

WE OPEN SPACE



Roto Frank Ltd

Partnering

A progressive outlook

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ROTO FRANK

Roto Frank is the world's leading designer and manufacturer of hardware for all types of windows, doors and environmental management control systems.

Founded in 1935, Roto has been responsible for some of the most innovative fittings to be used in the building industry. We have established an international reputation for product quality, performance and originality.

Renowned for our range of tilt and turn hardware – over half of the world's tilt and turn installations use Roto systems – we offer an extensive range of fittings to suit all popular types of windows and doors in virtually every situation.

In addition to a great range of exceptional products, when you choose Roto you are assured of the very best in service, customer care and technical support before, during and after installation.

Our dedication to customer satisfaction gives you total confidence every step of the way.

INTRODUCTION

Few companies are as committed to the concept of partnering as Roto. In our dealings with organisations in both public and private sectors of the window and door market, we create an atmosphere of open co-operation with the aim of delivering continuous improvement in our products and services to ensure that our customers and end users receive best value in all areas of our operations.

In the social housing and public sectors of our industry, we have broad experience in developing successful partnerships with a number of local authorities, housing associations and arm's length management organisations, providing effective solutions for a wide variety of projects.

This publication provides a detailed overview of our approach to partnering and outlines the policies that contribute towards the delivery of the first class products and services for which Roto is renowned throughout the world.

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PARTNERING – THE CHALLENGE

Partnering in the social housing and public building sectors plays a strategic and fundamental role in improving the level of service and value delivered by contractors and suppliers.

The key to its success is the development of a working relationship based on efficiency, honesty, openness, co-operation and continuous improvement. The challenge for local authorities and housing associations is to develop partnerships with companies and organisations which recognise and respect these principles and have the knowledge, experience and resources to implement them effectively.

As a culture of trust and openness develops, and the objectives of partnering begin to be realised, clients and their tenants will gain direct benefit from better value and higher quality products.

It is for this reason that we welcome and embrace the concept of partnership working and openly encourage all of our customers in the public and social housing sectors to commit themselves to partnering agreements, whether these are project-specific or term arrangements, framework agreements or strategic alliances.

Our ultimate aim is to ensure that the partnership provides the tangible benefits for which partnering was conceived, improving the quality of life for tenants and delivering value to our clients.



ROTO – THE PERFECT PARTNER

At Roto, we are committed to the development of partnerships that deliver results in all areas and continuously seek to enhance the relationships we develop through the implementation of policies that hold true to the core values of efficiency, honesty, openness, co-operation and continuous improvement.

Our commitment to the public and social housing sector is unquestionable. Our dedicated public sector support team is charged with the primary role of assisting buyers with the specification and sourcing of systems hardware for PVC-U, timber, aluminium or composite windows and doors.

Over the years, this team has been responsible for establishing partnerships with a number of local authorities, housing associations and arm's length management organisations, working on a wide variety of social housing and public amenity projects.

This experience has enabled us to amass a wealth of knowledge in the creation of working relationships that maximise benefits for clients and tenants alike.

Our company-wide policies on employment, quality control, health and safety, the environment and best value principles define us as one of the most responsible companies in the world and ensure our working practices are maintained at the highest standards, complementing those of the most exacting partners.

In terms of products, we offer one of the most comprehensive ranges of hardware available on the market today. We can provide solutions for casement windows, tilt and turn windows, pivot and reversible windows, in-line sliding patio doors, tilt and slide patio doors, composite and PVC-U residential doors and all with the desired, or specified level of security.

Our products comply with all relevant UK and European technical performance standards. We are Secured by Design licensees and Roto products are approved by the scheme. Roto products have also been successfully assessed by the British Board of Agrément.

Roto products are renowned for their quality, reliability and durability. Roto hardware has been used for more than 70 years and the Roto name is synonymous with quality, innovation and best value.



PARTNERING – THE ROTO APPROACH

Starting with the very first enquiry, direct from a client, from a tenants' representative body or the arm's length management organisation, we allocate a regional manager to provide efficient and direct support in your location.

This regional manager will be experienced in all aspects of window and door installation and manufacture. They will be able to provide on the spot advice on every aspect of hardware application and will be able to liaise at the highest levels of our partner's organisation.

Our regional manager is part of a team of experts who offer detailed support in areas, such as product development, technical information, order fulfilment and executive matters.

In all cases, our partners are provided with key contact details to cater for all aspects of the partnering agreement and to assure clear, unfettered lines of communication, providing you with direct access to appropriate expertise and decision-making powers at all stages of the process.



