

Meet the faces behind the voices!



Left to right: Jayne White, Joanne Davis, Kevin Driscoll and Samantha Rann

You may not know their faces but many of you will be familiar with the voices of the team shown above! The Reynaers customer service team are at the end of the phone from 8.30am to 5pm each weekday to ensure customers get the stock they want as quickly as possible. And they are always looking for ways to improve that service.

"I take details of any customer issues and prepare a monthly report for our Technical Director" explains sales administrator, Samantha Rann. "It enables us to respond quickly to any potential problems and keep customer complaints to an absolute minimum."

"And the new warehouse has been a big help" adds Logistics Manager, Kevin Driscoll. "We can now hold more stock which cuts down lead times. And with two deliveries a week from Duffel, if we haven't got what you want we can get it in quickly. Basically we're here to help, so whatever the query just get on the phone!"

New training centre

The dedicated training facility at Reynaers' Birmingham HQ is now fully up and running with an impressive 85 customers being trained since the service was launched earlier this year. The centre offers tailored modular training courses to Reynaers staff, customers and partners alike.

"The new training facilities include a practical workshop which enables us to pass on best practice techniques for the fabrication of our systems" explained Paul Guest, Reynaers Training Manager.

"Standard training modules are available for our most popular products and in addition we will tailor courses to suit specific needs. There has already been considerable uptake from fabricators for the courses which are either one or two days."

For further details on training courses call 0121 421 1999 or email paul.guest@reynaers.com

New Reynaers systems provide a breath of fresh air

Offering an aesthetically pleasing yet highly efficient solution to natural building ventilation, **Ventalis** is an innovative and cost effective, self-regulating ventilation system. Easy to install, it can be mounted into existing frames while maintaining the outer façade of a building. And because it is modular, the profiles can be positioned in various configurations, providing increased versatility for fabricators and architects.

Ideal for public buildings **Airmax** is a parallel opening window which allows air flow through all four perimeters of the window, facilitating greater air exchange compared to a traditional top hung window. Airmax is available both as a stand alone window and as part of the curtain wall range, giving greater freedom of design and functionality.



For details on either of the new systems call Reynaers on 0121 421 1999.

CPIA inclusion for Optima

We're delighted to report that Reynaer's new Optima system is one of only 24 products nationwide to be chosen for inclusion in the Construction Products Association's 2009 edition of Construction Products Innovation and Achievement (CPIA).

An innovative and highly versatile components system, Optima significantly reduces tilt and turn fitting time while enhancing performance and quality yet still costs less than traditional gear.

"We were confident Optima was a winner and are delighted to receive this independent industry endorsement" commented Managing Director, Justin Hunter.



Justin Hunter

At the start of the recession it quickly became clear that most of us would have to cut costs and downsize key elements of our businesses to protect the bottom line. However such actions were unlikely to increase top line revenue nor fuel growth. So the question was how were we going to drive growth for us and our customers

It's a team sport...

By Justin Hunter, Managing Director, Reynaers UK

whilst at the same time reducing costs? The answer was innovation and thankfully we can now see these innovations bearing fruit.

Developments such as Eco 75, Reynapro, Optima, Fire Products and Ventalis are

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generating brand new sales for us and our fabricators, despite the difficult economic conditions. By giving clients something new,

something better, something that satisfies a real need, that is how we will drive growth and protect the bottom line.

An interesting spin-off of our focus on innovation has been the feel good factor that comes from working on positive projects which shine out in contrast to the gloom of the recession. Furthermore, the myth that products are developed by lone geniuses who turn sudden inspiration into practical innovation wasn't quite true even in Thomas Edison's day, and it certainly isn't true in Reynaers today. Our product innovation comes from widespread interaction with our partners in architecture, building, fabrication and installation. Everyone involved enjoys the process and is motivated by the result. It's a team sport.

National Fire Partners network to install new systems

Following a number of recent tragic news headlines, awareness of fire safety in high rise buildings has never been greater. The current trend with large buildings is to divide them into various sections which are connected by fireproof escape routes and fire exits. Whilst being highly effective, this approach can often mean that the aesthetic appeal of the building is compromised.

In order to address this issue, Reynaers have developed dedicated fire resistant aluminium fenestration systems, based on our popular CS77 profiles and accessories and

CW50 curtain walling, which can be easily integrated into existing Reynaers systems.

The fact that they are visually identical to the Reynaers non-fire rated systems is a massive benefit to the specifier.

Key to the launch of the fire products is the establishment of Reynaers Fire Partners - a network of fabricators strategically located throughout the UK who are fully trained in the manufacture of the specialist fire resistant systems and are Firas accredited, guaranteeing customers optimum system

fabrication and performance.

Once trained, the partners will be able to exclusively purchase the fire products and will receive technical, sales and marketing support. Should you be interested in becoming a fire partner please call us on 0121 421 1999.



