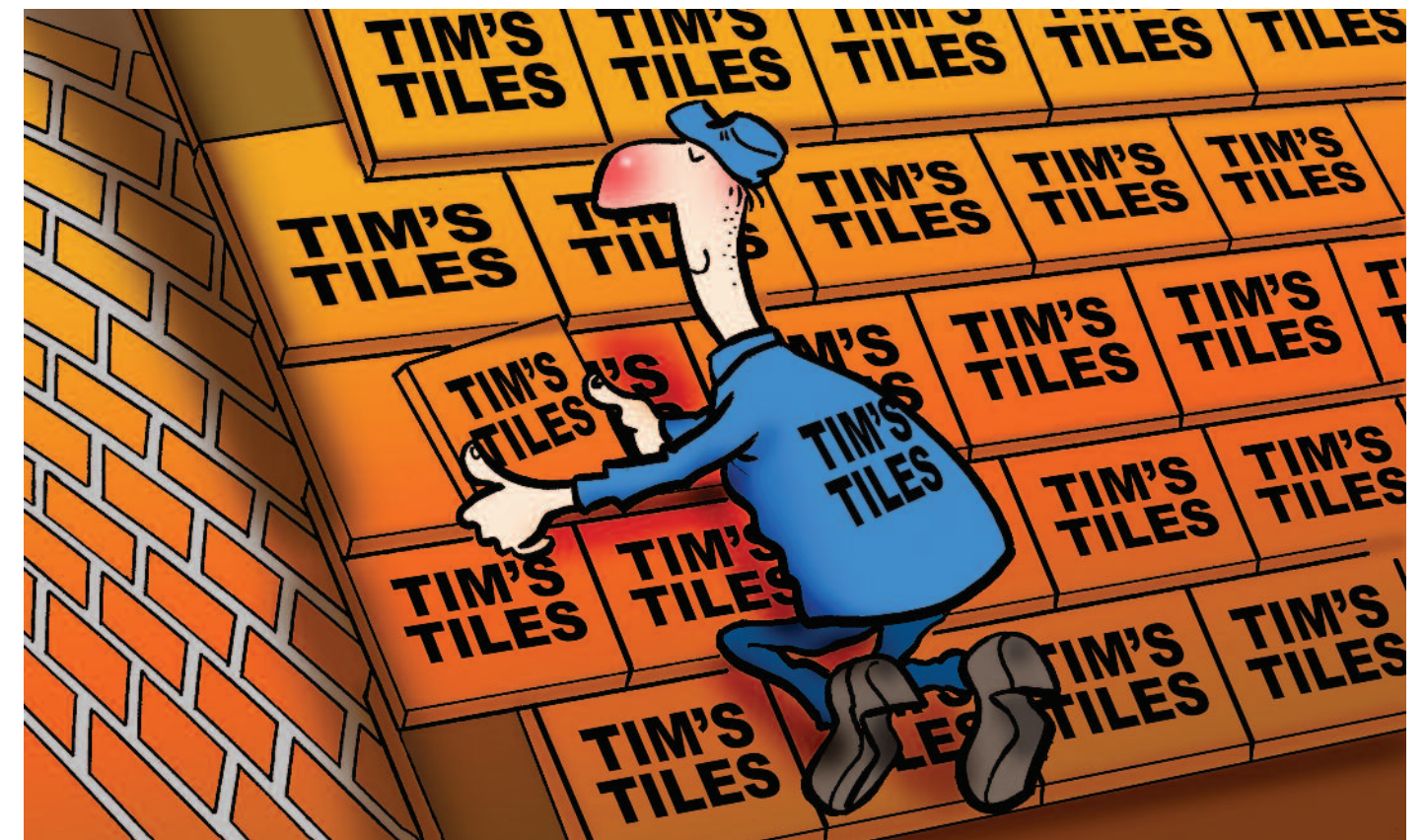
Modern technology is bringing all kinds of roofing options to the market such as photovoltaics (PVs). Being able to advise customers and show them you know how to use all the latest equipment, and use it safely, is a sure way to get more business.

Suggestions:

- Get properly trained by trusted training providers.
- Make sure you know what you're doing.
- Let your customers know.

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But don't take our word for it, attend a 'KSA Sales Training Course' see page 23 for details



Old dogs learn new tricks.