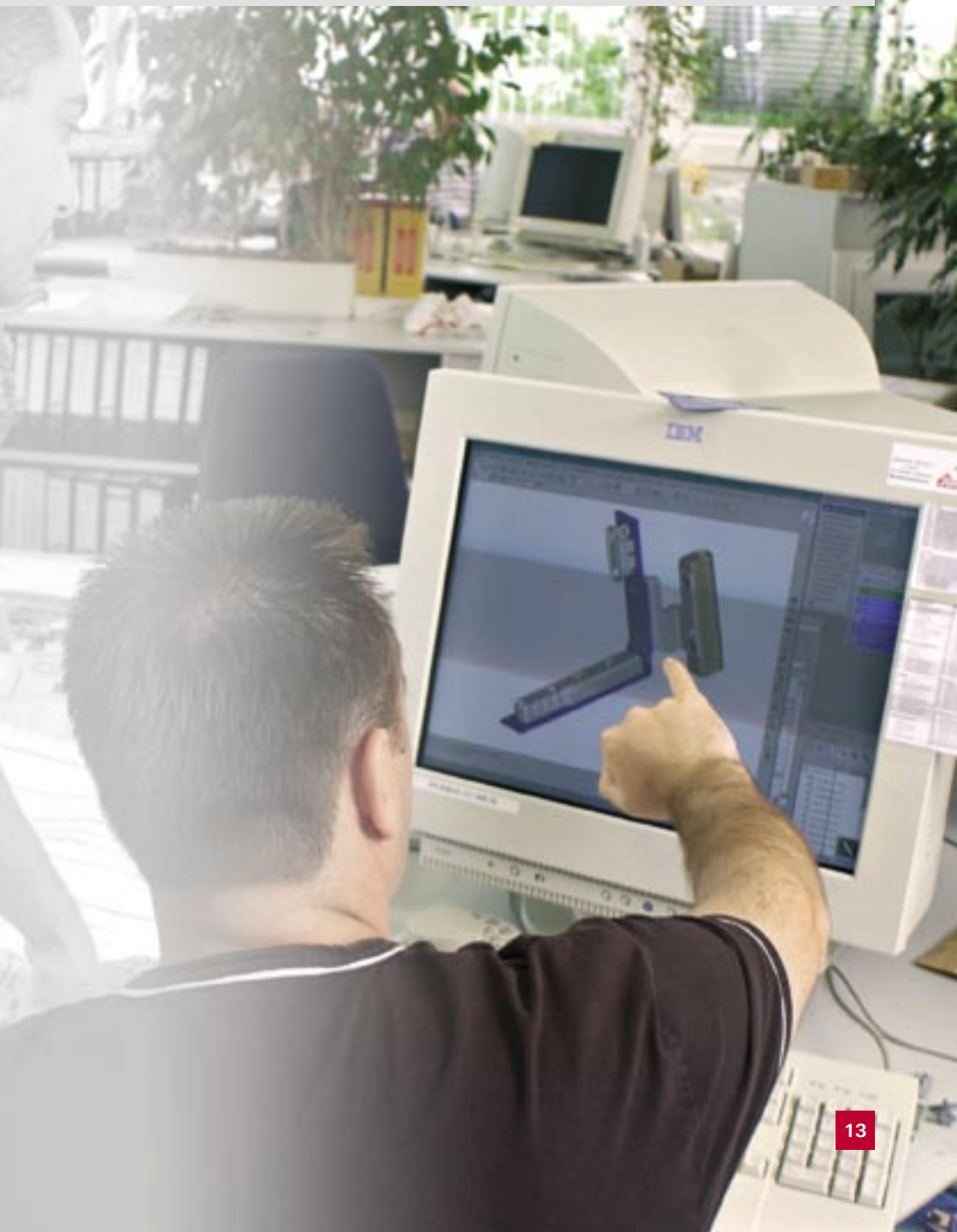
THE POWER TO PARTNER

It is all too easy for a company to espouse the virtues of partnering and to make claims on their abilities to make partnering work. The real test comes in the delivery and this can only be guaranteed by possessing the necessary expertise and resources to develop the products and services essential to effective partnering.

Roto enjoys an enviable reputation as an innovator in the field of window and door fittings. A progressive research and development policy combines with local knowledge and worldwide experience to create fresh ideas and unique products. Development embraces the core values of functionality, quality and durability, whilst ensuring that cost, value, safety and security are considered throughout the entire process.

