

Then and Now



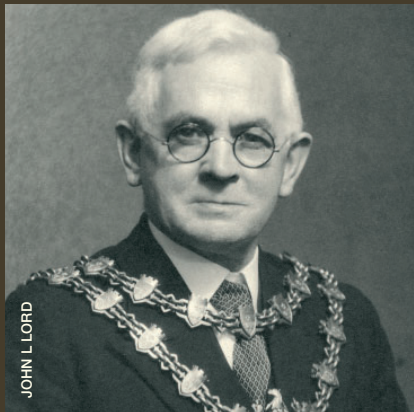
johnlord 
SPECIALIST FLOORING

one hundred years
in the making

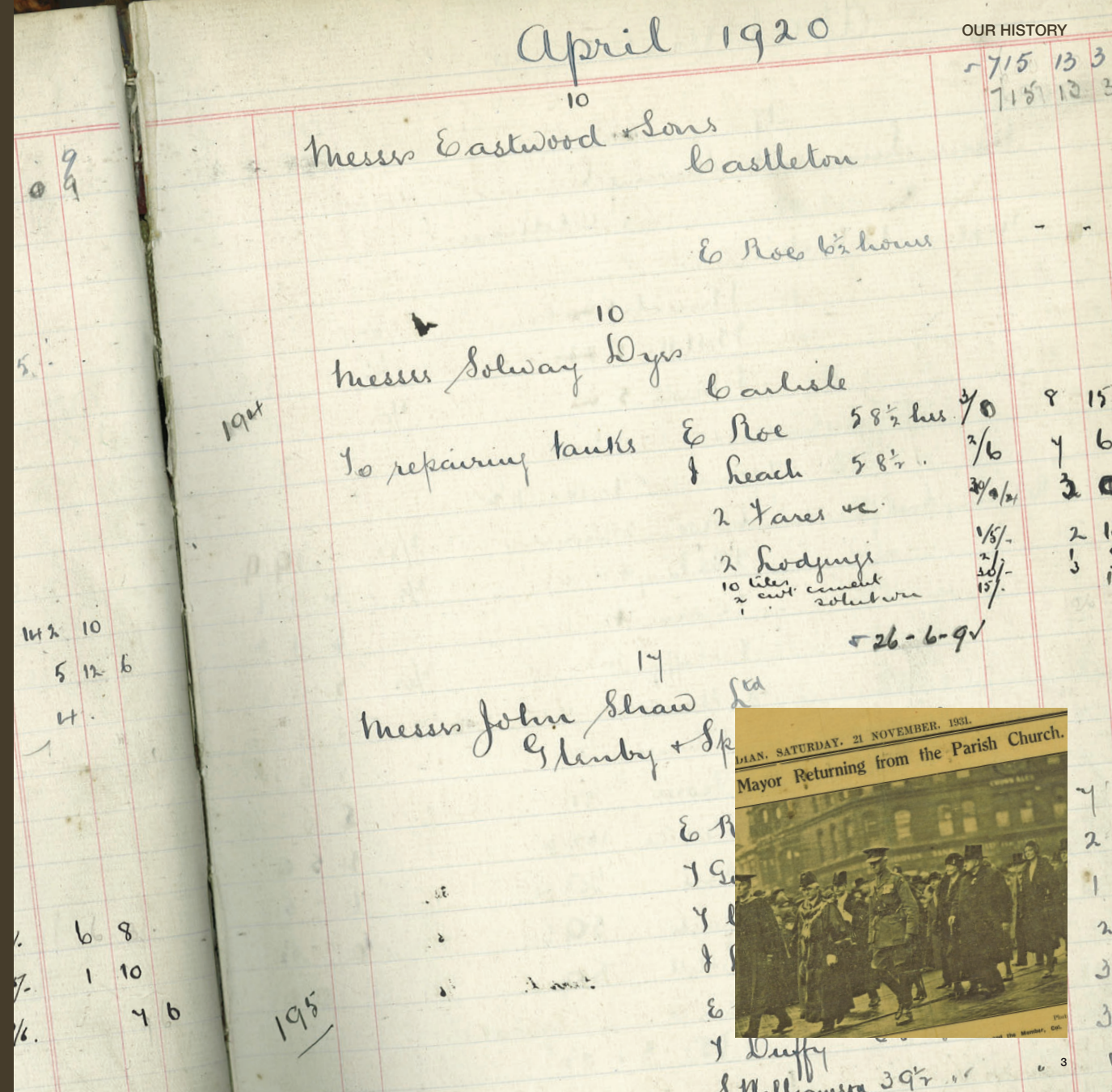
THE TALE OF OUR COMPANY BEGINS IN 1901...

