

European quality award winners 2007

TOBERMORE's reputation for quality of service and product was recognized at the highest level last year when the company picked up Europe's most prestigious business award.



L-R: Robert Paul, Works Manager; Philip Whiteside, Transport Manager; Robert Rainey, Production Manager; Marlene Sykes, Credit Control Manager; David Henderson, Managing Director; Heather Paul, Internal Sales Manager; William Kirkpatrick, Financial Director; Brian Wilson, Sales & Marketing Manager; Glenn Robinson, General Manager

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The world-renowned European Foundation for Quality Management (EFQM) Award was presented to the company at a glittering ceremony in Athens in October 2007.

A second award in recognition of the company's business results was also presented to our team on the night.

For Tobermore, the award represented the culmination of 10 years of continued improvements, with the emphasis on quality product and service.

As part of the adjudication process for the award, a team of business management experts from Germany, Belgium and GB spent a week at our Tobermore headquarters conducting an in-depth assessment, based on an internationally acclaimed management framework.

Managing Director, David Henderson, who attended the ceremony and collected the awards, says they are evidence Northern Ireland manufacturing companies can compete successfully against the best in Europe.

"These awards, organized by the European Foundation for Quality Management are the most prestigious of their kind in Europe and, for our company, this represents another milestone in our journey towards organizational excellence and many years of hard work by our staff," he said.



David Henderson, Managing Director of Tobermore receives the EFQM Quality Award from George Alogoskoufis, Greek Minister of Economy and Finance.

EFQM quality awards ceremony in Athens

Celebrations for Tobermore's Senior Management Team

The company's pedigree for excellence has been recognized several times in recent years in Ireland and Great Britain.

In 2002 Tobermore picked up the Northern Ireland Quality Award and three years later went on to win the UK Business Excellence Award.

To top this, with recognition on a European-wide level, was a tremendous boost for staff throughout the company.

Managing Director David Henderson added:

"It is a tribute to everyone in the firm that we have received such a prestigious industry award.

"We are continually striving to improve and build on our products and services and to have this recognised at such a high level on a European wide scale is a reflection on everyone at Tobermore."

"This is the European Champions league of business excellence awards."

Allan AHrensberg
Chairman of the EFQM Excellence Award jury



L-R: Marlene Sykes, Credit Control Manager and Heather Paul, Internal Sales Manager.



The Tobermore Steering Committee celebrate as the winners are announced.



L-R: Brian Wilson, Sales & Marketing Manager along with William Kirkpatrick, Financial Director of Tobermore Concrete.

£10m expansion plus 100 new jobs

Tobermore set to increase capacity by 50%

A £10million investment recently announced for Tobermore is set to increase capacity by 50 per cent over the next two years.

The first phase of the expansion will see the construction of a new 3,500sqm manufacturing facility to house a new state-of-the-art block paving machine. This will be sited on new land recently bought by the company adjacent to our current site at Tobermore. Phase two, which will begin in spring this year, will involve the purchase and installation of a new slab making machine.

Phenomenal growth in demand for our products has been the main driver behind the massive investment move.



The construction of the new 3,500sqm manufacturing facility to house a new state-of-the-art block paving machine is already underway.

The last three years has seen sales of our products double, with major expansion by the company across Ireland and the UK.

The opening of new centres at Bandon in Cork and Leyland in England, as well as a growing presence in Scotland, has all contributed to the decision to expand.

For our ever-growing customer base, the move will mean we will be able to extend even further our already extensive product range.

David Henderson, confirmed the investment programme is aimed at keeping abreast with increasing sales of walling and paving products throughout Ireland and Britain.

“Our sales have doubled in the past three years alone and the proposed addition of two new state of the art processing units is about ensuring we have the capability not only to meet with today’s demands, but will also give us the ability to meet the requirements of our aggressive growth strategy,” he said.

Mr Henderson also predicted further employment by the company: “In the past two years we have added around 100 jobs and we anticipate increasing by a further 100 in the next two years. We currently employ 265 directly and have about 80 indirect lorry drivers and fitters.”