As one of the world's largest manufacturers of hardware, the resources available to Roto are impressive. We employ the brightest engineering minds to make certain that our products are developed to meet the industry's present and future needs, whilst state of the art manufacturing facilities throughout the world provide the production capacity to satisfy market demand.

Constant liaison with national and international standards organisations, as well as representation on working committees, provides the intelligence to ensure that our products are fully compliant with industry requirements. In-house testing facilities not only enable us to test our products for development purposes, but also allow us to offer customers the opportunity to assess the potential of finished windows and doors.



PRODUCTS TO PARTNER

Roto hardware is suitable for all types of window and door systems, whether manufactured in PVC-U, timber, aluminium or composite materials.

Our product range is very comprehensive, offering security, performance and functionality to suit virtually every requirement in the social housing and public building sector. The Roto range includes hardware for:-

- Casement windows
- Tilt and turn windows
- Pivot windows
- Residential doors
- In-line patio doors
- Tilt and slide patio doors
- Enhanced security windows
- Enhanced security doors
- Bullet resistant windows and doors
- Blast resistant windows
- Environmental management control systems

Full details on all our products are available on request.



PRODUCT PERFORMANCE

The following is a list of technical performance standards and accreditations which Roto products conform to or which Roto products have facilitated compliance for a variety of windows and doors . It should be noted that compliance will vary according to product and application and that some standards relate to complete windows and doors rather than the hardware itself:-

- BS EN 1303:1998:** Building hardware. Cylinders for locks.
Requirements and test methods.
- BS EN 1670:1998:** Building hardware. Corrosion resistance.
Requirements and test methods.
- BS EN 1906:2002:** Building hardware. Lever handles and knob furniture.
Requirements and test methods.
- BS 6375-1:2004:** Performance of windows. Classification for weather-tightness (inc. guidance on selection and spec).
- BS 6375-2:1987:** Performance of windows. Specification for operation and strength characteristics.
- BS 7412:2002:** Plastics windows made from polyvinyl chloride - unplasticised (PVC-U) extruded hollow profiles. Specification.
- BS 7479:1991 ISO 9227:1990:**
Method for salt spray corrosion tests in artificial atmospheres.
- BS 7950:1997:** Specification for enhanced security performance of casement and tilt/turn windows for domestic applications.
Incorporating Amendment No. 1.

BS EN ISO 9001: 2000:

Quality management systems. Requirements.

PAS 23-1:1999:

General performance requirements for door assemblies.

Single leaf, external door assemblies to dwellings.

PAS 24-1:1999:

Enhanced security performance requirements for door assemblies. Single leaf, external door assemblies to dwellings.

RAL-RG 607:

(German certificate covering tilt & turn hardware & handles)

Additional accreditations and approvals

Secured By Design.

British Board of Agrément.

MLA – Master Locksmiths Association approves the Roto MVD door locks in their security guidelines, which are used by the insurance industry.

Trade organisation affiliations

GGF - Glass & Glazing Federation.

CAB - Council for Aluminium in Building.

ACDM - Association of Composite Door Manufacturers

LAPFAG - Local Authority PVC-U Frames Advisory Group

PRODUCT DEVELOPMENT

Our products are successful in their own right, but at Roto we relentlessly strive to improve on our success; we constantly monitor market trends and challenge our thinking to develop new products, extending our range and, ultimately, providing a greater choice of materials and solutions to our clients.

Roto has indicative security testing facilities in the UK which are used regularly to test customer's windows and doors . In Germany, Leinfelden-Stuttgart is home to our internationally accredited test centre for constructional hardware and provides the facilities essential to successful product development.

Staffed by a team of technical experts with specialist knowledge in product engineering, performance testing and manufacturing management, the centre is one of the largest of its kind in Europe and is equipped to handle all types of modern testing, including:

- Weather test rig for windows and doors
- 'K' value
- Heat reversion testing
- Chemical testing
- Life cycle and abusive forces testing
- Acoustics laboratory
- Accelerated corrosion testing
- Security testing



Proactive in product development, we take every opportunity to create pioneering solutions for the window and door industry and work closely with suppliers and customers to ensure we remain at the forefront of hardware innovation.



POLICIES – QUALITY

The worldwide Roto Group is committed to achieving market leadership in window and door hardware technology. As a subsidiary of that group, Roto Frank Ltd contributes to its parent's goals through a comprehensive policy of assuring the quality of its products and service to its customers. We aim to ensure that our customers are completely satisfied by providing a courteous and efficient service, supplying high quality products, manufactured by our suppliers to uniform standards of quality, safety and reliability.

