



norscot

A QUARTER OF A CENTURY OF SUCCESS: 1984-2009

www.norscot.co.uk



Norscot celebrates 25 years in business

NORSCOT Joinery, the Highland-based manufacturer of timber frame house kits, windows, doors and conservatories, celebrates 25 years in business this month. And the directors, staff and their partners are planning to mark the occasion in style.

Symbolically, America's Independence Day, the 4th of July, is the company's actual anniversary and there is to be a day of celebration centred on the newly refurbished and extended Mey Hall in Caithness, close to where it all began.

Norscot is a family-owned business which was established in 1984 by chartered surveyor Peter Body and his wife Teda. Today the company is managed by their sons Ian and John-Paul and co-directors Callum Grant and Jason Fraser.

In the beginning, the company operated out of the shed in Ian Body's garden in Scarfskerry, just down the road from Mey Hall. The company's headquarters are now its Bower Workshops in Caithness where it owns some 25,000 square feet of modern factory, offices and showroom.

The factory is equipped with sophisticated computer-controlled machinery which, together with the skilled workforce, produces the widest range of building components and related products available from a single source anywhere in Scotland.

Norscot's product portfolio includes a diverse range of timber frame kit homes; made-to-measure windows, doors, patio doors

and conservatories in redwood, hardwood and either white, rosewood or cherrywood PVCu; the "Alarbond" timber clad aluminium window system and the sliding mirror door system.

Both its timber frame kit homes and PVCu windows carry the BM Trada Q-Mark third party accreditation.

To promote and distribute its products outwith Caithness, Norscot own a purpose-built showroom, sales office and storage facility on the Carse Industrial Estate in Inverness.

The company's main customer base comes from domestic, retail, trade and public market sectors – from the Shetland Islands in the north to the Central Belt in the south, and from the Outer Hebrides in the west to Aberdeen in the east. However, products have also been supplied to the rest of Scotland as well as to England, Wales and Spain.

Norscot currently employs over 50 staff and generates an annual turnover approaching £5 million. The company's quality assurance scheme is accredited to the internationally recognised ISO 9000 standard.

Over the years Norscot has built up a strong capital base and now has the financial resources to provide and maintain the highest level of customer service.

Peter Body, company chairman, said: "I am very proud to be celebrating Norscot's 25 years in business, a major achievement which owes a great deal to our dedicated management team and excellent staff."

"Each year the company has gone from strength to strength, with core growth founded on the original values of providing excellent value for money and superior customer service."

He added: "The company is indebted to all those customers who have supported it over the years, through continuing to use our services and products."

CUSTOMER QUOTE

“ Thank you so much for a wonderful service from start to finish – we can't fault any part of it. We were delighted with your product. The people we have met from your company couldn't have been more helpful and professional.

Mrs M Andrews, Isle of Skye



Norscot's head office and factory at Bower Workshops in Caithness



Norscot's sales and distribution centre on the Carse Industrial Estate in Inverness



Norscot delivers most products using its own transport to maintain quality control and customer service

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'Tremendous team effort' brings 100% success

NORSCOT'S Quality Assurance (QA) system was accredited to the internationally recognised ISO 9000 standard in 1998.

QA manager Ellen Simpson explained: "The company's QA system impacts on all aspects of the business, from initial enquiry through to delivery and installation. We are subject to regular external audits by the accreditation body and this ensures consistency."

In a recent independent home-owner survey, Norscot achieved 100% customer satisfaction for the installation of replacement PVCu windows and doors. The survey was carried out by Network VEKA, the nationally recognised home improvement organisation, promoted by snooker legend Steve Davis.

As part of the insurance-backed 10-year guarantee Norscot offers customers through its membership of Network VEKA, home-owners are required to complete a questionnaire covering all aspects of the job from point of sale to completion.

Commercial director Callum Grant commented: "We have always been ranked in the high 90s but this is the first time we have achieved 100%. This reflects our drive to continuously improve customer service and represents a tremendous team effort."

Steve Davis, the six-times world snooker champion, said: "Norscot have been installing the best for over 20 years. So many home-owners justifiably trust Norscot and Network VEKA for the best in windows, doors and guarantees."



Norscot tops for customer satisfaction



Norscot – Scottish winners of the Network VEKA annual Customer Satisfaction Award for 2007. Left: Norscot's commercial director, Callum Grant, with snooker legend Steve Davis, a Network VEKA supporter.

Norscot and Network VEKA – giving you added confidence

NORSCOT is a member of the Network VEKA organisation, which provides replacement windows and doors to the domestic market throughout the UK. Consequently, Norscot customers enjoy added confidence, knowing they have the integrity and reputation of Network VEKA to reassure and support them.

Norscot installers have been fully trained and are subject to regular audits to uphold standards.

Network VEKA provides a comprehensive, insurance-backed,

10-year guarantee, free deposit protection scheme and low-cost maintenance option to protect your investment. It also undertakes searching customer satisfaction surveys. In the past 10 years Network VEKA installers have fitted windows and doors in

over 100,000 homes with 97 per cent satisfaction rates. Network VEKA only installs products from VEKA-approved manufacturers, ensuring and maintaining the highest standard possible in home improvements.



Our first 25 years

1984 – Started trading as general builders under Highland Homes Ltd from home in Scarfskerry.
1984 – Formed Fairmitre (Highland) Ltd and started manufacturing timber windows and doors from a shed in Scarfskerry.
1985 – Changed name to Norscot Joinery Ltd.

