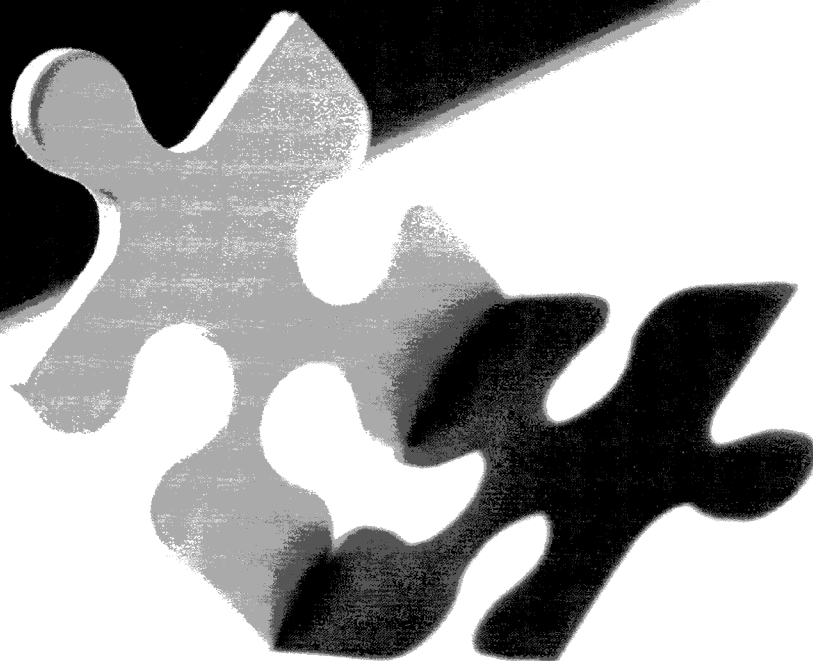


Introduction



What is Tor Partners?

A partnership agreement entered into by both Tor and “the Contractor” to ensure that Tor’s systems are applied correctly and also to promote a mutually beneficial relationship.

Tor Partners has a range of contractors with specific experience in our relevant disciplines and as such, we aim to link the specifier with contractors who possess the correct mix of quality and attention to detail for working on their projects.

What is the aim of the scheme?

To provide effective and efficient product installation for our client. The installations are delivered through a network of Tor Partner contractors, these contractors are trained in the use of Tor specialist coating systems.

The scheme is designed to allow clients and specifiers peace of mind when choosing to install Tor Systems. Please note that guarantees are only available when a Tor coating system has been installed by a Tor Partner contractor.

Who benefits?

Everyone!

A. The customer benefits from the scheme because by employing Tor Partners, the client can be certain that the correct specification will be carried out on site, to the highest standard, by fully trained operatives. This helps specifiers achieve best value with a minimum of disruption.

B. The contractor benefits by getting full support throughout the contract. Tor will also promote these contractors to clients who want to utilize the scheme.

What is a Tor Partners Contractor?

A 'Tor Partners' Contractor is a company who works with Tor (and vice versa) to ensure that the Tor products and specified systems are correctly installed to the client's and Tor's full satisfaction.

A 'Tor Partners' Contractor must always use personnel who are Tor trained and possess a Tor Partners Photo ID card. These cards must be available at all times when working on Tor Contracts.

'Tor Partners' Contractors must be used on any contracts where the client has specified the Insurance-backed or indeed any other type of guarantee.

ID Badge Holders

The following ratios are required for working on Tor Contracts:

Communal Area Systems (including stripping systems)

A Minimum of 1 in 2 people on site must have ID cards. These people must be working in a supervisory capacity over other operatives.

Tor Roofing and Cladding Systems

A Minimum of 1 in 2 people on site must have ID cards. These people must be working in a supervisory capacity over other operatives.

Tor Balcony Systems

All personnel on site must have ID cards.

Non-Insurance Backed Guarantees

Tor Coatings and Tor Partners can offer 'back to back' guarantees for the client when requested.

For the guarantee to be meaningful and have value for the client both Tor and the Tor Partner will need a statement of guarantee. This statement will need to cover the 'life to first major maintenance' for the products specified.

Examples of the Tor guarantee are enclosed in the Tor specification binder.