Changing your approach in a changing market, you've got to be in it to win it...

Even if you've got bags of selling experience, market conditions today are a challenge. In fact whether you're a buyer or seller, everybody's under pressure to cut costs and raise their game.

So, when there's less business to go round and margins are tight, how can you make sure you've got the edge over the competition and win the business.

KSA Sales Solutions are a training specialist dedicated solely to the building and construction industry. Here they give a few hints and tips on how you can do things differently.

So what do you need to do?

First...

Look at your team

Evaluating the gaps in your team's skills is crucial. KSA specialise in development training and assessment and can help identify areas that need your attention – not just in the current market but where you want your business to be in the future.

Give your team the tools for today's market

When times change don't assume your sales team can adapt. Chasing business in a downturn is a different ball game from working in a boom. Being more can-do and structured is what it's all about. From techniques to increase confidence, good call preparation, or connecting with

new customers, your team need the right skills for today's market.

Make contact count

Practices that were okay before aren't always so welcome now. Calling on a customer just for a 'chat' was alright once, but at the moment the phrase 'time is money' is ringing truer than ever. The last thing you want is for clients to feel you're wasting time they haven't got. If you haven't got a reason to call... don't.

'Price' isn't always right

If your business is always about price then your margin is only going to go one way – down. So don't always get stuck on the bottom line. Selling a solution that solves problems, adds value and where the benefit outweighs the cost is giving real value.

Sell right, sell again... and again...

Buying the wrong solution is expensive. You need to make sure the products you offer and the services you provide are right for your customers. Find out what

they need and provide the right solution and they'll come back. Don't and they won't.

Add value

Sell products as part of a wider service rather than in isolation. Customers look at the whole package. Knowing they can come to you for back-up services or technical support makes a huge difference to their buying decision.

Different times. Different rules

With cut backs you can't rely on established relationships to see you through. Making new contacts is just as important. Looking at problems potential clients have with current suppliers and providing a solution that addresses those issues is a great place to start.



Want to be trained for nothing?

KSA Sales Solutions will be conducting roofer training courses on 2nd and 3rd December, places will be limited and course fees will be reimbursed with your first purchase of roofing products from an approved stockist, see back page for details.

To be in it to win it please email info@insightmag.co.uk to express your interest in a place on the training courses.

You've got to be in it to win it...

WIN an iPod touch!

Time was when the only people with mobile phones were dodgy characters driving blacked-out BMWs. But these days there are all kinds of gadgets to help make our working lives that little bit easier – but are we getting the most out of them?

Let us know how you use technology for the chance to win a brand new iPod touch!

How do you keep in touch with customers?

☐ Phone ☐ Email ☐ Letter ☐ Visits

If you use a mobile phone, which sort do you use?

☐ Mobile phone ☐ iPhone ☐ Blackberry ☐ Other smart phone

Do you use any smart phone apps?

If YES, which one would you recommend to others?

If you use email, do you send out quotes electronically?

☐ Always ☐ Sometimes ☐ Never

Do you use technology to help you quote for business?

☐ Always ☐ Sometimes ☐ Never

What technology do you use?

How has it speeded up the process?

Do you have a website? ☐ Yes ☐ No

If YES, do you use an online quoting form? ☐ Yes ☐ No

If YES, how many online enquiries convert into business?

☐ Most of them ☐ Some of them ☐ Hardly any

If NO, are you planning on getting one?

☐ Yes, definitely ☐ Thinking about it ☐ Can't see the point

Your name

Your mobile number

Fax back your answers (yeah, we know, it's not that high-tech!) to 01480 302 881 by 30th November 2010 and wait for the winning call! The winner will also be announced in the next issue of Insight.

Full terms and conditions can be found online www.insightmag.co.uk

Stand out from the crowd

Speaking of technology, here's an offer from Swift that we think you're going to like... a lot



Finding the time to estimate for your next job can be a time consuming business. And climbing up ladders in all weather to work out the cost is no one's idea of fun.

Now Swift have just the thing to make you stand out from the crowd. So, if you want to make more money by offering quicker and more accurate estimates SwiftEst is for you.

SwiftEst is a roof estimating package, designed specifically for the UK, which increases the speed of estimating by up to 80%. And now Insight has negotiated a fantastic offer with SwiftEst, offering a massive 50% off the normal price, so you can save a whopping £1,500.