1987 – Moved workshop from Scarfskerry to Bower radio station and renamed it Bower Workshops.

1989 – Completed Phase 1 redevelopment of Bower Workshops, adding a further 4500 sq ft of factory floor space.

1988 – Started manufacturing PVCu windows and doors at Bower Workshops.

1990 – Introduced the original "Caithness Cottage" and started manufacturing timber frame kits.

1990 – Started manufacturing sliding mirror doors and internal door sets.

1991 – Introduced full range of timber frame house designs under "Highland Cottage", "Town House" and "Architectural" banners.

1992 – Opened showroom in Canal Road,

Inverness.
1992 – Callum Grant joined the board as commercial director.
1992 – Acquired two acres of land adjoining Bower Workshops for future expansion.
1993 – Purchased first lorry to deliver own goods and provide a transport service for others.

1993 – Started manufacturing the "Steelwood" composite door.
1994 – Completed Phase 2 redevelopment of Bower Workshops, adding a further 13,500 sq ft of factory floor space.
1994 – Started manufacturing window blinds.
1995 – Moved Inverness showroom to purpose-built premises on Carse

Industrial Estate.
1996 – Secured ISO 9000 QA accreditation.
1998 – Secured Investors in People accreditation.
1998 – Started manufacturing the "Alarbond" timber clad aluminium window system.
2000 – Jason Fraser joined the board as technical director.

2004 – Doubled size of Inverness premises to form new offices, showroom and store.
2007 – Voted "Best in Scotland for Customer Service" by Network VEKA.
2009 – Introduced revised and expanded range of timber frame houses to offer a total of 64 standard designs.

Affiliations and accreditations



The UK Timber Frame Association



Registered House-Builder

The National House-Building Council



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TIMBER FRAME HOMES

Meeting all your requirements

NORSCOT timber frame homes are individually certified by an independent structural engineer and, in standard form, are suitable for any mainland or island location. All kits are manufactured to the exacting standards of an ISO 9000 accredited quality assurance system.

A computer-aided design service is available through the company's in-house architectural team.

Technical director Jason Fraser explained: "We are willing to make any alterations to the homes in our standard range and provide bespoke designs, to suit individual customer requirements, at no extra cost. We will also submit applications for planning and building warrant approval on your behalf, free of charge, except for the statutory fees. We aim to be flexible and save you as much worry and hassle as is possible."

Norscot timber frame house kits are available on a supply-only basis, delivered direct to your site. For those who seek complete peace of mind, the company offers an optional kit erection service. If this option is employed their experienced erectors will erect all the structural components and install the windows and external doors to a wind and watertight stage.

Jason continued: "Not only do you benefit from us being totally responsible for the design, manufacture and erection of your house kit but we do not have to charge you VAT on the kit supply, thereby improving your cash flow."

For those who would prefer to take a back seat, Norscot will introduce customers to a reputable, NHBC-registered house-builder who will provide a full build service wherever your site may be located in the Highlands.



New houses at West Gills, Thurso; a new house on the Isle of Harris (below)

Whilst the final design of your new home will depend on site location, topography and orientation, the directors and management of the company have many years' experience of house-building and are happy to offer guidance and advice at any stage.

Although Norscot focuses on its home territory of the Highlands and Islands, it has received enquiries from all over the UK and further afield. This has resulted in Norscot supplying timber frame house kits in the south of England, Wales and Spain's southern mountain region of Andalusia, near Málaga.

"In the past we had not really considered exporting and were absolutely delighted to receive

this order," Jason said. "It came completely out of the blue, so to speak, via our website."

During the housing "boom" enjoyed in Caithness over recent years, Norscot has benefited from a close working relationship with local house-builder John Gunn & Sons, Lybster. The company supplied a total of 76 timber frame house kits on Gunns' West Gills development in Thurso and has supplied kits for all the houses and flats on the Mount Pleasant development, also Thurso, which is ongoing.

Over the years Norscot has also created a number of its own housing developments, including three houses at a former council yard in Barrock Street, Thurso, six houses on the site of a former dairy in Henrietta Street, Wick, five houses at The Meadow, Halkirk, six houses at The Paddock, Thrumster, and five houses on a former mart plant sales site in Thurso Road, Wick.

More recently the company has invested in a land bank for future developments which will comprise up to 24 flats and houses in Castle-town and a further 20 houses in Wick.



Industry 'gold standard' achieved

NORSCOT is a member of the UK Timber Frame Association (UKTFA), the trade association representing over 85% of the UK timber frame manufacturers. One of the UKTFA's main jobs is to promote higher standards through its Q-Mark quality scheme and training services.

Q-Mark is a bespoke timber frame quality assurance scheme which aims to provide credibility and integrity that will give customers confidence in the service being provided.

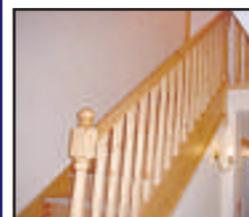
Norscot holds Q-Mark Plus, the advanced scheme representing the "gold standard" for the industry. It incorporates both full ISO 9000:2000 certification and modules covering design, manufacture, product conformance and erection.



John-Paul and Ellen receiving Norscot's Q-Mark certification.