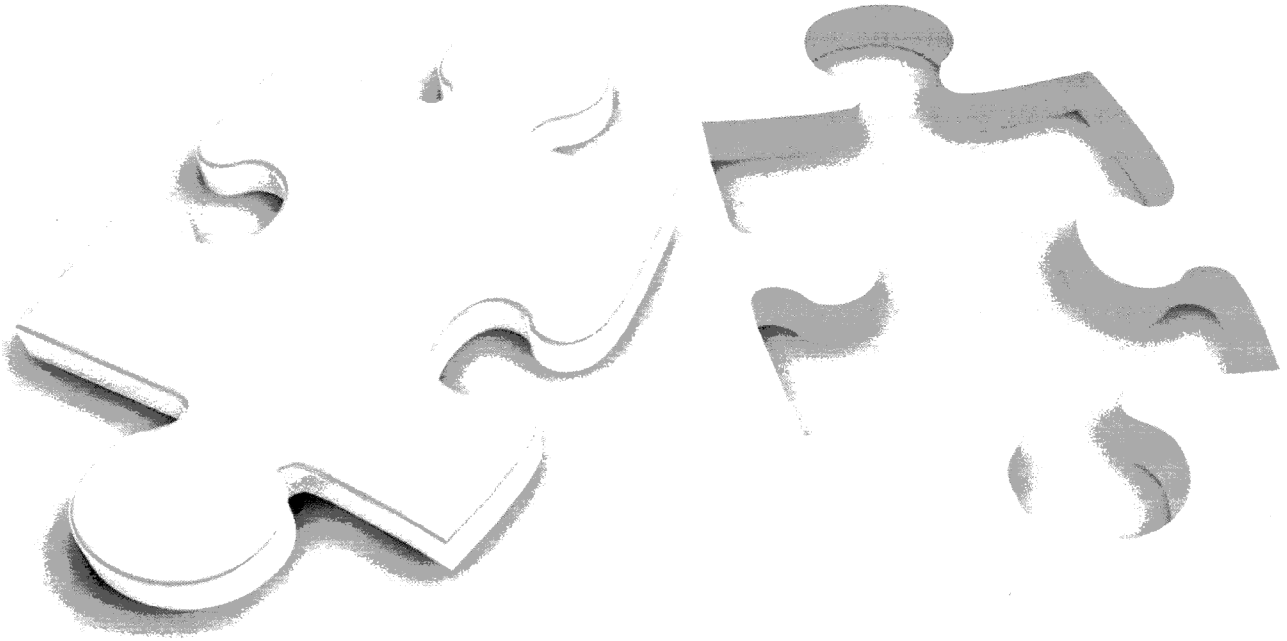
All Tor Partners will need to submit a copy of their workmanship guarantee to Tor before commencing their first guaranteed contract.

In these circumstances the following procedure must be followed:

1. Please ensure that the Tor Area Manager is notified prior to the contract starting on site and inform them that this site requires a non – insurance guarantee.
2. A 'pre-contract' meeting will be arranged where the details of the specification will be discussed and the area to be coated is disclosed. We can then determine the minimum amount of materials needed to complete the site to specification.
3. A self-assessment form will be issued to the Tor Partner to be used as a record of materials and personnel used, along with stage completion notes.
4. Please note that only the client or the appointed clerk of works is responsible for accepting or 'signing off' any works completed.
5. At the conclusion of the contract, the Tor representative will visit the site at the Partners request, collect the assessment forms and carry out an overview of the work done.



Our Charter



Aim

To provide quality product delivery to our clients through a network of contractors, all of whom have a systematic, quality assured approach to working with Tor Coatings' communal area fire protective, fire upgrading and anti-graffiti systems.

The scheme is designed to allow clients and specifiers peace of mind when choosing to install Tor Communal Area Coating Systems.

Statement of Quality and Workmanship

Tor Coatings' Responsibility

Tor Coatings will guarantee that all products supplied will be fit for the intended purpose, provided that they are applied in accordance with the application guidelines.

Tor Partners Contractor Responsibility

Each Contractor member of the Partners scheme must submit a signed statement that they will stand by their workmanship.

In the event of any claim or dispute arising from their application of Tor Coating Systems. This must be signed by a Director of the contracting organisation. A copy of this will be held at Tor's Head Office.

