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# premium PVC-U windows and doors

whole life cycle protection and performance



DEMPSEY DYER LIMITED

# quality solutions for residential and commercial



## The Company

Dempsey Dyer was established in 1977. Over the years, the company has built up considerable expertise in the manufacture and installation of PVC-U and timber windows, doors and conservatories.

We are based at our large factory and headquarters in South Kirkby, near Pontefract, where we have a dedicated team of around 100 people who are committed to our mission to use our design and manufacturing expertise to provide superb quality, value for money, and long-term product solutions for the trade and commercial markets.

The company has an impressive and extensive customer base – working with some of the country's leading house builders, property developers and local authorities to provide high performance windows and doors to meet the requirements and expectations of their clients.

We are justly proud of our excellent reputation – for getting the job done on time, right first time and within budget. This has been achieved through our focus on “Zero Defects” and ensures that we provide our customers with the best service available.

In the modern world where the future of the planet is deemed to be increasingly important, Dempsey Dyer takes its impact on the world around us seriously. We are working with a number of organisations to minimise our social impact and are committed to recycling and managing our activities sustainably. As an example of this, our PVC-U casement windows have achieved an ‘A’ rating under the BRFC window energy rating scheme. This enables us to help our customers find sustainable solutions too.



# Residential Commercial properties

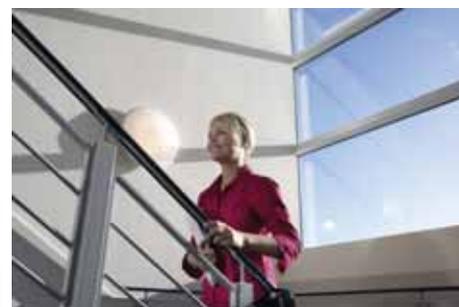


deceuninck

Dempsey Dyer is justifiably proud of its pedigree and strong financial standing and as such you can have confidence in the fact that we will be providing quality products for many years to come and will be around to meet our warranties and obligations.

Dempsey Dyer's PVC-U window & door profiles are provided by Deceuninck Ltd, the UK subsidiary of the worldwide Deceuninck organisation. They are a leader in the design and development of PVC-U window, door and conservatory profiles and have been in the international plastics industry since 1937. In 1945 they were among the pioneers of the newly developing extrusion technology for plastics. Our stable, successful relationship with Deceuninck goes back to 1983 and standards are assured by our mutual quality control systems developed over many years.

We manufacture products in PVC-U, Timber and Composite. Our accreditations include BS EN ISO 9001, "BS7950", PAS 23/24 and Secured by Design.



# social housing education care homes commercial

## Products

### PVC-U CASEMENT WINDOWS

Dempsey Dyer manufactures 70mm PVC-U casement, tilt & turn and pivot windows from the Deceuninck 2500, 2800 and 3000 profile suites. Internally beaded as standard with the options of BS7950, Secured by Design and A rated windows in accordance with the BRFC energy ratings, our windows provide an ideal solution to all types of construction work. Our profiles are available in white, foiled and Decoroc finishes.

### PVC-U DOORS

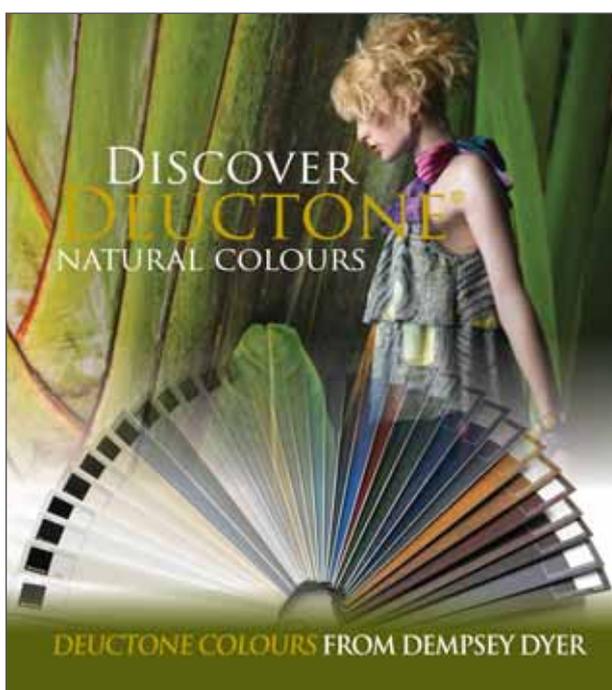
Our range of PVC-U residential, bi-fold, sliding patio and French doors provide an elegant and secure solution for all building projects and are available in a number of designs. Our residential and French doors have been tested to PAS 23/24 security standards.