David Urquhart Joiners

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CUSTOMER QUOTE

Very satisfied overall. Would have no hesitation in recommending your company to others. Many thanks.

Mrs J Scott, Inverness

NORSCOT FACT

Norscot has manufactured over 700 timber frame house kits.

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TIMBER FRAME HOMES

Emphasis on the self-build market

NORSCOT has a strong bias towards the very popular self-build market, where it believes it can add most value and enhance customer service.

Company chairman Peter Body said: "Norscot has over 20 years' experience in the design, manufacture, delivery and erection of timber frame houses.

"Consequently, we have a clear understanding as to what works, and what doesn't, in practical terms."

He added: "Many self-builders have no previous experience and very little knowledge. Where necessary, we provide a certain amount of 'hand-holding', particularly with regard to the initial design."

If you're planning to design your own home and working to a limited budget, Norscot offers the following advice:

Layout

Design is not merely an exercise in creating aesthetic appeal – it must offer a practical and cost-effective solution. In the case of timber frame homes, designs should be based on a 600mm matrix, inside the external walls, so as to make best use of sheet materials and suit basic timber frame panel production and roof truss centres. Therefore, main internal spans will typically be 6000 / 6600 / 7200 / 7800mm and so on.

Where attic trusses are to be used, the unsupported span should be no greater than 7200mm. In two-storey houses the span for first-floor joists should not exceed

4200mm. The optimum storey height is 2400mm.

Roofs

Ideally, roof forms should be restricted to lean-to, mono-pitch and duo-pitch styles. Hip-ends and the like are expensive and should be avoided, unless critical to the design concept. Where multi-directional roof layouts are planned, sufficient support must be provided at roof intersections.

The maximum roof pitch should be 45° and within an attic trussed roof the minimum wall height, at the bottom of the coomb (sloping ceiling), needs to be 1200mm to be of practical use.

Windows and doors

Windows and doors can be more or less any style, shape and size. But individual windows/screens should be restricted to a maximum overall size of 3m in any direction, to limit wind movement.

However, windows can be joined to produce larger glazed areas. Upstairs windows will need to provide adequate means of escape, in the case of fire, and be cleanable from the inside. At least one external door will need to provide wheelchair access.

Bay windows may add aesthetic appeal but they are disproportionately expensive for the practical benefits derived. Consequently, they should be used sparingly and square bays are preferable to angled bays.

Dormer windows, like bay windows, may add aesthetic appeal but they are extremely

expensive in relation to the additional floor area provided. Moreover, they will give rise to medium/long-term maintenance liabilities. Here again, they should be used sparingly.

Dormer windows are supported on multi-ply girder roof trusses. So, to keep cost to a minimum, dormers occurring on opposite sides of the roof should be positioned directly opposite each other.

Velux roof windows are much cheaper than dormer windows.

Staircases

Where attic trusses are employed, stairs should run parallel to and not across the roof trusses and be positioned such that the opening coincides with standard truss spacings. Building Standards impose requirements which greatly restrict stair layouts. The optimum layout will be a straight flight, but there must be a minimum two-metre headroom above the stairs and associated landings.

Internal doors

To accommodate wheelchair access, internal doors must be a minimum 826mm wide and corridors a minimum 1050mm wide. Upstairs, in one-and-a-half-storey houses, care should be taken to avoid having to cut doors to suit sloping ceilings. Ideally, wardrobes within rooms in the roof should be positioned parallel to the coomb. Wardrobes at right angles to the coomb may not be able to accommodate a full-size door and this makes access (over the full width of the wardrobe) awkward.

Obviously, this guidance is less relevant if cost is less of an issue. However, as Peter Body pointed out: "It may seem obvious that the bigger the house, the greater the cost. But, initially, self-builders often plan far more space than they actually need. When deciding on layout they need to be realistic in their ambitions."

The next 25 years

Norscot has recently completely revised and extended its range of timber frame house designs. There are now six ranges: Cottages, Croft, Town, Countryside, Architectural and Eco. Together, the company currently offers 64 standard house types and additional designs will be added as time goes on.

The biggest changes are going to revolve around the Scottish Government's aim for all new houses to be net zero carbon neutral by 2016. This will be achieved in two phases. In 2010 new energy standards will be introduced to deliver carbon dioxide savings of 30% more than 2007 standards and in 2013 a further 30%.

U-values and airtightness for the building fabric are required to be improved in 2010 to match those of Nordic countries, which will necessitate the use of mechanical ventilation with heat recovery. The ambition is to achieve total-life zero carbon buildings by 2030.

In reality, this means south-facing elevations of houses will need large areas of glass to harvest heat from the sun,



Graham Warren in the design office

solar thermal roof panels for water heating and solar photovoltaic (PV) roof panels to produce electricity. Other renewable energy features may need to be provided too, such as ground/air source heat pumps and wind turbines.

The ideal building form will be a two-storey rectangular box, with large areas of glass on the south elevation and the least number of small windows on all other elevations. Houses will need to be airtight and highly insulated. The

ultimate design will produce a "passive" house, requiring no heating, except for a wood-burning stove or similar in the sitting room.

The outcome will be houses which are significantly more expensive to build but very cheap to run.

Norscot is currently developing a range of eco homes, with new forms of wall construction and a package of renewable energy options, which will meet or exceed future building standards.