Quality Specifications

Tor Responsibility

The Tor Partners scheme begins with establishing the client's exact requirements and then carrying out a site survey. A custom specification is then prepared which gives precise details on the work required along with the appropriate Tor Coating System recommended.

Tor Partner Contractors Responsibility

To ensure that the site supervisor / contract manager creates a site file containing the specification.

Auditing

The Tor Partners scheme will involve an audit procedure where our scheme managers can check the contract files for Tor contracts run under the scheme. The aim of this is to ensure that the correct records are taken and that the scheme procedures are being followed.

Torguard™ Latent Defects Insurance

Tor Responsibility

The inclusion of the Torguard insurance scheme must be decided upon by the client at the specification stage and then, if required, placed in the specification paragraphs.

Torguard is only available through the Tor Partners Scheme – this statement will be included in the specification paragraphs. A list of Tor Partners will be provided to the Specifier. Tor will send a copy of the specification to the nominated Partners.

Tor Partners Contractor Responsibility

1. All 'Tor Partners' contractors must provide the site self-assessment records for contracts where insurance is required by the client.
 2. Mechanics of the scheme:
 - (i) Prior to commencement of works on site client arranges Torguard cover with QANW* (Quality Assured National Warranties)
 - (ii) Stage sign offs:- Tor Partner Contractor / Tor*
 - (iii) Completion:- Tor Partner Contractor / Tor*
 - (iv) Certificates:- QANW
- * On contracts where the insured value is > £50,000, CAS (Construction Auditing Services) MUST attend site independently. It is the contractor's responsibility to inform CAS of all contracts that need site visits.
3. All Tor Partner Contractors must allow Tor personnel reasonable access to active sites and allow inspection of application records for contracts where the client has requested a guarantee.
 4. Tor Partner Contractors must accept and implement advice from Tor personnel when corrective action is needed to maintain compliance with the specification and/or application parameters.

Site Protocol

Tor Partners Contractor responsibility

The correct use of the coating systems is the ultimate test of the Tor Partners scheme. To ensure that the products are applied under the correct conditions, the following elements should be monitored:

- Product batch numbers
- Surface temperature
- Air temperature
- Relative humidity

- Dew point
- Product coverage checks

Readings must be taken and recorded at least 3 times daily.

The following times are provided for guidance:

- Before starting coating operations, to ensure the conditions are correct for application
- After midday
- Within the last hour of the working day, when temperatures may be falling
- At any other time when the conditions have noticeably changed and may affect application

Recipricol Business

In exchange for the generation of specifications, tenders and contracts the Tor Partners Contractor members will, wherever possible, use Tor coatings on works where there is free license to choose their paint supplier and Tor have the relevant coating in their range.

Scheme Membership

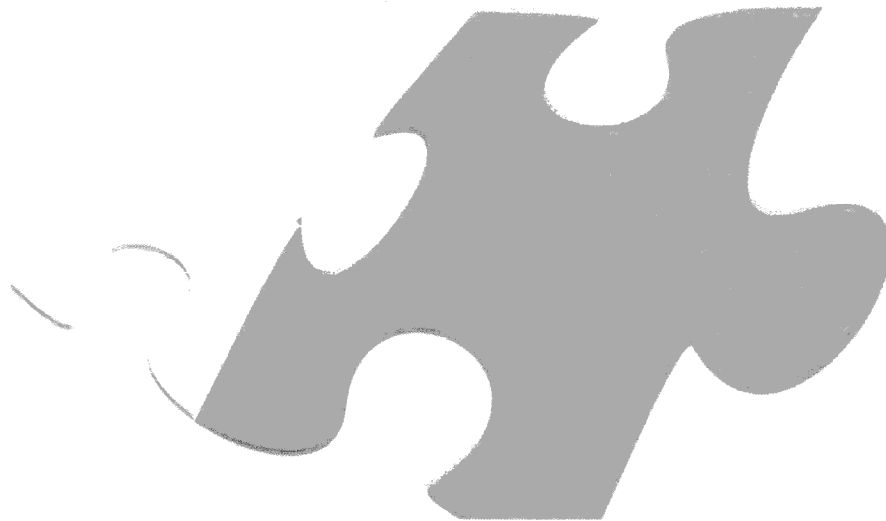
Joining criteria are on the proposal forms.