Stocking up – David Henderson, Managing Director of Tobermore, discusses plans with Production Manager Robert Paul, for the second phase of the new expansion plans beginning in spring this year. It will involve the installation of a brand new Flag/Slab making machine to help with the phenomenal growth in demand for Tobermore products.

Tobermore Landscape Design Service

Invaluable to both domestic and commercial customers

HELPING our customers achieve the very best finish when using our products has always been an important part of the quality service for which Tobermore is renowned.

As we continue to expand on our wide range of manufactured and natural stone paving and walling products, both domestic and commercial customers are finding our design service invaluable.

Our team of landscape designers not only help with advice on how best to use our products but also help in selecting what will best suit an individual scheme.

Helping with design cuts across everything we do, from our detailed informative brochures to the fully landscaped Tobermore Paving & Walling Centres in Bangor and Tobermore in the north, to Cork, Galway and Dublin in the Republic of Ireland, plus our English centre in Leyland.



Back patio area paved with Tobermore's Old Court - Weathered York.

Our brochure is specially designed to showcase best use of our products and customers have found it invaluable when deciding on their own particular scheme.

The launch last year of our Premier Design Service has proved popular with homeowners who have a large area and require design on more than one aspect of the project.

This is an extension of our very popular on-site Design Service which involves one of Tobermore's team visiting the site and discussing requirements before preparing a landscape drawing.

The expert consultation means clients are sure to get the very best design and product to suit their individual needs.

Private developers and commercial clients are increasingly taking advantage of our design service to make the most of their schemes.

For further information check out our website and order a copy of our latest brochure at www.tobermore.co.uk



Design Excellence - Tobermore's Gareth Martin and Landscape Designer, Lynn Carpenter discuss a design plan with customers.



Premier Design Service – Not only did the customer benefit from a beautifully paved driveway with a uniquely-styled boundary wall, they also created double family patio areas with steps and circle features for their own private use.

The Braes at Auchterhouse

Develop a winning edge

They are probably among the most expensive gardens ever designed in a new housing development in Scotland and Tobermore was delighted to provide the design expertise and products.

The £600,000-plus family homes at The Braes at Auchterhouse, near Dundee simply ooze prestige and luxury.

Dundee-based developers West Residential was determined that the hi-spec luxury interiors were matched with an exterior which would also be second to none. No expense was spared in their bid to create dream homes with opulent outdoor spaces - in each site an incredible £10,000 was spent on garden materials alone!

To this end, the company's directors flew to Tobermore's south Derry headquarters in their search for the very best landscape package and we were delighted to meet the high spec challenge of The Braes.

Tobermore's Andy Hart explained: "We didn't have a track record in Scotland for this type of design and so were especially delighted when West Residential approached us.

"The directors were not only impressed by the quality of our products but also our design service."

The sites proved a challenge because of a steep slope and the very first house Tobermore designed was perhaps the trickiest of all.

Andy explains: "The land to the back of the properties slopes sharply uphill and the first site was the most difficult of all the plots to landscape.

"Our designer was able to create an attractive split level garden, incorporating granite kerbs and patios areas in natural sandstone and granite, with a Secura Major wall and terrace backgrounds. The driveways were done in block paving. The overall effect was quite stunning and the company was delighted."



"Feedback from visitors has been superb and this has been reflected in very strong sales and prices significantly higher than we originally projected"

Martin Donachie
West Residential Managing Director



Achieve the "Wow" factor – "We wanted to achieve the "wow" factor when potential buyers visited 'The Braes' and that is exactly what we got from Tobermore" states Martin Donachie.

West Residential Commercial Director Barry Galloway said:

"The Braes is a very high spec development and we wanted the exterior to reflect the same standards and quality as the interiors.

"We liked 'the package' Tobermore were able to offer with the best products and keen prices, as well as a first class design service.



Tobermore Secura Major Retaining Wall System was used to terrace the back gardens which created additional outdoor space.

Ireland's first environmentally friendly playground

Rainey Endowed students pave the way

Tobermore has helped students at a South Derry gschool pave the way to creating Ireland's first environmentally-friendly playground.