Ten reasons to choose timber frame

- **It's environmentally friendly** – timber is the ultimate "green" construction material.
- **It's long-lasting** – some timber frame buildings from the 12th century still exist today.
- **There's an almost unlimited supply** – timber is the only truly renewable construction material.
- **It's strong** – timber frame is a structural system capable of supporting multi-storey buildings.
- **It's fire-resistant** – contrary to some people's belief, timber performs well in fire.
- **It's reliable** – according to the NHBC, timber frame homes pro-

- vide fewer problems than other forms of construction.
 - **It can cut your bills** – timber is a natural insulator and timber frame walls have additional insulation added as standard.
 - **It can keep you on good terms with your neighbours** – timber also insulates well against sound.
 - **It's quick** – in ideal conditions a timber frame house can be wind and watertight in two days and finished in 6-8 weeks.
 - **It's good-looking** – timber is a beautiful, natural material.
- Courtesy of the UK Timber Frame Association

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TIMBER FRAME HOMES

New house designs from Norscot



THE STAFF



Staff at Norscot's Bower Workshops during the recent presentation by VEKA's Colin Torley.



Staff at Norscot's Inverness base on the Carse Industrial Estate.

The management team

● Chairman **Peter Body** is a chartered surveyor and building consultant with over 45 years' experience (30 of them in Caithness) in the property and construction sectors. He has spent many years supervising and certifying self-build house projects where the builder employed was not NHBC-registered.

Peter designed Norscot's highly successful Highland Cottage range of timber frame homes and has been working with The Prince's Foundation for the Built Environment to develop a pattern book intended to influence and enhance future house design in Caithness.

Now semi-retired, Peter remains a source of advice in relation to the company's ever-evolving and expanding ranges of house designs. He also provides strategic planning input in relation to the future development and continuing growth of the business as a whole.



● Commercial director **Callum Grant** is responsible for sales, marketing, customer service and researching new product developments, and has more than 30 years' experience in this field.

Born in Inverness but brought up in East Mey, he was educated at Mey and Crossroads primary schools and then Thurso High. Callum returned to the place of his birth in 2000 to further develop the company and manage the day-to-day running of the Inverness branch.

Callum joined the company in 1988 and quickly expanded the Norscot product range far and wide, especially with local authorities, housing associations and architects. Callum is driven by the desire to create and maintain as many jobs as possible on the factory floor at Bower, and was appointed a director on his wedding day in 1992.



● Managing director **Ian Body** is a time-served joiner with 30 years' experience in construction and manufacturing in the Highlands.

Born in London, Ian moved to the Highlands some six months after the rest of his family to allow completion of his schooling. Following the family tradition, he married and became a father at a young age! Ian and his wife Karen are now extremely proud grandparents.

Ian's life has changed dramatically over the years from being a young man on the tools with family responsibilities to his current managerial role where he has overall responsibility for the entire company. But this transformation means he has a full understanding and appreciation of all aspects of the business and employee duties and needs.



● Technical director **Jason Fraser** is an architectural technician with 20 years' experience in the construction industry.

After leaving Wick High School in 1986 he worked as a trainee civil engineer with the local council before settling on a career in architecture. For the next four years he was employed by a local construction company as a trainee technician, while studying part-time at Inverness Technical College.

In 1991 Jason joined Norscot as a qualified architectural technician where he was involved in producing drawings for the "Highland Cottage" range. As the company expanded, so Jason's role developed into a managerial position and he progressed to the post of technical manager before becoming a director in 2000.

Jason has been involved in ensuring that Norscot maintains various third-party accreditations such as TRADA's Q-Mark for the PVCu windows and Q-Mark Plus for the timber frame as well as the ISO 9001:2000 quality management standard. He believes this has been instrumental in giving Norscot clients confidence that the company's products are the best available.



● Production director **John-Paul Body** has been involved in manufacturing timber and PVC products for over 24 years.

Born in London, John-Paul or JP, as he is known, moved up to Caithness with his parents in 1978 and finished his education at Thurso High School. He started working life as a potter with his uncle David in John O'Groats and joined Norscot in 1985.

In the early years JP gained significant hands-on joinery and PVC production experience which has resulted in him acquiring extensive knowledge of all Norscot products. He now manages the day-to-day running of the company's workshops, where his interpersonal skills and ability to keep the machinery going are invaluable. He is also heavily involved in product development and refinement.

JP is married to Lorna and together with their two children, Annie and Peter, he enjoys working their smallholding in Upper Gills complete with its menagerie!



● Company secretary **Carrie Body** was born and brought up in Caithness and has worked at Norscot for 10 years.

She attended Thurso College, studying Business Administration, and joined Norscot as an administrative assistant under the guidance of her grandmother, Teda Body.

When Teda retired, Carrie took over her role and has since gained considerable experience and knowledge in all aspects of running the front office, from being the first point of contact for customers to managing the accounts and payroll and dealing with VAT inspectors and auditors.

Carrie has recently completed her own self-build project, albeit the garden is still work-in-progress!



Our business depends on our people

IT'S a bit of a cliché to say that a business is only as good as its people – but, as far as Norscot is concerned, its people are central to the company's continuing success. As managing director Ian Body says: "Without the right people in the right place at the right time, growth of the business to where it is today would have been impossible." Norscot was awarded Investors in

People (IIP) accreditation in 1998 and regards the continuous development and training of its people as essential. Ellen Simpson, who provides induction training for new employees, explained: "We like to get things right from the outset. New employees have to understand not only the legal requirements of health and safety but also the need for quality control and customer service."