John Lord started his working life as a technician in a textile mill near Burnley, Lancashire. It was in the mill's bleaching and dyeing sheds that he began investigating ways to protect the floors from chemical attack, which resulted in the creation of a chemical resistant flooring system.

With this, he made the decision to re-locate and form his own business in Bury. Using the best available chemical resisting bricks and tiles, together with the specialist cements he'd developed, his services were soon in demand throughout the textile mills of Lancashire and Yorkshire.



JOHN L. LORD



IN THE EARLY 1920'S, JOHN'S SON SAMUEL JOINED THE BUSINESS.

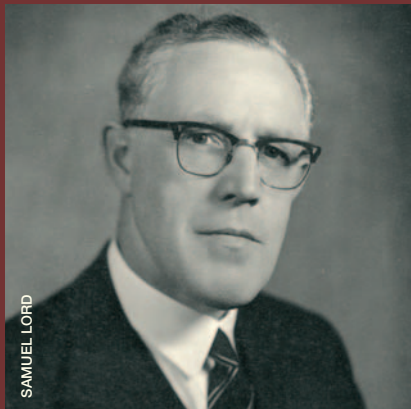
John's pioneering spirit led to export drives as far a field as India, whilst Samuel, with a young family, concentrated on the home market. Both father and son gave their time to local institutions, with John standing as Mayor of Bury, and Sam as Chairman of Bury Football Club for many years.

In 1946, Sam's son Barry joined the business. John retired from the business soon after, with his 80th birthday on the horizon.

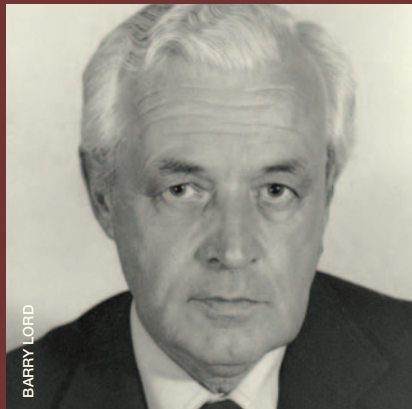
In 1969, the current Managing Director, Stephen Lord, joined the business alongside his father and grandfather. When Sam retired in 1971, the business began to expand into the Food, Brewing and Dairy industries with new ranges of resin-based seamless screeds and coatings.

Finally, 2007 has seen the addition of fifth generation family member, Rachel Lord.

So much for history...what of the future?



SAMUEL LORD



BARRY LORD



Stephen Lord, Managing Director

"As present day custodians of the John Lord family business, it would be easy to talk about recent successes and future plans. But Rachel and I know that the solid foundations on which we operate is thanks to the hard work of three previous generations of the Lord family."

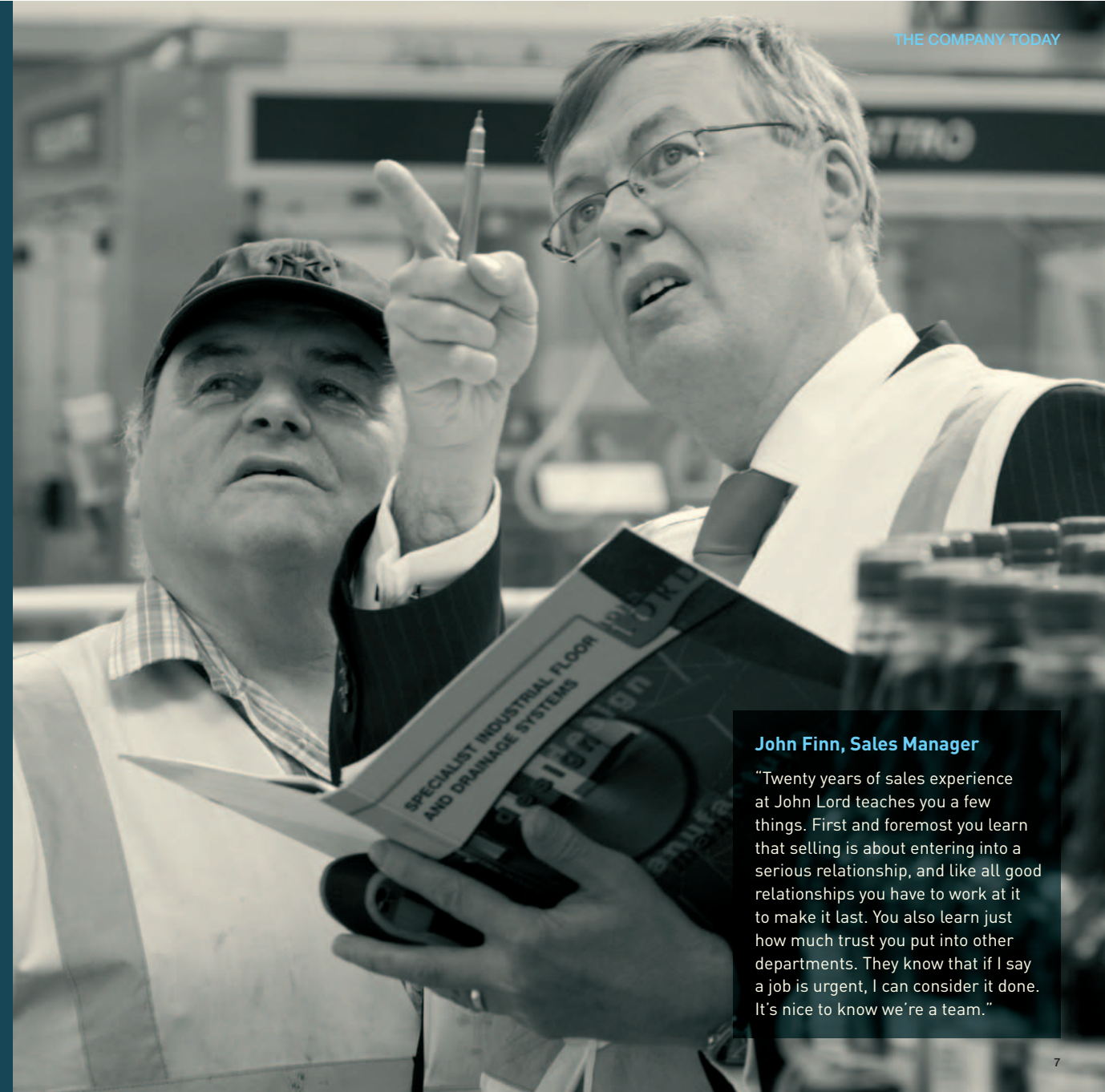
SO WHERE DOES THAT LEAVE THE JOHN LORD GROUP TODAY?

