

Message

From: John, Richard [/O=SGMAIL/OU=ZA-ADMINISTRATIVEGROUP/CN=RECIPIENTS/CN=R1683220]
Sent: 18/06/2015 21:36:11
To: Berger, Debbie [dberger@celotex.co.uk]; Warren, Rob [rwarren@celotex.co.uk]; Roome, Jonathan [jroome@celotex.co.uk]
CC: Evans, Paul [pevans@celotex.co.uk]; Nicholls, Chris [cnicholls@celotex.co.uk]
Subject: RE: RS5000 18+ Statement

All

Not wishing to have too much "creosote" on my trousers, I have to say that I actually agree with all of you !!!

I totally understand JR's frustrations as it is he that is at the rock face and trying to fend off a multitude of contractors / architects with potential for London based cladding schemes. As you know, the London market is very different to that of the rest of the UK. They want it yesterday, with a ribbon tied around it and a plan in place for the next one.

JR has been promoting RS5000 since we went to market and with big players like Berkeley Group and Barratt London, the pressure for answers is immense. However, as both Rob and Debbie have pointed out, we have to be very careful with any wording that may leave us in a vulnerable position or worse still, open to legal exploitation.

My suggestion is as follows.....

- Continue to communicate by "word of mouth" as you did with Jordan today with honesty and openness. As you agreed earlier, this will uphold our integrity during this process
- Agree a soonest date possible for an internal RS5000 review meeting to include **ALL** persons on this email, plus Sir Chris Nicholls.
- In preparation for this meeting, JR and I will compile a full list of parties as Rob has suggested with as much technical information as possible, and perhaps Product Management can compile all up-to-date NHBC information
- During this meeting, we should all agree on our next course of action to both protect our brand and product, but also help retail JR's name and integrity.

Please reply with thoughts, comments, dreams or even aspirations generally.

Finally, if you all agree, I am in Hadleigh on Monday 29 June all day, if this is convenient ?

Richard John

Business Development Manager

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Mob: [REDACTED]



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Please consider the environment before printing this email

From: Berger, Debbie
Sent: 18 June 2015 15:07
To: Warren, Rob; Roome, Jonathan; John, Richard
Cc: Evans, Paul
Subject: RE: RS5000 18+ Statement

Following up on Rob's comments,

We are working with NHBC to better understand their concerns with RS5000 and its use on their projects and although you may be correct with the details Jonathan, this is very much work in progress with them until we come to an agreement and therefore NOT the message to go into the market.

Once we have come to an agreement, then I agree with Rob, we can get together, when Paul is back, to decide a strategy and message for NHBC projects.

I know you gave me a list of projects before our meeting with NHBC but an updated one as Rob suggests would be a useful.

Kind regards

Debbie Berger

Product Manager

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Please consider the environment before printing this email

From: Warren, Rob
Sent: 18 June 2015 14:16
To: Roome, Jonathan; John, Richard
Cc: Berger, Debbie; Evans, Paul
Subject: RE: RS5000 18+ Statement

Hi Jonathan

I would not be comfortable for this to go out to our customers in this form.

I suggest that you wait until Monday when Paul Evans returns from holiday rather than risk potentially sending out a message that may not be in line with our communications strategy on RS5000.

As we discussed on the phone, I believe that we should look to potentially allowing some customers to request desk top studies. However, this would depend upon the kind of systems they are proposing to use. Therefore, ahead of a discussion with Paul, perhaps you could summarise a list of customers who are chasing us along with proposed build-ups. This may allow us to give the green light to proceed on those projects where we feel there is a better chance of a successful conclusion to the desk top study and be able to respond in some cases with a more positive message.

I have copied in Paul so that he is aware of the situation prior to his return from holiday next week.

Thanks for including me in the discussion. I hope my contribution has been useful. If not, feel free to use colourful language at the screen and start making an effigy with no hair...

Best Regards,

Rob

Rob Warren

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From: Roome, Jonathan
Sent: 18 June 2015 10:30
To: John, Richard; Warren, Rob
Cc: Berger, Debbie
Subject: RS5000 18+ Statement
Importance: High

Jonno / Rob,

Please can you review my "Generic" response to those parties that are awaiting a response on the use of RS5000 on facades above 18m in height on NHBC Projects.

"Dear xxxxx,

We are currently benchmarking our RS5000 BS8414:2 test data with the NHBC and have submitted a number of our own desk top studies to them for comment.

Until this process has been completed we will have to postpone any further testing or desk top studies until the initial process has been completed with the NHBC.

So as not to delay your projects at the critical Design and Build stages Celotex will have to ask you to explore other avenues for insulation products to be used specifically in facades that are over 18m in height, insured by the NHBC.

I can only offer my apologies at this time as I thought that the process would be far more advanced by this stage.

I will of course inform you as soon as I have more positive news.

**Kind regards,
Jonathan"**

Jonathan Roome

Major Projects and Specification Manager

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