Training of workshop personnel is provided in-house by production director John-Paul Body and the appropriate chargehand. John-Paul said: "Whilst our manufacturing processes rely more on machines rather than traditional skills these days, the skill required to operate some of the computer-controlled machinery is no less demanding." He added: "Wherever possible, we try to move people around from one workshop to another. In this way they become multi-skilled, thereby providing continuity of employment through the peaks and troughs between one product and another."

The company's willingness to support and look after its staff is reflected in the number of employees who have given many years of loyal and dedicated service to Norscot – people like Colin Macintosh, Geoffrey Glaus, Alex Manson, James Robertson, Keith Macleod, Liz Budge, Michael Sinclair, Craig Cormack and Gwen Sandison, who have given 10 or more years' service; Iain Sutherland, Donnie Shearer, Gai Hornby, Stephen Farquhar and John Steven, who have given 15 or more years' service; and, last but certainly not least, Will Farmer, who has been with the company for just over 21 years.

The Body family has three generations working in the business – Peter, elder son Ian and his daughter Carrie. However, having different generations working for the company is not confined to the family; they've had father and son or daughter, and mother and son. In addition both Ian and John-Paul Body's wives, Karen and Lorna, and Callum Grant's wife Valerie work in the business. Truly, a family affair.

'Working here is like being part of a big happy family'

Norscot's longest-serving employee, **Will Farmer**, explains how he has seen the company go from strength to strength over the years



I CAME to work at Norscot just over 21 years ago. I was working for Highland Insulation but work was getting short so I decided to look for alternative work. I saw a Norscot advert in the paper, jumped in my van and went out to Bower to enquire. I started the next Monday.

When I started with the company I worked in the PVC department but progressed to work in the timber mill where the company was producing more timber products than PVC. In the beginning I worked a lot with

Peter Body and his son John-Paul. I always found Peter willing to listen and felt I could rely on him. JP joined the company when he was a wee loon but came along and learned the ropes well, and I enjoyed working with them both. When Ian Body, a time-served joiner, came on board he helped me greatly with his knowledge of joinery work.

Over the years I have seen the company go from strength to strength, with expansion to the workshops and new machinery. I have great admiration for Callum

Grant. He is worth his weight in gold and I feel he has done a lot to bring the company on. I have many memories of working with Callum in a previous employment when he was my labourer! Since coming to work for Norscot I have acquired a lot of new skills. I enjoy going to work every day and would do it all over again if I had to. Working at Norscot is like being part of a big happy family, management included. There is a good working environment, the personnel I work with are great, and everyone at

Norscot works as part of a team, with the same aim in mind – to produce good-quality products. I have always been consulted about changes along the way and when the company were short of work they kept me on and found alternative jobs for me to do. I admit I have been awkward at times and tend to go in a stoochie, but like everyone else I get over it by time. I've had many happy memories at Norscot, especially the dinner dances held at Mey where everyone enjoyed a good time.

CUSTOMER QUOTE

From start to finish the service and product was first class. We were amazed at the high quality and skilled craftsmanship: 10 out of 10."

Mr R Warwick, Thurso

The front line



Geoffrey Glaus
Caithness sales manager



David Shearer
Caithness contracts manager



Iain Sutherland
Inverness sales manager



Keith Macleod
Inverness contracts manager



Gai Hornby
sales consultant



Gordon Macrae
specification representative



Peter Winthorpe
senior architect



Ellen Simpson
QA and customer service manager



WINDOWS AND DOORS

Any size, any style, any shape

THE term "made to measure" never meant more than when it was applied to Norscot's range of windows and doors. The company believes it probably produces more variations than any other manufacturer in the UK.

Norscot makes timber windows in softwood and hardwood, pre-finished in almost any colour, in casement and dual/top-swing (fully reversible) designs.

The company also makes PVCu windows in white, cherrywood and rosewood finishes, in casement, top-swing and tilt-n-turn designs, with doors, French doors and tilt and slide patio doors to match.

Finally, it makes timber clad aluminium top-hung casement and top-swing windows, again in softwood and hardwood and pre-finished in almost any colour.

And, of course, you can have all of these in any size, any style and any shape, within their respective design parameters.

As with all the company's products, Norscot windows are manufactured in accordance with its QA system. Moreover, they have been tested and achieved a high performance weather rating in accordance with BS 6375.

Norscot regards itself as a truly professional window manufacturer. Not content with simply



Scott Mackay on PVC corner cleaner

supplying windows, they like to be certain that the right product is supplied in each and every situation.

As you would expect from one of the North of Scotland's leading window suppliers, all

Norscot products have a British Standard severe exposure rating and MACDATA test certification. The weather-tightness test parameters to which Norscot windows have been subjected are the highest available. What is not readily understood, however, is that these tests, as stringent as they are, are often exceeded by the weather conditions experienced in some parts of the UK – especially in

the North and West of Scotland. Consequently, when considering the size and/or design of windows, due account must be taken of the site location, orientation and topography. Failure to do so may result in premature window failure.

Norscot's commercial director Callum Grant commented: "When we quote for the supply of windows, we rarely know where they are to be sited. In

these circumstances it is possible the products requested are inappropriate in terms of size and/or design.