So what will SwiftEst do for you?

- Create fast, accurate and detailed estimates.
- Allow you to offer customers multiple options by changing specifications quickly and easily.
- Cut out repetitive estimating by copying house types and changing the tiles specified.
- Work out courses, pitches, hips and valleys with the enhanced worksheet calculator.
- Print out materials order sheets.
- Have all estimates readily available for easy reference.
- Create professional looking quotes.

This offer isn't going to last forever so please complete the reader enquiry card for further information.

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Drawing to conclusions

National Federation of Builders Picks School Winners of its 'STAY SAFE, STAY AWAY' Campaign 2010

Every year dozens of children are either killed or seriously injured in accidents on building sites around the UK. In 2003 The National Federation of Builders (NFB) set out to raise awareness of these dangers among schoolchildren.

Now in its seventh year their **STAY SAFE, STAY AWAY** safety poster competition is growing rapidly in popularity. Sponsored by the HSE and by B&CE the competition announced its winners to coincide with National Child Safety Week.

Schools across the country were invited to take part with pupils getting busy designing the posters, showing the dangers of building sites and how to avoid getting hurt. It's a fun thing for the children to do and a great way to teach them how to keep themselves safe and sound.

Expert judges picked six regional and one national winner from the hundreds of entries submitted. Prizes were donated by the NFB and B&CE, as well as Merlin Entertainments including tickets



to Madame Tussauds and Alton Towers.

This year's national winner is 11 year old Dean Turner from Newquay Junior School in Cornwall. Dean enjoyed a trip to London for a meeting with Health and Safety Minister Chris Grayling MP as part of his prize. His winning poster will also be displayed on building sites around the country. As part of his winning entry, Dean will also

enjoy a family day out at Alton Towers and his school will receive £500.

Julia Evans, Chief Executive of the NFB said: "I am delighted that our campaign goes from strength to strength every year. Every child who learns about the dangers of building sites is a child saved from injury or worse."

Last year's campaign indirectly led to the very successful

Considerate Constructors' Scheme. This enables construction companies to demonstrate their consideration for the communities in which they build.

If you'd like to know more about the competition – and maybe get your local schools joining in, complete the reader response card.

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NW Training

NW Training is an independent training consultancy providing a wide range of bespoke courses specialising in the construction industry activities. Neil Whitfield (the NW of NW Training) is able to use his qualifications and over 36 years experience gained within the building and construction specialisms such as UPVC Roofline and vocational education, to enable you to gain a full understanding of your chosen specialist area.

Courses available include;

- Health and Safety
- Roofline Installation Techniques
- Working at Height
- Asbestos Awareness

For further information please complete the reader response card.

nw Training

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Marginal benefits

Swish
BUILDING PRODUCTS

Cutting corners on safety to save cash could end up costing you more than just money.

In a downturn it's tempting to trim back on costs to improve your margin, and health and safety can be a tempting target. But dangling off a ladder 20ft in the air poses more risks than the obvious ones, as Greg Wilde of Swish Building Products explains.

"You're not just risking a few weeks off work with a broken arm, leg or something worse" he says "but you're de-valuing your business, your brand and reputation."

Cutting corners

"If you're cutting corners on health and safety, what does that say about you? Are you going to cut corners on the job? Will you turn up when you say you will or come back and correct any faults?"

And if you're prepared to cut corners, surely you're prepared to cut costs? An overly relaxed attitude to health and safety can have a direct impact on your bottom line – even before the injury compensation claims kick-in."

So what are the 'dos' and more importantly 'don'ts' when installing roofline products? Once you're above ground level you fall – no pun intended - under a raft of practices and restrictions included in the Working at Height Regulations 2005.

The regs talk about things that should be a given on any job...

that the workplace is safe, those doing work are trained and competent, equipment is suitable and works are planned. That kind of thing.

"On paper it seems pretty obvious stuff but these basic things are over-looked time and time again", says Greg.

"So often you see installers hanging off ladders or failing to remove old nail encrusted timber fascias and soffits from platforms. These are the things you can see but there are other risks that are less obvious, like asbestos."

