GYPROCK™

Everything else is just plasterboard

AN INTRODUCTION

CSR

GYPROCK™

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Gyprock™ continues to be the most trusted brand of choice for gypsum-based products and systems such as plasterboard, plaster, cornices and associated finishing materials and accessories. Gyprock™ products are available across the country through a strong distribution network of specialist suppliers and retail outlets.

Gyprock™ provides a comprehensive range of high performance wall and ceiling solutions to meet fire, acoustic and thermal requirements across all segments of the construction industry. Through our strong commitment to product research, technical development and sales support, our customers can be confident in the performance of our products and systems. Gyprock™ is committed to making the critical path of construction simpler, faster and more efficient.

Gyprock™ – the leading brand of

70 YEARS OF INDUSTRY EXPERIENCE

PERIOD	EVENTS
1942	• CSR's Concord Plaster Mills, NSW opened • Purchased gypsum leases in NSW
1943	• Purchased gypsum leases in Victoria • Purchased Brunswick Plaster Mills, VIC
1947	• Gyprock factory opened at Concord, NSW
1948	• Commenced Gyprock production • Purchased Lake MacDonnell gypsum lease
Mid 1950's	• CSR develops a Supply & Fix model
1958	• Purchased WA Plaster Mills, Perth
1959	• Purchased Ingham Plaster Co., SA • Purchased Kangaroo Island gypsum lease
1960	• Bulk loading facility at Kangaroo Island • New Farm plaster mill opened in Brisbane
1962	• Gypsum Products Group established in CSR's Building Materials Division as Gyprock consumption grows
1964	• New Gyprock factory in Coopers Plains, QLD
1965	• New Gyprock factory at Wingfield,SA • New Gyprock factory at Yarraville, VIC

Backed by a trusted name

CSR is one of Australia's oldest and most respected public companies and one of its largest building materials manufacturers with a portfolio of respected brands.

Each of CSR's well recognised building products brands is different, yet they all share the company's vision and values with the common goal being the provision of reliable and trusted products and services.

plasterboard in Australia.

- 1967 — New plaster mill at Yarraville, VIC
- 1968 — New Gyprock Cornice plant at Yarraville, VIC
- 1971 — New Gyprock factory at Welshpool, WA
- 1974 — New Gyprock factory at Wetherill Park, NSW
- 1978 — New Gyprock Cornice plant at Welshpool, WA
- 1983 — New Gyprock Cornice plant at Coopers Plains, QLD
- 1984 — New plaster mill at Wetherill Park and closure of Concord Gyprock plant, NSW
- 1987 — New plaster mill at Welshpool, WA
- Late 1980's — CSR purchases trade centres in NSW and VIC
- 2009 — New Gyprock plant at Yarraville, VIC
- 2010 — Rebranding and refurbishment of Gyprock owned retail outlets to Gyrock Trade™
- 2011 — Upgrade to Wetherill Park Gyprock plant

OUR COMMITMENT **TO QUALITY**

Gyprock™ has consistently invested in product research and development with a strong focus on quality control and innovation. This ensures our products and systems reliably perform to our customers' needs and expectations.

Gyprock™ continues to lead the market with premium quality products which are the preferred choice of plastering professionals.

Innovation

As one of our core values, Gyprock™ devotes substantial resources to new product development to ensure our products and systems are the best possible for Australia's ever changing construction needs.

Over the years, Gyprock™ has led the market with innovative products such as decorative plasterboard cornice and high performance boards for fire, moisture and impact applications. These, as well as many commercial wall and ceiling systems, have assisted architects, builders and contractors meet the demands of the market.

Innovation for Commercial Green Building

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PANEL BOARDS

GYPROCK EC08™ with reCore™ technology

- Increased use of recycled material
- First Australian plasterboard to receive Good Environmental Choice Australia accreditation
- Designed for partitions, impact walls and fire walls in Green Building projects

EC08™ Partition • EC08™ Fire • EC08™ Impact

Innovation for higher quality residential buildings

Gyprock Superchek™ is a premium plasterboard with a denser, high recycled content core encased in a heavy duty facing material which makes it tougher, quieter and a better choice for the environment.