"So as to avoid this possibility, we offer a free window advisory service. If customers forward us their building plans and elevations, together with a site plan, we will be pleased to confirm whether or not the proposed windows are appropriate and will be 'fit for purpose'."

CUSTOMER QUOTE



Many thanks for the smooth installation. Your fitters and office staff made the whole job a joy and the windows have made such a difference to the home.

Miss Ferguson, Avoch

NORSCOT FACT

Norscot manufactures over 9,000 windows and doors every year.



Anson Robertson on PVC bead saw



Willie Florence on PVC profile saw



Neil Durrand fitting in PVC workshop

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CUSTOMER QUOTE



This is the second time Norscot have installed double glazing for us. Both times we have been completely satisfied with all aspects of the product and service provided.

J & F Hallett, Helmsdale

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WINDOWS AND DOORS

'We have moved with the times'

NORSCOT has been manufacturing PVCu windows and doors, using the internationally renowned VEKA system, since 1989. VEKA is a German company with extrusion plants throughout the world. Its UK plant is located in Burnley, Lancashire, and it delivers to Norscot on a weekly basis.

The PVCu extrusions and reinforcement supplied by VEKA are accurately cut and assembled by Norscot personnel, using a variety of computer-controlled machines and other equipment, in a purpose built factory at the Bower Workshops.

Norscot's collaboration with VEKA, which has been ongoing for over 20 years, has resulted in a solid working arrangement in which both sides understand and meet each other's requirements.

Norscot's commercial director, Callum Grant, said: "Our long-standing relationship with VEKA means our customers can take confidence in the fact that any future requirements for additional products or replacement

parts, to suit their initial purchase, will be readily available.

"As VEKA has evolved over the years, so have we. We have embraced new technologies and moved with the times as PVCu window and door manufacture has become more advanced and more sophisticated. Because we have always received consistency from VEKA with both quality and support, they have always been our chosen supplier."

VEKA's sales and marketing director Colin Torley, who was initially instru-

mental in gaining and retaining the company's business, commented: "Norscot has been one of our largest customers north of the border for 20 years. We have a great respect for Norscot and have taken on board suggestions that the company has made to facilitate its business with its customer base."

Norscot identified a gap in the Scottish market for both reversible and vertical sliding options, both of which VEKA has developed.

"Over the years, as a forward-thinking company and market leader in our field, we have investigated other supplier options, but they never match up to the VEKA standards," Callum said. "The matrix profile has been established and recognised as the original and iconic leading profile in the marketplace and VEKA employs the same exacting quality standards with its service and support. With 20 years of mutually beneficial trading behind us, we look forward to many more years of the same."

According to Callum, 99% of all do-



Cauldeen Primary School, Inverness (left), and Forres Academy in Moray

CUSTOMER QUOTE

“We are delighted with the windows. All-round first-class service, and we would have no hesitation in recommending Norscot to family and friends. Thank you.

Mr & Mrs Henderson, Nairn

mestic replacement window and door projects undertaken by Norscot involve PVCu products – but the popularity of this material is not restricted to homeowners. Recent commercial projects that used Norscot PVCu products include Bught Park Stadium, Golspie High School, Cauldeen and Castletown primary schools, Tain Fire Station and Forres Academy.

The company's latest innovation is the "Norplus" composite entrance door

comprising feature embossed GRP and thermoplastic skins that have the look and feel of a traditional timber door. The skins are bonded to a fully reinforced twin rebated 60mm thick PVCu door sash which is 50% thicker than most other composite doors, ensuring weather performance of the highest quality. Each door has a solid core of Envirofoam and is reinforced with galvanised steel, ensuring long-term strength and security.

Plastic is fantastic – and environmentally friendly

PVC (short for polyvinyl chloride) is a cost-effective, low-maintenance, lightweight, strong, versatile and fully recyclable material that is adaptable to many applications. Its lightweight, low-maintenance, thermal properties deliver major benefits in construction.

Its properties encourage the wide use of PVC in irrigation and roofing with benefits to users in the Third World. PVC is also ideal for many medical applications. Whilst PVC is used widely in short-life applications (such as packaging), 90% of PVC applications are designed for medium or long-term use.

It is one of the most versatile materials to have been invented, with thousands of uses that cannot be economically or practically replaced with other materials.

PVC products are used widely in building and construction such

as windows, doors and related profiles, pipes and ducting, flooring, roofing and cladding, electrical cables and wiring and building membranes.

When used in building products such as window frames, PVC requires little maintenance and offers excellent insulation, resulting in significant cost savings during the lifetime of the product.

During initial production and conversion into finished products PVC is comparatively low in energy and material consumption. The material is also difficult to ignite and will not sustain flammability when the combustion source is removed.

PVC is 100% recyclable and may be recycled 10 times and more without significant loss of integrity and structure. Theoretically, therefore, assuming a 35-year installation life for PVC



Craig Cormack on PVC welder.

windows which are then removed and recycled, the PVC from which the original windows were manufactured would have a useful life of 350 years!

Fifty-seven per cent of the basic PVC molecule is derived from salt, an element in plentiful supply

with an estimated 50 quadrillion (one thousand million) tonnes of dissolved salt in the world's seas alone, with the remainder from oil.

PVC is inert, a quality that makes it ideal for use in medical products and environments, and the modern production process for PVC is also environmentally friendly; an average European PVC production plant would need to be operating for 30,000 years to produce the same amount of dioxins generated on one bonfire night.