### FIBREGLASS COMPOSITE DOORS

Our high performance composite doors combine superior wood-effect aesthetics with low maintenance technology. All of our doors have been tested to PAS 23/24 security standards. With an extensive choice in panel design, colour and hardware, our composite doors deliver that personal touch to your entrances.

### COLOUR

All of our PVC-U products are available in a wide spectrum of colours using the globally renowned Decoroc system to provide an affordable alternative to aluminium products. This surface treatment, which carries a European patent, provides outstanding scratch resistance and is easy to maintain. The coating results in a soft matt finish and is fully guaranteed for 10 years in accordance with ISO105/AO2.





# on government mmercial new build

## Our reputation speaks for itself

### COMMERCIAL & NEW BUILD

Over the past three decades, Dempsey Dyer has built up a formidable reputation in the commercial sector. Working in close partnership with our customers from inception to completion, we have successfully delivered a range of commercial and public sector developments throughout the UK

- Regeneration of council housing stock for a number of Local Authorities and Housing Associations
- Refurbishment of schools
- Refurbishment and expansion of hospitals care homes & medical centres
- Installations for national hotel chains
- New Build developments for many major house builders

We have experience of working directly with the ultimate client, and also indirectly via a main contractor.

Our project management package includes far more than supplying and fitting product alone. From start to finish, our highly skilled, experienced team are able to provide the very best advice to clients to ensure they achieve cost effective solutions whilst complying with building regulations.

As a modern organisation, our estimating team are fully conversant with e-tendering processes and are happy to submit pre-qualification documents and tender summaries online.

Our proven track record enables us to offer any potential customer a number of high calibre referees on request, who can provide an overview of our performance.





# Projects

Dempsey Dyer Ltd has developed excellent relationships with various commercial and public sector organisations throughout the UK.

Significant projects in the last few years include:

- East North East Leeds Homes where we have removed supplied and fitted £6 million of frames, for the regeneration of council housing stock, since 2004.
- Various Primary and Secondary School window and door replacement for Lincoln Borough Council via the Gelder Group, 2009/2010
- Supplied 8,500 windows to Frank Haslam Milan in 2007/08 as part of the Sheffield regeneration project
- The supply and fit of windows and doors to CALA Homes for several new build projects throughout the North totalling £400,000 between 2007 and 2009.
- Sole window supplier and installer to Voyage Healthcare Group providing high specification windows and doors to Voyage's 15 national healthcare projects in 2007/08
- Major national contracts with various blue chip main contractors such as ROK Group, Galliford Try plc and Frank Haslam Milan.





# Working with thriving communities

## Case Study

Dempsey Dyer Limited and East North East Homes Leeds ALMO (a Council subsidiary) have been working in partnership since 2004. We have been carrying out the PVC-U window and composite door refurbishment of Leeds City Council housing stock in order to meet the Decent Homes Standard. Since 2004 Dempsey Dyer has installed new product in 2,500 properties to a value in the region of £6 million.

The Dempsey Dyer team takes on the responsibility for tenant liaison, surveying sizes, arranging access for installation and discussing any choice requirements and other tenant needs.

Following manufacture and installation, detailed checks are carried out by our on-site management team to ensure tenant satisfaction. Once handover is complete, all residents are provided with a questionnaire to complete, structured to provide information from the customers on the following key areas:

- Pre-commencement information and liaison,
- Quality of the work carried out and work practices,
- Post installation and remedial aspects.

This feedback is valuable to us and enables us to compile a report at the end of each contract, which we submit to ENEH Leeds. We also use the comments to further improve our service delivery. The overwhelmingly positive feedback we receive from these reports is an integral reason why our relationship with ENEH Leeds goes from strength to strength.

Customer Care is a paramount part of the contract with ENEH Leeds. Dempsey Dyer has set procedures in place to deal with customer complaints and remedial work, and a Resident Customer Liaison Officer is based at our Leeds depot. Pre contract and monthly progress meetings are held with ENEH Leeds and resident panel members are present at the meetings. Our partners at ENEH Leeds have frequently commented on how well these meetings are received by the residents.

# a way forward for



## Environment

As members of the Energy Savings Trust, we recognise our responsibility to reduce the impact that the manufacture of our products and the supply of services have on our environment.