We now have a Group workforce of approximately 200 people based at our sites in Bury and Nottingham. From our head office and manufacturing plant in Bury, we despatch site teams throughout Europe and beyond.

We are now one of the largest specialist flooring companies in Europe, yet we remain the only European company in the industry to manufacture and install our products. This allows us to cater more effectively towards the needs of our customers, even if it means creating bespoke flooring solutions. As no two floors are ever the same, this is vitally important to ensure a quality, finished job.

If you combine this with our highly developed products, a stable and well-trained workforce and extensive back-up facilities, does it all make a difference?

We've enjoyed 25 years of sustained growth, so obviously it does!



John Finn, Sales Manager

"Twenty years of sales experience at John Lord teaches you a few things. First and foremost you learn that selling is about entering into a serious relationship, and like all good relationships you have to work at it to make it last. You also learn just how much trust you put into other departments. They know that if I say a job is urgent, I can consider it done. It's nice to know we're a team."

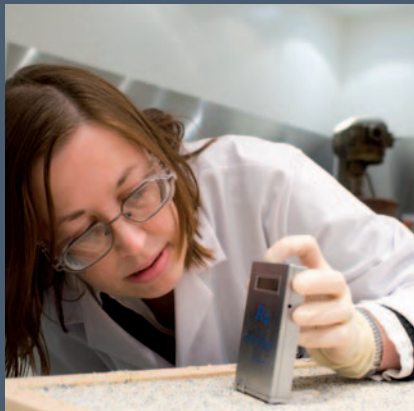
WITHIN OUR COMPANY LIES DECADES OF EXPERIENCE IN THE MANUFACTURING OF RESIN SYSTEMS.

In the early days these systems were new technology and many of our products were developed through trial and error methods. Today, the knowledge gained through this process is used to provide the best flooring solutions for our customers.

Keeping our product manufacture in-house has always been a top priority as it allows us to control the quality of our products. All the raw materials are carefully sourced, then checked and tested in our laboratory on arrival.

Our products are manufactured in compliance with BS EN ISO 9001-2000 standards and quality tested before despatch.

With our current portfolio exceeding 30 high-performance products, are we satisfied? Absolutely not! We are constantly researching and developing new products for new markets. We've turned our attention to resin systems for the commercial and decorative markets whether they be bold or subtle designs, wild colours or subdued shades.



**Graham Thompson,
Works Manager**

"Its twenty years since I started working at John Lord. Much has changed in those years – there are now testing labs, automated mixing and processing machines and health and safety inspectors! That said, not everything has changed, the commitment of the staff is as it ever was."

AT JOHN LORD WE DON'T UNDERESTIMATE THE VALUE OF OUR SITE WORKFORCE.

Learning how to lay a resin floor to a high standard is a skill indeed, and many of our operatives have had over 20 years experience. All members of our site workforce, from the new recruits to experienced floor layers, take part in our personal development training schemes to ensure that skill levels are continuously improved.