The PVC industry as a whole has made a voluntary commitment to recycling; in Europe this means a commitment to recycle 100% of collectable waste by 2010.

In 2007, 149,000 tonnes of post-consumer PVC was recycled through Vinyl 2010 projects, an 80% increase on 2006 levels when 83,000 tonnes were recycled.

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WINDOWS AND DOORS

Norscot has led the way

NORSCOT has been a timber window manufacturer since its inception, when co-founder Peter Body saw an article in a trade magazine featuring a revolutionary timber window system employing mitred joints, held together by plastic plugs!

It was being offered as a turn-key package by Fairmitre, based in Warrington.

Uncertain as to whether the building business would survive a harsh winter, the decision was made to purchase a franchise and the machinery was set up in the shed at the bottom of Ian Body's garden.

In the beginning, Peter got the orders, sons Ian and John-Paul made them and wife Teda

sorted out the paperwork. Peter recalls: "Even back then it was a competitive marketplace, but we set our stall out on the basis that 'You can have whatever you want, in three weeks,' when our competitors were taking eight to 12 weeks. Since most customers could not see that far ahead, the business grew rapidly."

After a while, it became apparent that the Fairmitre system was too limited and struggled to cope with the size of order being generated.

Norscot then invested in more conventional joinery equipment, a process which continues to this day – the company having recently invested £75,000 in a state-of-the-art window line which has just been commissioned.

Although the popularity of timber has waned in favour of PVCu in the domestic marketplace, it is the material of choice in the social housing sector due to its "green" credentials. Over the past year Norscot has supplied and fitted over £700,000 worth of replacement timber windows and doors to the Highland Council in various locations throughout Caithness.

In Inverness, the council prefers a variation on the timber window, being one which is clad in aluminium outside, to reduce ongoing maintenance. This move saw Norscot join up with AM Profiles in Chesterfield, Derbyshire, to manufacture its "Alarbond" window system. This has resulted in Norscot supplying over 4000 windows for Highland Council properties in the Bught and South Kessock areas of Inverness in the past year.

Other projects that have either been completed or are in progress include Inverness Royal Academy, Grantown Grammar, Lochaber High School and Rogart, Plockton, Dalneigh and Lochardil primary schools.

Norscot has also used AM Profiles' commercial aluminium window and curtain walling systems to complete commercial projects such as the Calterdon Mini showroom and the new Ramada Encore hotel, both in Inverness.



A planer in the timber mill

In response to the environment in which it operates, Norscot has led the way in developing timber entrance doors. The company's "Highlander" residential doorset was amongst the first to be available in the UK. Manufactured in hardwood from sustainable

forests, to provide stability, insulated and fitted with a multipoint security lock, it is a premium product. Invariably the product of choice when used in conjunction with timber windows, it has also been specified on its own. One such contract was the

installation of 74 entrance doors and canopies at the Plantation, Fort William, for the Highland Council. The success of this project resulted in a further contract to install 126 doors at various locations in Fort William and Corpach.



Lochaber High School, Fort William.

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Calterdon Mini showroom, Inverness

CUSTOMER QUOTE

“ Very reasonable cost – considering the quality of product. Fitters were excellent with cleaning-up job. Would use your product in future if needed.

**Mr B Walden & Mrs S Collins
Walden, Inverness**

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GORI INDUSTRY

We would like to congratulate Norscot on their achievement and wish them every success in the future.



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Ramada Encore hotel, Inverness



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SUPPORTING THE COMMUNITY

Help for pupils and sports clubs

NORSCOT engages in a number of activities to support the local community, and recent contributions have included a joint venture with neighbouring business NES to fund a trip for Bower Primary School pupils to the RSPB nature reserve at Forsinard. The photo (below, right) shows Ellen Simpson of Norscot and Martin Nicolson of NES handing over their cheques to the pupils.

Castletown's under-11 football team (right) have also been beneficiaries, with Norscot supplying their new strip.

At the handover were (back, from left) coach David McGill, James Adams, Thomas Koz-

lowski, Matthew Vinton, Greg Shearer, Rhiannon Kirk and Ellen Simpson of Norscot, along with (front, from left) Daniel Vinton, Scott Sutherland and Callum McMillan.