Additional Factors

New contractors can be confirmed after 3 contracts have been completed satisfactorily, until then they remain provisional, Torguard is only available with full Tor involvement. To stay on the scheme a member must carry out at least 3 contracts per annum.



Benefits of Membership



Benefits For The Contractor

Membership raises the contractor's profile - Tor Partners status is awarded by the UK's leading supplier of protective coatings. This accreditation is only attained by demonstrating the highest levels of professional workmanship and customer service.

Competitive advantage - Specifiers of Tor Coatings systems prefer to deal with contractors who are members of the Tor Partners scheme.

Commercial opportunities - Sales leads generated by Tor's national network of Area Managers and Marketing campaigns are passed on to Tor Partners for tendering purposes. Only Tor Partners undertake contracts secured by Tor Coatings.

Free bespoke specification writing service - Tor's Area Business Managers will visit site with the contractor and produce a detailed specification.

Free training and technical support - Tor Coatings provides free product training and support both on- and off-site.

Benefits For The Specifier / Client

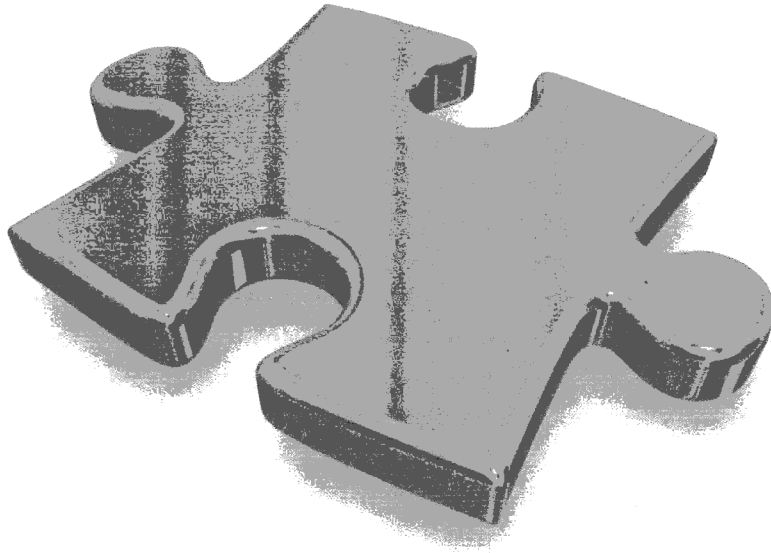
Total confidence - You, the specifier can rest assured that when employing a Tor Partners contractor your project will be carried out exactly to the precise specification of the manufacturer and installed by fully-trained, experienced operatives.

Easier decision-making process - Specifiers of Tor Coatings systems prefer to deal with contractors who are members of the Tor Partners scheme.

Insurance-backed guarantees - Specifiers can take out insurance-backed guarantees; only Tor Partners can offer this service.



Becoming a Tor Partner



Stage 1 - On initial enquiry the contractor will be sent a Tor Partners information pack, which outlines the scheme and shows the commitments needed from both Tor and the Contractor.

Stage 2 - The contractor needs to submit their completed Partners Application form.

Stage 3 - If the application is provisionally accepted, then the contractor must sign a copy of the Workmanship guarantee form.

Stage 4 - The Contractor becomes a member of the QANW insurance scheme by completing their membership form and submitting a £20 registration fee.

Stage 5 - Tor will liaise with the contractor to arrange the relevant training of their personnel, this may require a visit to Tor's Head Office.

Stage 6 - The trained personnel need to supply 2 passport colour photos to allow Tor to issue the ID cards.

Stage 7 - Tor Partners status is confirmed and a certificate is issued to the contractor.

Tor Partners ID Badge System

Tor Partners must carry ID cards when working on site. The following ratios are required for working on Tor Contracts:

Tor Communal Area Systems (inc. stripping systems)

A minimum of 1 in 2 people on site must be ID carded. These people must be working in a supervisory capacity over the other operatives.

Tor Roofing and Cladding Systems

A Minimum of 1 in 2 people on site must be ID carded. These people must be working in a supervisory capacity over the other operatives.

Tor Balcony Systems

All personnel on site must be ID carded.