We aim to create a climate of excellence where our social impact is continually monitored and improved to achieve objectives regulated by our committed management system. We have signed up to a number of environmental organisations and initiatives

- The Environmental Protection Act & Vinyl 2010 Charter. To achieve this we have a registered recycling partner to ensure we meet this industry standard for the disposal of waste.
- Waste Minimisation. Dempsey Dyer is committed to removing waste from its processes. Our ISO9001 management system drives us to make continuous improvements in the way we provide our products and

services. A recent investment of £650,000 in plant and machinery has resulted in significant reductions in our manufacturing waste. This has increased our factory efficiency as well as reducing our impact on the environment.

- As part of our implementation of ISO14001, we have identified and ranked the aspects and impacts of our operations and processes on the environment. This has led to the following improvements in our internal procedures:
  - Installation of a new energy management system producing payback within three years due to reductions in energy bills.
  - Implementation of clear waste streams for the entire company enabling effective management of both disposable and recyclable product.
  - More efficient scheduling of transport to reduce our carbon footprint.



# or sustainability



## Environmental Policy

Dempsey Dyer manages its activities to minimise wherever practicable their effect on the environment. We are committed at all levels and within all functions of the organisation to continual improvement. We recognise that this will only be achieved through regular monitoring of our environmental performance against objectives regulated by a committed management system.

## Recycling

Our relationship with our recycling partner enables us to offer a closed loop recycling and manufacturing process. This ensures that 'end of life' PVC-U products are fully recycled avoiding the addition of our PVC-U material to already overstretched landfill sites.

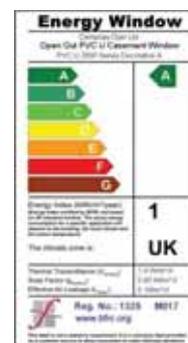
## Product Life Cycle Analysis

PVC-U window products received an A and A+ rating in the current BRE published Green

Guide and have been given a 35-year life cycle assessment rating. This allows us to work with our customers to help them achieve the best possible Standard Assessment Procedure ratings for their dwellings.

## Window Energy Ratings (WERs)

With the recent introduction of energy ratings for windows, we have been able to demonstrate that all of our window systems can achieve the 'A' rating. Our technical department can assist with specifications to achieve a wide range of ratings and 'u' values.



# partnering project man

“ Dempsey Dyer Limited has an impressive track record in providing fenestration systems and solutions for social housing stock throughout the UK, from two storey houses to multi-storey high rise. In refurbishment, Dempsey Dyer has helped transform poor housing conditions into warm, dry, energy efficient housing with total weatherproof protection and improved aesthetics. ”





# Management

# equality and diversity

## Partnering

Dempsey Dyer has vast experience of working closely with a wide range of specifiers, residential social landlords, local authorities and architects throughout the UK.

Considerable success has been achieved by maximising mutually agreed objectives and targets in the supply of PVC-U windows and doors to the advantage of all. Combined project teams work together in the spirit of partnership to produce works of the highest possible standard. Our commitment to high quality products and workmanship standards that embody "Best Practice" procedures, all contribute to ensuring end user satisfaction, efficient trouble-free project management, minimal duplication and concise communication. We work together with openness and trust.

## Contract & Project Management

We offer a project management service from tender to customer aftercare including pre-contract meetings, health and safety planning, survey, design solutions and programmed installations for commercial contracts throughout the UK. Quality assurance is delivered from our "Zero Defects" culture supported by our membership of Construction Line incorporating CHAS and our internal BS EN ISO 9001:2008 accreditation schemes.

With our depth of experience, we understand that site programmes can change on a day-to-day basis. In order to honour all deadlines, we promote communication at all stages of our processes. We ensure the smooth progression of the contract by providing the following strengths at critical stages of the project.

- Meticulous planning and specification confirmation through pre-start meetings
- Highly experienced Contract Managers with direct dial contact numbers
- CSCS compliant and in-house trained installers

- Thorough plot inspection before invoice
- Direct Tenant liaison where requested
- KPI's regularly monitoring our performance

## Health and Safety

Our long standing CHAS and Constructionline accreditation underlines our commitment to providing a safe working environment for our staff, our customers and the general public.

All of our on site personnel hold current CSCS cards and undergo thorough in house training on commencement of employment. Our experienced office team provide full method statements, risk assessments and COSHH reports for every project we undertake. Our consistently outstanding RIDDOR statistics justify our drive to achieve customer satisfaction without compromising safety.