One of the most important lessons that our site crews learn is that floor preparation is crucial to the success of an installation, and having the right product alone isn't enough.

Our floor preparation can involve checks for contamination, concrete cure, signs of structural damage and much more. Only when we are completely satisfied with the subfloor preparation, will we begin our installation.



Ian Walker, Senior Foreman

"I started at John Lord soon after leaving school in 1986. It wouldn't be an exaggeration to say that I've dedicated much of my life to this job as I'm frequently working away from home. But over the years I've made some life-long friends and I've worked myself up the ranks to become a Senior Foreman – now part of my job is to train the new recruits".

WE'VE ALWAYS GOT STAFF ON HAND TO OFFER SUPPORT AND GUIDANCE.

One of the reasons that many of our customers come back to us again is our commitment to provide a high level of customer service. From the initial design process to the final inspection, we have staff on hand to offer support and guidance.

We offer a floor design service as part of the initial site evaluation to help customers translate their design concepts into reality.

Our Contracts Supervisors oversee the projects from the creation of drawings to completion of the installation. They allocate our workforce, materials and plant to customer's sites, whilst trying to remain as flexible as possible to allow for any last minute changes that customers may require.

With many different work sites throughout the UK, Ireland and mainland Europe to organise and run every week, their technical knowledge, experience and energy are key qualities.

Our knowledgeable Technical Department also offer an advice service during installation for any technical queries as well as after-sales support, which includes recommendations for cleaning and maintaining a new flooring system.



**Dave Sleight,
Contracts Supervisor**

"It helps if you've been in this business for a while, in my case 22 years. You get a feel for how a project should be going, and most of all you learn to fit your schedule around the expectations of the customer. I never forget that for all our customers, every minute of stopped production costs money so we do all we can to be flexible."

OVER THE YEARS JOHN LORD HAVE INVESTED HEAVILY IN BACK-UP FACILITIES.

From a new fleet of lorries and a fully equipped plant department, to the latest production machinery and software systems. Combined, these facilities greatly aid the smooth-running of daily operations and consequently increase the level of service to the customer – by ensuring deliveries of our materials arrive at site on time and that our site teams are provided with safe and reliable plant and equipment to use.

With increasing demands for sustainability in many industries, the John Lord Group also recognise the need for investment in environment care.

Our environmental policy aims to minimise the impact of our business on the environment by effective energy management, recycling, and the reduction and efficient disposal of waste. These aims are supported in our company operations, administration, and by our employees.



Roger Foy, Transport Manager

" I joined John Lords in 1998, already having known Stephen and his father and grandfather since the 1970's. Having our own transport department has been a big benefit to the company. The contracts department can rely on the prompt delivery of materials to site, and we can collect raw materials to suit our manufacturing schedules. Eventually it passes the benefit onto the customer"

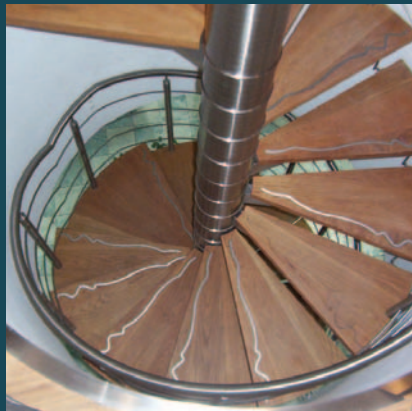
IN 2001, CANAL ENGINEERING BECAME A PART OF THE JOHN LORD GROUP.

Based in Nottingham, Canal were already a well-established company (formed in 1924) who specialised in the design and manufacture of bespoke stainless steel drainage and protection systems, were and still are, frequently used in combination with our flooring systems throughout the food industry.

Since 2001, Canal Engineering has experienced substantial growth, mainly in the field of architectural metalwork.

Through a number of prestigious projects and their associations with local universities and high-profile architects, Canal has gained a reputation for quality and innovation, which has helped their continuous growth.

With a talented and enthusiastic workforce, a hunger for success, and the backing of the John Lord Group, Canal has an exciting future ahead of them.



Martin Price, Managing Director - Canal Engineering

"Both companies gain strength and stability from being part of the Group and the more we integrate the companies, the more opportunities we create. The future looks exciting and challenging with a huge market still untouched in this country and abroad."

THE FUTURE IS AN EXCITING PROSPECT FOR US AT JOHN LORD!

We've been in business for over a century and we're still growing! As fifth-generation members of the Lord family join the business, our aims for the future are greater than ever.


We want to retain our reputation as market leaders in the UK whilst expanding into new markets internationally, with quality, innovative products.

As we make plans for the future, one thing is certain; we will always stay true to our traditional values that set us apart from others.

Lets all look forward to making the next 100 years as successful!

For further information contact: enquiries@johnlord.co.uk





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