The right stuff

Swish Building Products, which supplies an extensive selection of colourfast fascias, soffits and cladding, recommends the use of a full scaffold with kick boards and rails or a properly installed cantilever platform with guard rails when working at height.

Greg says: **"Safety can be an added cost but many of our customers use health and safety effectively as a marketing tool to sell added value. They show homeowners they're not only a responsible company but that the job is going to be done properly because workers have the right access, training and tools."**

He adds that installers can combine this approach with other 'quality markers'. For example, pitch for full replacement fascias rather than cheaper capping options. It'll give the customer a longer lasting finish and will



"...ANG ON, LAD... IT SAYS 'ERE THAT YOU'RE SUPPOSED TO 'AVE SOMEBODY 'OLDIN' THE LADDER STEADY"

save them money in the long run. Offer remedial works to roof felt or rotten timbers and use quality products that feature excellent finish and colour fastness.

"You can also throw good personal conduct into the mix. Tidying up at the end of each day and general courtesy goes a long way. It's simple stuff, part and parcel of good working practices, like health and safety, but it all adds up to a healthier looking bottom line."

Silver lining

"Despite the downturn work is still out there to be won."

You simply have to dig it out. The retirement market is one example, it's relatively unaffected by the health of rest of the economy.

"A responsible approach to project delivery, including health and safety, really makes sense in this higher margin sector. Installers need to re-think health and safety, stop seeing it as an enemy and more like a friend... with benefits."

For more information on Swish's full range of roofline and cladding products complete the reader response card.

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Interested?

For more information on Swish's full range of roofline and cladding products complete the reader response card.

Where can you find an Insight approved stockist?

Anglia		
Lee & Son Roofing Merchants	Bedford	01234 325283
Scotplas	Bedford	01234 355568
Asphaltic Roofing Supplies	Cambridge	01223 245262
Asphaltic Roofing Supplies	Colchester	01206 791242
Omnico Plastics	Colchester	01206 871510
Asphaltic Roofing Supplies	Great Yarmouth	01493 659991
Omnico Plastics	Great Yarmouth	01493 659991
Omnico Plastics	Ipswich	01473 461461
Regional Roofing Merchanting	Ipswich	01473 749621
Asphaltic Roofing Supplies	Luton	01582 456177
Omnico Plastics	Luton	01582 733434
Asphaltic Roofing Supplies	Northampton	01604 765684
Omnico Plastics	Northampton	01604 590925
Wedge Roofing Centre	Northampton	01604 250261
Asphaltic Roofing Supplies	Norwich	01603 487860
Omnico Plastics	Norwich	01603 219430
Lee & Son Roofing Merchants	Peterborough	01733 345004
Omnico Plastics	Peterborough	01733 559166
Summers	Romford	01708 722844
Asphaltic Roofing Supplies	St Ives	01480 467776

London		
Asphaltic Roofing Supplies	Cheam	02083 379455
Asphaltic Roofing Supplies	Croydon	02086 866911
Roberts & Burling	Croydon	02086 890481
Asphaltic Roofing Supplies	Kentish Town	02074 855550
Proos Roofing Supplies	Kentish Town	02074 851791
Wedge Roofing Centre	Ladbroke Grove	02089 690022
Asphaltic Roofing Supplies	New Cross	02073 580085
Wedge Roofing Centre	Rainham	01708 555213
Asphaltic Roofing Supplies	Romford	01708 754022
Asphaltic Roofing Supplies	Slough	01753 570526
PBM-DQS	Slough	01753 823479
Asphaltic Roofing Supplies	Southend	01702 511158
PBM-DQS	Southend	01268 725935
Asphaltic Roofing Supplies	Stratford	02085 194805
Asphaltic Roofing Supplies	Tottenham	02088 080459
Wedge Roofing Centre	Tottenham	02088 086816
Wedge Roofing Centre	Waltham Cross	01992 624938
Omnico Plastics	Watford	01923 237110
Project Plastics	Whyteleafe	02086 680600