As part of the Roto Group, we operate to quality standards developed in accordance with BS EN ISO 9001: 2000, through which we ensure product and service consistency and, hence, reliability. By achieving product certification at our distribution centre in Rugby, we aim to provide our customers with absolute confidence in Roto products and services.

We believe that sustained quality excellence is only achieved by continuous improvement and strive to improve the service to our customers through our zero defects, failure correction and prevention policies. We continuously monitor market trends to ensure that the special requirements of our UK customers are fulfilled, developing new products and services to meet their needs.

At Roto Frank Ltd, we attach great importance to the contribution that all our employees make to assuring consistently high levels of customer service. We work in accordance with recognised Total Quality Management philosophy, and open communication and employee involvement are actively encouraged to drive the continuous improvement process.

At Roto, we recognise that everyone has a responsibility for maintaining the high quality of our products and services. All Roto personnel are aware of our quality policy and receive training to ensure that everyone contributes towards the policy's aims. Our quality control departments are furnished with the resources necessary to ensure that the policy is implemented and maintained.

POLICIES – ENVIRONMENTAL

As a major manufacturer of door and window hardware, Roto Frank cares about the environment in all its forms and recognises that concern for the environment should be an integral and fundamental part of the business. We shall continue to improve our environmental performance and to reduce pollution.

Roto Frank is aware of the effect of its operations on the environment; our objective is to balance the need to achieve our business aims with the need to protect and improve the local and global environment.

Roto Frank conducts its operations to comply with all relevant environmental legislation, has procedures in place to capture changes in legislation and aims to minimise the risk of all forms of pollution.

Roto Frank has identified energy consumption and usage, and selection of packaging material as key areas.

Roto Frank has the objective to reduce the environmental impact of the company activities and to encourage suppliers and customers to adopt sound environmental practices.

Through regular reviews, Roto Frank will establish meaningful objectives and targets and ensure that resources are available to achieve the effective implementation and maintenance of our environmental policy.

Roto Frank will provide information relating to the environment and make appropriate documentation available to employees and the public.

POLICIES – HEALTH & SAFETY

Roto Frank believes that one of its most important functions is the prevention of accidents and ill health. We do not wish any of our employees or any other person to suffer as the result of our activities or work processes. To this end, we comply rigorously with all health and safety legislation, codes of practice, best guidance and work methods available, in accordance with the Health & Safety at Work Act 1974 and other relevant legislation.

The Health & Safety policy and manuals we have prepared indicate the ways in which Roto Frank Ltd intends to meet with legal requirements.

Legislation requires that, as an employer, we prepare a statement of general policy with respect to the health and safety of our employees, together with details of the organisation and arrangements that have been set up to carry out that policy.

Therefore, we provide, so far as is reasonably practicable:-

- A safe system of work
- Safe plant and equipment
- Safe means of handling and transporting articles, substances and people
- Adequate training, instruction, information and supervision
- A safe place of work with safe access and egress
- A safe and healthy environment
- Adequate welfare facilities

We also ensure, so far as is reasonably practicable, that the way we carry out our work does not affect the health and safety of persons who are not our employees; For example, visitors and contractors.

It is also recognised that where we produce articles and substances for use at work, or we erect or install any plant or equipment, we have a duty to ensure the health and safety of those who use them and make available all the required information for their health and safety.

We have a dedicated health and safety officer at our UK headquarters and remind our employees of their duty to look after their own health and safety, and ensure that they do not endanger others, and that they must co-operate with Roto Frank Ltd, their employer, in meeting our legal obligations.

POLICIES – BEST VALUE PRINCIPLES

Roto Frank is committed to the principles of Best Value practice, as we believe it will result in higher quality, more durable and better performance products being presented to the market.

The principles behind Best Value are similar to those Roto has offered to distributors, fabricators and clients for a long time. At Roto, we have always believed that price is only part of a package of measures that contribute to the overall economy of a project. The measures, many of which are listed in this report, are all part of a Partnership approach that we offer to all public sector and social housing organisations.

It is, perhaps, unfortunate that some companies have failed to have the vision to recognise the principles of Best Value, not just within the public building and social housing sectors, but with any client. At Roto, we are proud of the quality of our products and the services that support them; we offer no gimmicks or discounts for quantity in our tender submissions. Prices submitted are competitive and, when compared against the product and service package that Roto delivers and whole life costing principles, we believe that Roto represents the ultimate in Best Value.



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