Industry recognition for Optima

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50 St Mary Axe



Imposing location in the heart of the City

A range of Reynaers products were used at 50 St Mary Axe, an imposing development, prominently located in the heart of EC3. The site is situated on the corner of Bevis Marks and St Mary Axe, formerly the site of the National Bank of Greece, and the building comprises a seven storey block with single basement.

Externally, architects, Black Architecture, have selected a limestone façade in response to the adjoining listed Baltic Exchange. Inside, the use of a single stair core and compact 'super-loos' at each level makes maximum use of the 4,400 square metres of floor space. The offices are fitted out to category 'A', giving the building a Very Good BREEAM rating.

Fabricators Faberdex installed, Reynaers CS68 doors, CS38 windows and CW50 curtain walling, all with an anodised bronze finish to complement the Portland stone.

Project information.
Architect: Black Architecture
Location: Central London
Main contractor: GB Building Solutions
Fabricator: Faberdex
Reynaers systems: CS68, CW50, CS38

Broadway One



Reynaers is a hit on Broadway

A £1.7m external glazing package represents the biggest contract to date for Solaglas Contracting Scotland. The Reynaers fabricator installed 5,000 square metres of curtain walling at the new Grade A seven storey office development, Broadway One, situated in the heart of Glasgow city centre.

A mix of Reynaers CW50 capped and CW50 structurally clamped curtain walling was specified for the building's contemporary façade and the stone cladding to the north elevation was hung off the curtain walling via a bespoke bracket hanging system.

Project information.
Architect: Cooper Cromar
Location: Glasgow
Main contractor: Laing O'Rourke
Fabricator: Solaglas Contracting Scotland
Reynaers systems: CW50, CW50 SC

Novotel

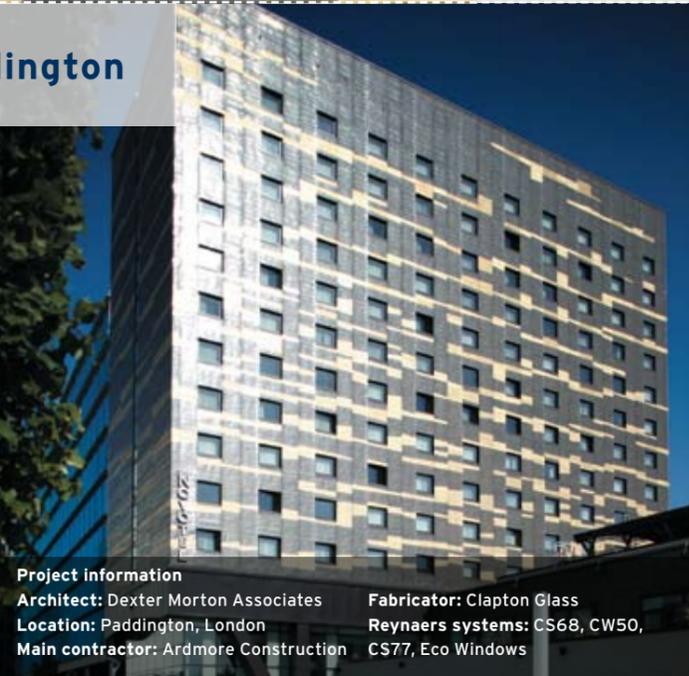


Standing out from the crowd in Paddington

Reynaers products have played a key part in the new Novotel London Paddington, a glittering new addition to Development Securities' Paddington Central business park.

Clad in copper based brass and gold shingles, the four star New Generation Accor hotel certainly stands out from its neighbours. Facilities include a pool, bar, restaurant area which opens onto a landscaped square and a tower of 206 rooms, including three penthouse suites positioned to take advantage of superb views to the west.

Throughout the development a variety of Reynaers products were used by fabricators Clapton Glass. They included CS68 doors, CS77 windows, CW50 curtain walling and Eco System windows - particularly suitable for this project as they combine optimum thermal performance with minimal frames, so that the striking appearance of the building can be maintained.



Project information
Architect: Dexter Morton Associates
Location: Paddington, London
Main contractor: Ardmore Construction
Fabricator: Clapton Glass
Reynaers systems: CS68, CW50, CS77, Eco Windows

BrindleyPlace



Stunning city centrepiece

Work has now completed on Eleven BrindleyPlace, a striking office development which forms a landmark building in the centre of Birmingham.

The building, which represents the final piece in Argent Group's BrindleyPlace development, includes a curved 13 storey 'shoulder' element and an elegant 15 storey 'tower' element. Reynaers products have played a crucial part in the building's construction since the architects' design incorporated a glazed slot to break up the mass of the building, define the entrance and lift core and separate the two main elements.

The office floors above ground floor retail, feature floor to ceiling glazed curtain walling with vertically arranged bronzed anodised-aluminium baguettes fixed to the outside to reduce solar gain and add greater expression to the appearance of the building.



Project information.
Architect: Glenn Howells Architects
Location: Birmingham city centre
Main contractor: HBG Construction
Fabricator: Glamalco
Reynaers systems used: CW73 Bespoke system, CW60, CW60 SC, CS68 doors, CS68 smoke vents