Scotland		
Asphaltic Roofing Supplies	Aberdeen	01224 692000
Scotplas	Aberdeen	01224 589890
Scotplas	Ayr	01292 262885
Scotplas	Bellshill	01698 740066
Asphaltic Roofing Supplies	Broxburn	01506 857613
Asphaltic Roofing Supplies	Dundee	01382 833011
Scotplas	Dundee	01382 489959
Asphaltic Roofing Supplies	Edinburgh	01315 542554
PBM-DQS	Edinburgh	0131 669 8632
Asphaltic Roofing Supplies	Glasgow	01415 565200
PBM-DQS	Glasgow	0141 445 6475
Proos Roofing Supplies	Glasgow	01698 817428
Proos Roofing Supplies	Inverness	01463 250318
Scotplas	Inverness	01463 229239
Asphaltic Roofing Supplies	Kirkcaldy	01592 654913
Border Slate Supplies	Melrose	01835 823640
Proos Roofing Supplies	Paisley	01505 321122

North West		
Proos Roofing Supplies	Birkenhead	0151 6452450
Clydesdale Roofing Supplies	Blackpool	01253 398376
Proos Roofing Supplies	Bolton	01204 523336
Summers	Crewe	01270 254724
Clydesdale Roofing Supplies	Leyland	01772 453939
Cladding & Fascia Supplies	Liverpool	0151 2636737
Clydesdale Roofing Supplies	Liverpool	0151 5212100
Asphaltic Roofing Supplies	Manchester	01612 307712

North West continued		
Clydesdale Roofing Supplies	Manchester	0161 3203456
Omnico Plastics	Manchester	01204 604342
Scotplas	Preston	01772 798800
Clydesdale Roofing Supplies	St Helens	01744 611471
Scotplas	Stockport	01614 741818
Clydesdale Roofing Supplies	Wigan	01942 615030
Omnico Plastics	Wigan	01942 236200

Yorkshire		
Proos Roofing Supplies	Bradford	01274 392433
Proos Roofing Supplies	Grimsby	01472 245667
Roplas	Grimsby	01472 268866
William Smith & Sons	Huddersfield	01484 653373
Kesteven Roofing Centre	Hull	01482 574577
Roplas	Hull	01482 224614
Asphaltic Roofing Supplies	Leeds	01132 631263
Armour Building Products	Leeds	0113 263 1631
Kesteven Roofing Centre	Leeds	0113 2351441
Kesteven Roofing Centre	Rotherham	01709 835500
Scotplas	Rotherham	01709 374951
Proos Roofing Supplies	Scunthorpe	01724 854444
Clydesdale Roofing Supplies	Sheffield	0114 2434188
Roplas	Sheffield	01142 560011
Kesteven Roofing Centre	York	01904 476319
Roplas	York	01904 438205

South Coast		
Asphaltic Roofing Supplies	Bishops Waltham	01489 896544
Asphaltic Roofing Supplies	Bournemouth	01202 731867
Omnico Plastics	Bournemouth	01202 591677
Omnico Plastics	Christchurch	01202 476363
Omnico Plastics	Eastleigh	02380 610110
Toogood Plastics	Isle of Wight	01983 721511
Proos Roofing Supplies	Poole	01202 682491
Asphaltic Roofing Supplies	Portsmouth	02392 671521
Coleman Roofing Supplies	Portsmouth	02392 690214
Omnico Plastics	Portsmouth	02392 693451
Omnico Plastics	Farlington	02392 379410
Formerton Roofing	Southampton	02380 365555
Asphaltic Roofing Supplies	Waterlooville	02392 258344

South East		
Omnico Plastics	Ashford	01233 646749
Summers	Ashford	01233 668338
Asphaltic Roofing Supplies	Brighton	01273 430444
Omnico Plastics	Camberley	01276 462932
Roofing Centre Group	Canterbury	01227 452290
Omnico Plastics	Chatham	01634 670404
Scotplas	Dartford	01322 337223
Asphaltic Roofing Supplies	Eastbourne	01323 500458
Coleman Roofing Supplies	Finchampstead	01189 733788
South Coast Roofing Supplies	Folkestone	01303 226888
Accurate Roofing Supplies	Gravesend	01474 532999
Omnico Plastics	Hastings	01424 853077
South Coast Roofing Supplies	Hastings	01424 853099
Asphaltic Roofing Supplies	Horsham	01403 270640
Omnico Plastics	Hove	01273 421507
South Coast Roofing Supplies	Hove	01273 328640
Coleman Roofing Supplies	Leatherhead	01372 361600
South Coast Roofing Supplies	Lewes	01273 488888
Coleman Roofing Supplies	Milford	01483 425828
Roofing Centre Group	Maidstone	01622 843399
Summers	Maidstone	01622 686140
Summers	Northfleet	01474 533335
Roofing Centre Group	Ramsgate	01843 592772
Asphaltic Roofing Supplies	Sidcup	02083 025451
Roofing Centre Group	Sittingbourne	01795 843967
Omnico Plastics	Tonbridge	01732 361515
Roofing Centre Group	Tunbridge Wells	01892 515599
The Roofing Warehouse	Worthing	01903 201013