With the use of our pioneering permeable paving system, Hydropave, pupils at Rainey Endowed School in Magherafelt have designed a unique new playground which will not only be flood proof, but will be able to purify rainwater before it enters the drainage system.

The man who helped develop the system for Tobermore, Professor John Knapton has also got involved with the project working directly with the students. Professor Knapton is a world authority on structural engineering and sustainable drainage solutions.

Tobermore's Hydropave system collects rainfall and stores the water in a specially designed sub base before releasing it very slowly into the neighbouring drainage systems. The water will be absorbed into the playground sub base through joints in the paving bricks and any pollutants will be removed before the water is released to drains and adjoining rivers.

It is anticipated that the water will be virtually free of pollutants and could be used for toilet flushing etc.

Professor Knapton is on the committee for the Paveworld conference which will be held in Buenos Aires, Argentina in November 2009 and he has already scheduled a research paper to be presented by pupils from the Rainey Endowed School to the conference.

Tobermore Concrete will sponsor the pupils giving that presentation and David Henderson Tobermore's Managing Director, himself a former pupil of the school, said he is delighted to be involved in the exciting project.

"We have supplied permeable paving to many projects in Ireland, England and Scotland in recent years.

"However this will be the first time that tests will be carried out on the volume



Students at Rainey Endowed playing Touch Rugby on the new Hydropave playground.



Top Team . . . L-R Tobermore's Brian Wilson, Rainey School Head Master Robert Robinson, Rainey students Megan Smith and Rubin Shiels with John Knapton, world authority on structural engineering and Sustainable Drainage Solutions.

and quality of water going through an area paved with Hydropave.

"The fact that it is a school playground and car park makes it a particularly interesting project."

Hydropave has been used extensively in schools across England and Ireland this year.

In Oldham, the local primary and secondary school suffered severe flooding after one of the wettest summers in living memory.

Oldham Borough Council was amazed by the effectiveness of Tobermore's Hydropave laid at the schools and vowed to use it in future projects.

Thomond Hall in Ballymahon

“Each house was sold as soon as it was ready.”

EAMON KELLY
S KELLY BUILDERS

Top quality finishes of this type not normally seen in even the best new housing developments have set this striking new scheme in Ballymahon apart.

Thomond Hall takes “high specification” to a new level with every detail, from the fully furnished luxurious interiors of these elegant family homes to the beautifully landscaped exteriors, finished to the highest standards. S Kelly Builders pulled out all the stops in their bid to create an impressive development of three and four bed roomed, detached and semi detached family homes.

The careful attention to detail at Thomond Hall was continued in a neighbouring



Thomond Hall in Ballymahon is a brilliant example of how specifying top quality hard and soft landscaping can give a development the much sought after ‘wow’ factor and in doing so increases sales and profit.



Eamon Kelly, S Kelly Builders with Tobermore's Area Sales Manager Tarlach Quinn.

apartment development, new retirement village and nursing home.

Tobermore was delighted that with such high standards, the contractors choose our products to achieve the best possible finish.

Eamon Kelly of S Kelly Builders explained: **“It is our belief that maintaining very high standards both inside the houses and in the landscaping would make the properties more marketable.**

“And the fact that each house has been sold as soon as it was ready, reaffirms this for us.

“I have a personal interest in hard landscaping, having worked with it for years in England and it was important to me that we had top quality products and finish in these sites.

“The main reason I choose Tobermore was because of the range of products they were offering.

“It was not cost effective to use natural stone which would have been ideal and Tobermore offered the next best thing.

“Their Mayfair Setts are as near as you can get to creating the same effect as natural stone but much more cost effective.”

A range of Tobermore products was used by the company. Private driveways were paved in Retro, with patios done in Mayfair Sandstone Flags.

A mixture of Mayfair Setts and Mayfair Flags in Sandstone created striking pathways.

In the apartment development, the builders choose an attractive mix of Tegula Bracken and Tegula Cedar for the parking areas and footpaths. Mayfair Setts in sandstone were also used in paving, along with Old Court Flags and Mayfair Flags for patios and the central reservation area.

In Phase three, which is the building of the retirement/nursing home, the company has chosen a mixture of Tegula and Mayfair Flags with public pathways in Retro. Individual pathways leading to each home are being finished in Mayfair Sandstone Setts.

