

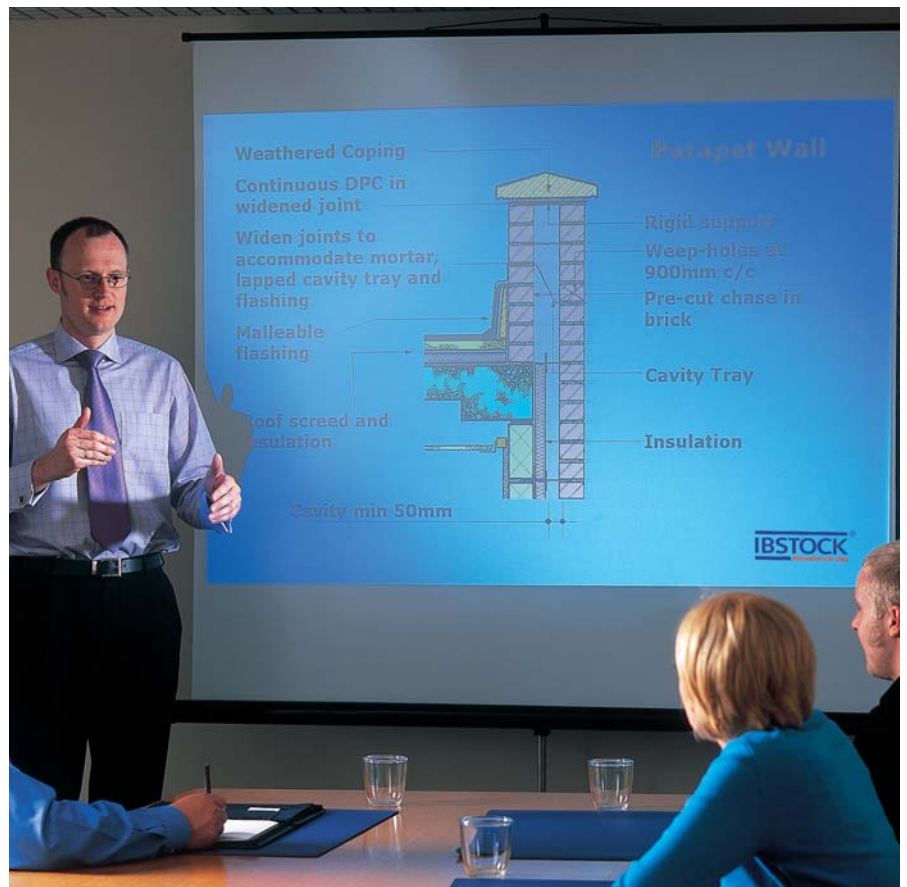


Technical Support

At Ibstock we are committed to providing the best possible service to our customers. Our Technical Support service is second to none and is available to advise and assist at every stage, from conception through to construction, providing practical on-site assistance and tailor-made training where required.

Our Technical Services Team can advise on the properties and performance of all products within the Ibstock Portfolio, giving full technical data, including Health & Safety and environmental information. Up-to-the-minute details are also available on British Standards and Codes of Practice, including the new BS EN 771-1 European Standard for Clay Masonry Units (please see pages 16 and 17 for further details). Frequently asked questions are covered by a series of information sheets dealing with efflorescence, vanadium staining, durability, water penetration, fixing of brick slips, pressure washing brickwork and laying fireborn® units.

Ibstock aims to deliver the best possible service in terms of response, efficiency and knowledge. For immediate help and assistance, please contact the **Technical Service Helpline** on **0870 903 4017**.



Design Service

Our Design Advisors, based across the UK, provide architects, designers and specifiers with creative and cost-effective solutions for their design brief. Quality Assured to ISO 9001, the Design Advisors can help with imaginative solutions to difficult build situations as well as practical advice on a diverse range of issues including provision of movement joints and DPCs, brick and mortar specification, right through to the production of architectural details using special shaped bricks.

The latest CAD technology enables designs to be viewed in full 3-D, showing how different options might work and also how both standard and purpose-made specials could be used.

A comprehensive range of Approved CPD Seminars covering design, technical and practical workmanship issues can be provided either at Ibstock factories or in-house. For immediate assistance please call the **Design Advice Helpline** on **0870 903 4018**.



Samples

Ibstock offers an industry-leading samples service designed to assist the architect, designer and client choose the right Ibstock products to fulfil the vision for their building project. A choice of samples is available for all our promoted brick range, pavers, Tilebrick™ and fireborn®. These include the very popular Sample Cards, which provide a true to life photographic representation of a brick panel, to actual brick samples and brick slip faced Project Panels. Care has been taken to ensure acceptability by Planning Authorities for planning application purposes.

The new style Sample Cards are ideal for brick matching and initial selection. They include photographs of the product in work and feature complementary or contrasting products. The new superlight Project Panel, made from recycled materials, is free from MDF or formaldehyde impregnated materials. The easy-to-carry panels are ideally used to confirm the final product selection.

To discuss your sampling requirements please call the **Samples & Literature Hotline** on **0870 903 4030** or order online at **www.ibstock.co.uk**



Literature

As well as an unrivalled range of products, as shown on the following pages, Ibstock also provides a wealth of literature, packed with expert advice and practical information. Design Guides offer detailed and comprehensive guidance on such subjects as plinths, corbelling, free-standing walls and movement. Literature is also available on our new product ranges such as fireborn®, glazed bricks and the regularly published Ibstock Design magazine contains articles on a particular theme, showing innovative projects and inspirational design ideas.

To order literature, please call the **Samples & Literature Hotline** on **0870 903 4030**.

Website

The Ibstock website can be accessed on **www.ibstock.co.uk** and provides an up-to-the-minute, on-line guide to Ibstock's products and services. The simple menu format offers fast access to technical, practical and topical information, including new and existing products, case studies, company details, environmental reports, forthcoming seminars and the latest news. A fully searchable Ibstock Portfolio is available on-line and is updated on a regular basis, while the useful Brick Calculator works out dimensions and quantities of bricks required. A full list of contacts and location maps is also provided, and many useful files are available for downloading.

A Sustainable Difference in the Building Industry

Ibstock leads the way in environmental management and was the first UK brick manufacturer to have achieved ISO 14001, the internationally recognised standard, for all our production sites. Committed to demonstrating that environmental responsibility and good business practice are totally compatible, Ibstock has fully embraced the Government's strategy for sustainability. This important initiative highlights such issues as enhancing the working environment for employees, protecting the environment while clay is extracted, using resources such as energy and materials as prudently as possible and maintaining stable economic growth through re-investment and new product development. As part of its ground-breaking Environmental Management Programme, Ibstock has also introduced a number of complementary initiatives such as site restoration, the use of non-fossil fuel power, and working in partnership with local and rural communities. Ibstock's commitment to creating a sustainable environment has recently been recognised within the industry by being the first manufacturer to be awarded the Sustainability Award at the prestigious Building Awards 2004.

For further details, please see the **Environmental Reports** on Ibstock's website at **www.ibstock.co.uk**.

Winner of the



for sustainability