Tyne and Tees		
Cleveland Roofing Centre	Gateshead	0191 4779474
Scotplas	Gateshead	0191 4786402
Proos Roofing Supplies	Killingworth	0191 2686627
Cleveland Roofing Centre	Middlesbrough	01642 242753
Cleveland Roofing Centre	Stockton	01642 677772
PBM-DQS	Washington	01914 179899

South West		
PBM-DQS	Chard	01460 61500
Asphaltic Roofing Supplies	Exeter	01392 250323
PBM-DQS	Exeter	01392 444346
South West Roofing Supplies	Exeter	01392 446001
Asphaltic Roofing Supplies	Newquay	01637 852660
Asphaltic Roofing Supplies	Plymouth	01752 509538
South West Roofing Supplies	Plymouth	01752 344844
Aaron Roofing Supplies	Taunton	01823 323888
South West Roofing Supplies	Torquay	01803 613212

West		
Aaron Roofing Supplies	Bath	01225 483828
Aaron Roofing Supplies	Bristol	01179 710085
Asphaltic Roofing Supplies	Bristol	01179 412412
Universal Roofing Supplies	Bristol	01179 663072
Aaron Roofing Supplies	Gloucester	01452 521347
PBM-DQS	Gloucester	01452 387832
Thomas Smith & Son	Hereford	01432 273084
Harris Roofing Supplies	Newbury	01635 521210
Asphaltic Roofing Supplies	Oxford	01865 790303
Asphaltic Roofing Supplies	Swindon	01793 613339
Omnico	Swindon	01793 617888

Wales		
Scotplas	Bangor	01248 362348
PBM-DQS	Bridgend	01656 767427
Asphaltic Roofing Supplies	Cardiff	02920 483939
PBM-DQS	Cardiff	02920 464302
Ryan Roofing Supplies	Cardiff	0292 037 8911
Scotplas	Deeside	01244 823555
PBM-DQS	Merthyr Tydfil	01443 692924
PBM-DQS	Newport	01633 255223
PBM-DQS	Neyland	01646 601699
Proos Roofing Supplies	Porth	01443 681004
Asphaltic Roofing Supplies	Swansea	01792 790272
PBM-DQS	Swansea	01792 795612

Midlands		
Asphaltic Roofing Supplies	Birmingham	0121 3273071
Proos Roofing Supplies	Birmingham	0121 5239143
Direct Roofing Supplies	Birmingham	0121 7081515
Scotplas	Birmingham	0121 3597442
Warwickshire Roofing Centre	Coventry	02476 688754
Wedge Roofing Centre	Coventry	02476 220755
Asphaltic Roofing Supplies	Derby	01332 349155
Omnico Plastics	Dudley	01384 472430
Wedge Roofing Centre	Dudley	01384 472420
Asphaltic Roofing Supplies	Leicester	0116 2785262
Footitts Roofing Supplies	Leicester	0116 2778676
Roplas	Leicester	01162 758080
Wedge Roofing Centre	Loughborough	01509 211119
Proos Roofing Supplies	Newark	01636 611880
Armour Building Products	Nottingham	01159 617719
Stephens Roofing Centre	Nottingham	01159 851400
Wedge Roofing Centre	Nottingham	01159 285999
Shropshire Roofing Supplies	Oswestry	01691 654551
Asphaltic Roofing Supplies	Stoke	01782 280567
Proos Roofing Supplies	Stoke	01782 577330
Scotplas	Stoke on Trent	01782 593336
Shropshire Roofing Supplies	Telford	01952 641161
Alltrim Plastics	Willenhall	01902 366966
Keydek Roofing	Willenhall	01902 637111

Roofing depots are in blue.
Roofline depots are in green.