Parking bays are also paved with Pedesta Charcoal.



A combination of Retro and Mayfair Setts were used to create these distinctive pathways.

Tobermore staff rewarded for commitment

Staff receive recognition for years of service

INVESTING in people has always been at the heart of Tobermore's approach to business.

Our excellent success and growth in the last number of years is a tribute to the dedication of staff across all departments within the company.

It is a source of pride for Tobermore that our people choose to stay with the company – our record for long service speaks for itself.

This year saw the retirement of three of our longest serving members of staff – Victor Henderson, Sammy Hudson and Alec Todd, who contributed a combined total of 148 years to the company.

Sammy, a flag and kerb operative, joined the company in 1962, giving 45 years service.

Victor was maintenance fitter for an incredible 50 years and even after retirement, still returned to work part time.

Alec Todd has served a lifetime with Tobermore, starting in 1954 and has worked as a lorry driver and also has returned after retirement to work part time on maintaining the Tobermore Paving Centre.

Another one of our longest serving members, Sammy Yearl has worked in



Managing Director David Henderson (left) presents his namesake Victor Henderson with his retirement gift. Victor was a maintenance fitter for an incredible 50 years and even after retirement, still returned to work part time.



Retiring from Tobermore after 53 years of service is Alec Todd who began his time with Tobermore in 1954 as a committed and reliable lorry driver for 38 years. Alec retired at 65 years old but such was his enthusiasm for the company he continued his service as a part-time gardener for the paving centre in Tobermore for 15 years. Alec finished his working life on his 80th birthday. Alec leaves Tobermore with fond memories of the family owned business, "I always felt like I was part of Tobermore and my memories of my working life with Tobermore will be something that I will take with me and hold dear" says Alec. Pictured (L-R) Sharon Stewart, David Henderson (Managing Director), Alec Todd, Heather Paul and David Thompson.

various plants since he joined Tobermore back in 1954 and is still going strong, now working at the Old Rumbler.

Robert Elliot, part of our loading team has served 39 years with the company and Walter Leacock, a lorry driver is still working after 49 years.

Tobermore also thank recently retired John Leyburn for his eight years of service as the manager of our Bangor Paving & Walling Centre.

The company also has 45 members of staff who have been with us for over five years and 16 over 20 years.

As a token of the company's appreciation to staff, service milestones of 5, 10, 20 and 25 years are celebrated with the presentation of a gift.

Financial Director William Kirkpatrick summed it up: **"Right from the top down, employees are treated with respect and their work is valued."**



Tobermore congratulate Sammy Hudson after 45 years of Service with the company. Sammy (Right) began his time with Tobermore in September 1962 and has stayed with the company ever since. He has fond memories of working with current Managing Director David Henderson (Centre) in Production and is proud that his Grandson Johnny Hudson (Left) can continue to represent his family in the Despatch department. Tobermore wish Sammy all the best in his retirement.

Striking gold at top garden shows

Tobermore products used to create winning designs

Tobermore struck gold last summer when we swept the boards at a number of top gardening shows across the country. Our products were used to create winning designs at top events throughout Ireland and the UK where we picked up a string of Gold Awards.

Our first success was in early June at the prestigious Holker Hall Garden Festival in Cumbria.

Local company, Sharp Paving used our Bracken Tegula Setts, Retro paving and natural stone in their "Small Garden" entry, which picked up the top accolades of 'Best in Show' and a 'Gold Award' Just a few days later, a second 'Gold Award', plus the coveted 'Overall Best Garden' title was picked up at the renowned Dublin Bloom Garden Exhibition.

Paul Martin Designs entered his award-winning design in the 'Biggest Show Garden' category using Tobermore's Pietra Sandstone, Retro and Tegula.

It created such a huge impression, that Paul was asked by the organisers of the Chelsea Garden Show to submit a design for 2008. Tobermore struck gold again with its third 'Gold Award' in as many weeks at Garden Show Ireland in Hillsborough, Co. Down in Northern Ireland on June 8.