## Equality and Diversity

Our organisation is committed to the principle of equal opportunity in employment and declares its opposition to any form of less favourable treatment, whether through direct or indirect discrimination.

Our management ensure that recruitment, selection, training, development and promotion procedures result in no job applicant or employee receiving unfavourable treatment on the grounds of race, colour, nationality, ethnic origin, religion or belief, disability, trade union membership or non-membership, sex, sexual orientation, age or marital status.

The organisation's objective is to ensure that individuals are selected, promoted and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.

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## Testimonials

'I have found Dempsey Dyer staff to be very hard working, friendly and always carry out work to a very high specification. I would recommend Dempsey Dyer to any organisation and I would have no hesitation in giving them more work from our company'

Mark Foster, Improvement Team  
East North East Homes, Leeds  
(Council Refurbishment)

'Generally an excellent robust product, well made and installed. I would be happy to recommend Dempsey Dyer for further work with Elliott Group'

Tim Uttley, Contracts Manager  
Elliott Group (Hospital Refurbishment)

At pre order stage we had many specification changes and found the estimating department helpful to accommodate our needs.

A sample window was delivered to site for our clients approval prior to the order being placed.

Supply went smoothly with any variation orders dealt with promptly and efficiently. Invoices were correct.

All in all a good service.

I would not hesitate to use Dempsey Dyer in the future.

Elaine Linkevicius, Buyer, William Davis  
(New Build Social Housing)



# mers say



The Gelder Group “discovered” Dempsey Dyer earlier this year, and having now dealt with them on various projects , both at tender stage and also contracts which have been completed on site, have found this contractor to be competitive, helpful, knowledgeable of their product, well organised on site and able to provide a totally acceptable installation. This attitude has also been noticed and favourably commented upon by our Clients.

We would have no hesitation of recommending Dempsey Dyer for any pvcU window installations.

John Traves, Senior Buyer, Gelder Group  
(Primary School Refurbishment)



# help and s

## Accreditations, awards and professional memberships

Dempsey Dyer's drive to be at the forefront of the latest industry developments and standards has led to the company being awarded the following list of accreditations and memberships.

- BS7412 & BS7950 Kitemarks
- PAS 23/24
- FENSA registered
- Constructionline
- Contractors Health & Safety Assessment Scheme Member (CHAS)
- Secured by Design ACPO Initiative
- BSI Registered
- BFR Energy Ratings window energy rating scheme
- Member of the Energy Saving Trust.
- Currently working towards attaining ISO14001

## Sales and Support

Dempsey Dyer can offer an unrivalled level of support throughout the contract process. The high level of industry knowledge and experience that our team possesses enables us to offer advice and guidance at various stages of our involvement.

Our sales & estimating service includes:

- A dedicated Sales Manager available to visit your premises and discuss your requirements
- Guidance on the building regulations that affect our industry
- Expert knowledge of construction drawings
- Advice on energy ratings and how you can increase them using our products
- A detailed breakdown of costs both per product and per house type
- Explanation of any design changes we have proposed due to regulations
- E-tendering capability, we welcome cd-rom invitations and online procurement
- An understanding of how our process affects other trades and where we fit in the chain of supply





# support when you need it

## Customer Care

We understand that our job does not finish when we have installed our windows. Our consistent level of repeat orders would not be possible without an unconditional commitment to both customer and occupier support. We therefore have a Customer Care department designed to ensure customer satisfaction and minimise remedial turnaround time.

In addition we supply:

- Window maintenance advice leaflets to occupiers
- Customer satisfaction questionnaires to tenants on completed council installations
- Fensa certificates on all completed residential refurbishment properties.
- An Emergency call out facility



## Contact details

Dempsey Dyer Limited  
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## Commercial Sales

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## Estimating

Telephone 01977 653 029  
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## Contract Management

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## Customer Care

Telephone 01977 653 038  
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## Accounts

Telephone 01977 653 018  
E-mail [accounts@dempseydyer.co.uk](mailto:accounts@dempseydyer.co.uk)

## Office Working Hours

Mon - Fri 8.00am - 5.00pm

# premium PVC-U windows and doors

whole life cycle protection and performance

- casement windows
- tilt and turn windows
- pivot windows
- French and patio doors
- composite doors
- bi-fold doors



DEMPSEY DYER LIMITED

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