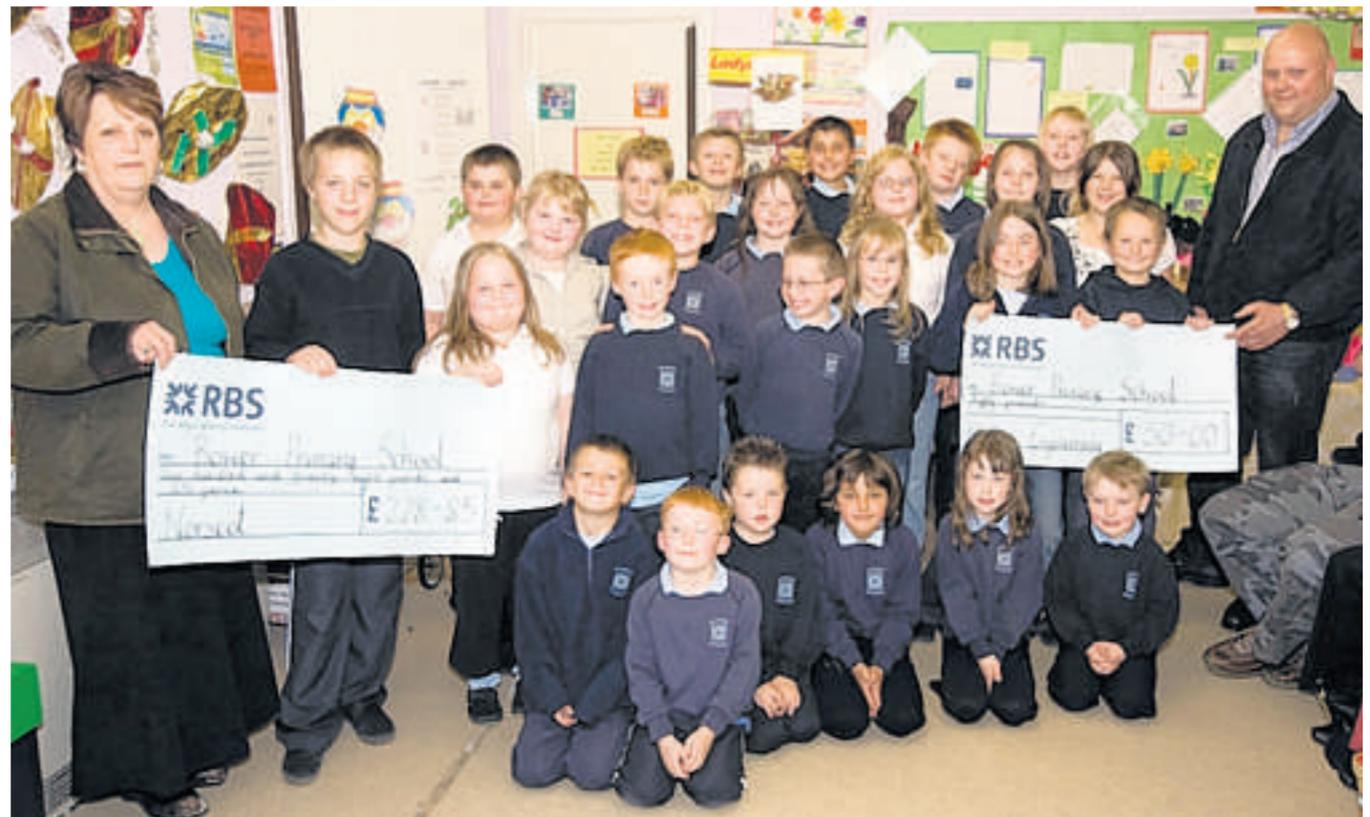
Last season Norscot sponsored Inverness Caley Thistle player Lionel Djebi-Zadi. The sponsorship covered his training kit, his boots and his home and away shirts. Norscot commercial director Callum Grant is pictured (below) presenting Lionel with the player of the month trophy for February 2009.

Mathew Grant, captain of Inverness Clachnacuddin's under-13s, persuaded his dad - Norscot commercial director

Callum Grant - to provide the team with new kit comprising sweatshirts, polo shirts and T-shirts for their trip to Holland to play in the Geusselt Cup. It is one of the most highly regarded youth tournaments in the world.

Our picture (bottom) shows father and son, along with team coaches Roddy Davidson, Allan Wilson and Ali Nesbit.

Norscot is also a major sponsor of Caithness Rugby Football Club and is currently providing the services of senior architect Peter Winthorpe to design the proposed new clubhouse at Millbank, Thurso.



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CONSERVATORIES



Four of Norscot's conservatory designs – Green (above), Commercial (above right), Regency (centre) and Wraparound bottom

Modern designs give you a cost-effective extension

MODERN conservatories, particularly those manufactured in the North of Scotland, are a far cry from the glorified greenhouses which used to pass for conservatories in the past.

Constructed out of the same windows and doors used elsewhere in a modern home and

with a strong, well-insulated roof, they are now a cost-effective home extension – one that may be used all year round.

With their large expanse of glass, they offer more than a conventional extension in that they bring the home and its garden closer together. And, irrespective of what the

weather is doing, they allow you to enjoy your garden so much more.

The Highlands can offer beautiful clear skies and sunny days at any time of the year, but rarely without at least a cooling breeze. A conservatory is the ultimate wind-break, allowing you to relax and soak up the sun's warmth even if it's blowing a gale outside. It will also act as a heat store, which may reduce your heating costs for the rest of the house.

These days you also get a whole lot more choice. A choice of style – Lean-to, Edwardian, Regency, Georgian or Victorian. A choice of design – Dwarf Wall, Feature Panels or Full Height Glass. A choice of materials – hardwood, pre-finished in any colour or PVCu, in white, cherrywood or rosewood finishes.

And, of course, a choice of size – each conservatory is made to measure, to suit your individual circumstances.

Norscot conservatories are not limited to home extensions either. They may be designed as a stand-alone garden building, to be used as a sunhouse, play room, office or swimming pool enclosure. They may also be used on commercial properties, as an entrance foyer, atrium, showroom, restaurant and so on.

CUSTOMER QUOTE

“ We have been very pleased with everything that you have carried out for us. Both sets of installers were very good.

**Mr & Mrs Holton,
Boat of Garten**



CUSTOMER QUOTE

“ As always the fitters did a brilliant job, clearing up after their work and working efficiently and with good humour – the cat thinks they're great too!

Mrs Hall, Dingwall

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