Designed by Brian Price, a final year student in HNC Garden Design, the garden, which featured Tobermore's Old Court flags and Rope Top kerbs, known as 'Faded Glory', received the Award for 'Designer Distinction', and the 'Best in Show Supreme Judges Award'.

Tobermore's winning streak continued in England when we were asked by two companies to help with their designs for the Tatton Park Garden Show in July.

Bezza Nurseries and Spaced Out teamed up with Tobermore, to create innovative designs that wowed the judges as well as the thousands of visitors who attended this year's event.

The gardens picked up Gold and Silver Gilt awards for their efforts.

More prizes were to come when we helped create a design for the RHS Show in Southport.

Rob Showering entered a gold award winning garden themed by music and featuring Tobermore's Mayfair flag and Charcoal coloured products.



The stunning design for small spaces scooped the top award at last year's prestigious Holker Hall Garden Festival in Cumbria. Sharp Paving Limited in conjunction with Tobermore picked up the top accolade, 'Best in Show', plus a 'Gold Award' for their striking and very original design. Pictured are GB Sales Manager Mark Law (centre) with the winners from Sharp Paving.



John Everest of Bezza Nurseries used Tobermore products at the Tatton Park Show 2007 in his award winning design called 'Into the Light'.



The 'Spaced Out' team who used Tobermore product to inspire their design pulled out all the stops and were rewarded with a Gold award at Tatton Park 2007 for an unusual design to commemorate the launch of Sputnik, the first satellite to be sent into orbit and the team had a link to the space station at the show.

Layers & contractors benefit from Tobermore support

Tobermore events are a real advantage to layers

Keeping layers and contractors up-to-date on our latest products has become something of a social occasion at Tobermore.

Recently it was the turn of our new Cork Centre to play host to local contractors in what is now regarded as an informative and entertaining evening.

The event kicked off as usual with a welcome to all visitors by Tobermore Managing Director David Henderson.

Guests then enjoyed a tour of the new fully landscaped paving and walling centre and were impressed by the large range of product on offer, as well as our comprehensive design service.

In what was a very informal, relaxed evening, guests enjoyed a meal and a drink in the marquee, after which they were entertained by magician Liam Sheehan and comedian Mike Roche.

Geared for both the residential and commercial markets, the new paving and walling centre – the fifth in Ireland – is located at Bandon, on the outskirts of Cork.

HLTG Training Course

Another special event for contractors was held at our Tobermore headquarters recently when Northern Ireland Layers had the opportunity to receive training and advice



Tony McCormack pictured with some of the layers who took part in the Hard Landscape Training Group (HLTG), block paving installation course which was held recently at Tobermore headquarters.



Tobermore were delighted to welcome many layers and contractors to their new Paving & Walling Centre in Bandon, Co. Cork for what proved to be a very informative and entertaining evening.



L-R: Tobermore's Michael Cassidy, Dan Buckley who laid the Paving at the Cork Paving and Walling Centre, John O'Gorman of Shed World and Tobermore's Derry Cronin at the Layers Night in Bandon, County Cork.



Tony McCormack passes on his wealth of expertise to paving contractors at the HLTG training at Tobermore.

from nationally renowned paving expert Tony McCormack as part of the first Hard Landscape Training Group (HLTG), block paving installation course to be staged in Northern Ireland.

In the trade for almost 40 years, Tony shares a wealth of expertise in the trade through his website www.pavingexpert.com as well as in his book **"Driveways, Paths and Patios – a complete guide to design, management and construction."**

The HLTG one day course was an intensive insight into both the theory and practical sides of the trade, focusing on particular skills within the paving industry, such as laying block pavers, fixing flags, installing kerbs as well as a specialist skills course. The feedback to Tony McCormack from paving contractors who attended the course was very positive.

Tony commented: "Tobermore limited the number of trainees on each day which meant that I could ensure individual attention and the feedback they gave me all day was very encouraging

"Each trainee on the course appreciated both the practical and theoretical side and when it was over; they were geared to apply a lot of the new skills into their trades immediately."

Machine laying is fast & cost effective



The first choice for large paving projects

Tobermore has long recognised that in the world of business, time is money. That's why we pioneered the machine laying of block paving in Ireland. Block paving laid by machine is rapidly becoming a cost effective alternative to reinforced concrete in large areas that will be trafficked.

As well as allowing companies to meet the ever decreasing timescale for the completion of major building projects, our machine laid products have many other advantages. These include:

- **the area is available for immediate use after completion;**
- **heavy load bearing;**
- **can be laid in most weather conditions with no curing time;**
- **proven to withstand wear and tear;**
- **less manual labour and cost effective.**

Of the many recent and ongoing schemes to use the system, one of the largest is the building of the new Stena port at the entrance to Belfast Lough.

The shipping giant is eager to jump port, removing the need to sail down Belfast Lough and allowing it to considerably cut its voyage times.

It's a major undertaking and one which requires speed and ease of application, plus immediate use – just some of the many benefits of Tobermore's machine laid products.

With some 70,000 square metres of paving at the new Victoria Dock, the choice of Tobermore's Pedesta paving has enabled the contractor, Michael Higgins of Marmic Construction in Magherafelt to finish the job in a very tight timescale.

For a number of years, Tobermore has worked hand in hand with one of Ireland's biggest machine laying contractors, Fred Gibson of Gibson Contracts in Co Antrim.

Fred Gibson was one of the first laying contractors to identify the benefits and opportunity that mechanical laying presented

and has completed numerous major schemes using various Tobermore products including many of the Lidl and Aldi stores which have opened in recent years.

One of the most recent schemes involved the laying of our Hydropave permeable paving for a new playground and car park at Rainey Endowed Grammar School in Magherafelt.

In Ballywalter, leading Northern Ireland builder merchant NG Bell and Sons recently machine-laid their 3,500 square metre yard on the Greyabbey Road with Pedesta.

The company was so impressed by the lack of disruption to their business and the many other advantages of the scheme, that they are now stocking Tobermore products for their customers.



Ballywalter's NG Bell and Sons recently machine laid their massive 3,500 square metre yard on the Greyabbey Road in Tobermore's popular Pedesta paving. The speed with which the task was completed and the fabulous finished result, has had a big impact on the many customers who use this busy yard.



Pioneering Project – Tobermore's Hydropave system collects rainfall and stores the water in a specially designed sub base before releasing it very slowly into the schools neighbouring drainage systems. Hydropave was machine laid by Gibson Contracts in order to cut the costs of the project.



Jumping Port - R-L: Tobermore's Harry Badger pictured with Catherine Higgins and Brendan Kearns of Marmic Construction and Hamilton Walker, FP McCann at the new Victoria Dock at the entrance to Belfast Lough where 70,000 square metres of Tobermore's Pedesta paving is being laid by machine because of the very tight timescale for the project.

Community Spotlight



Latest news on sponsorship, awards & events



Tobermore Concrete will be a main sponsor for Rainey Old Boys for the coming season. Pictured at a recent press conference to launch the new sponsorship deal are David Henderson, MD Tobermore Concrete, Billy McGinnis, Club President, Arnold McLean, Chairman, Willie Anderson, Head Coach and Brian Wilson, Tobermore's Sales & Marketing Manager.



Just two days after the success in Athens at the European Quality Awards 2007, Tobermore were honoured at home in Northern Ireland, with the "Company of the Year" title at the prestigious UTV Business Eye Awards 2007. Pictures are representatives from Tobermore with UTV's business reporter Jamie Delargy.



Pictured Tobermore's Michael Cassidy with celebrity TV garden designer Diarmuid Gavan working for the Niall Mellon Township Building Fund in South Africa.



L-R: Paul McClean, Chairman of Magherafelt District Council presents David Henderson with an award for Tobermore's outstanding contribution to the local economy.



Tobermore's Joe Diver accepts an award from BBC's Karen Patterson for Best Regional Marketing Team 2007 at the Chartered Institute of Marketing Awards in the Europa Hotel Belfast.

For additional information on any article featured in this newsletter either go online to: www.tobermore.co.uk or email: sales@tobermore.co.uk

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Visit our website for regular landscaping updates and picture gallery.

www.tobermore.co.uk