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- Certified by Good Environmental Choice Australia
- Higher level of impact resistance for less dents and scrapes
- Increased acoustic insulation for a quieter living environment

Gyprock™ products are chosen

Manufactured For Life

Gyprock™ products are manufactured for life with all CSR products designed to achieve optimal performance when part of a CSR integrated system. Gyprock™ continues to lead the market with premium quality products which are the preferred choice of plastering professionals. Gyprock™ plasterboard products are manufactured to the Australian Standards AS2588 which gives you confidence in quality of product and support. For details on our product warranty, please log onto **www.gyprock.com.au/warranty**, or contact us on **1300 306 556**

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MANUFACTURED FOR LIFE

Manufactured for life

Home Address : _____

Owner's Name : _____

This home has been lined with quality CSR systems of Gyprock™ plasterboard, Cemintel™ Fibre Cement, CSR compounds and accessories.

CSR Building Products Limited ("CSR") warrants its Gyprock product to remain free of defects in material and manufacture for the usual lifetime of the Product (up to 25 years).

In the event of any failure of the Product caused by the direct result of a defect in the material or manufacture of the Product, CSR will at its option replace or repair, supply an equivalent product, or pay for doing one of these.

This warranty does not apply where the Product has been used in any manner not in accordance with the manufacturer's instructions, nor the reuse of the Product after its initial installation. CSR recommends that only those products, components and systems recommended by it be used. CSR will need to be satisfied that any defect in its Product is attributable to material or manufacture defect (and not another cause) before this warranty applies.

Other than as expressly set out in this warranty, and the guarantees that can not be excluded under The Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) (and any other law), CSR excludes all other warranties and guarantees with regard to the Product including all guarantees and warranties that may apply at law.

To the extent that it is able to do so, CSR excludes all liability for loss and damage (including consequential loss) in connection with the Product. This exclusion does not apply where the Product is sold to a consumer and is a good of a kind ordinarily acquired for personal, domestic or household use or consumption.

The following statement is provided where the Product is supplied to a buyer who is a "consumer" under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits of this warranty are in addition to other rights or remedies of the consumer under law in relation to the goods or services to which the warranty relates.

Notification of a warranty claim must be made to CSR prior to any return of the Product.

To make a claim under this warranty, you must contact CSR on **1300 306 556**. All expense of claiming the warranty will be borne by the person making the claim. CSR may require documentation supporting the claim to be provided. Full details of the warranty statement can be found at **www.gyprock.com.au/warranty**

Date : _____

CSR

Striving for manufacturing excellence

Gyprock's state-of-the-art plasterboard plant in Yarraville, Victoria is another example of our commitment to product quality and consistency. Sophisticated laser analysis is employed to ensure all product is produced within tight dimensional tolerances and photo analysis is used to monitor surface finish.

Gyprock™ plasterboard is the only plasterboard in Australia to feature the Australian Standards Certified Products mark.

Certified Product™
Australian Standard

by plastering professionals for consistent, reliable quality.

OUR **PRODUCTS**

Through a focused understanding of the changing needs of the construction industry, Gyprock™ leads the market in the creation of relevant and differentiated products and systems for our customers.

Gyprock™ operates four manufacturing plants that produce a complete range of plasterboard products and compounds.

We also distribute complementary products including fasteners, angles and beads, tapes, sealants, ceiling systems, tools and other accessories.

Gyprock™ Plasterboard

A comprehensive selection of high performance plasterboards is available for a wide range of plastering applications across all segments of the construction industry.

We produce specialist boards for acoustic, fire and impact resistant applications as well as industry leading environmental plasterboards for Green Building projects.

Gyprock™ Cornice

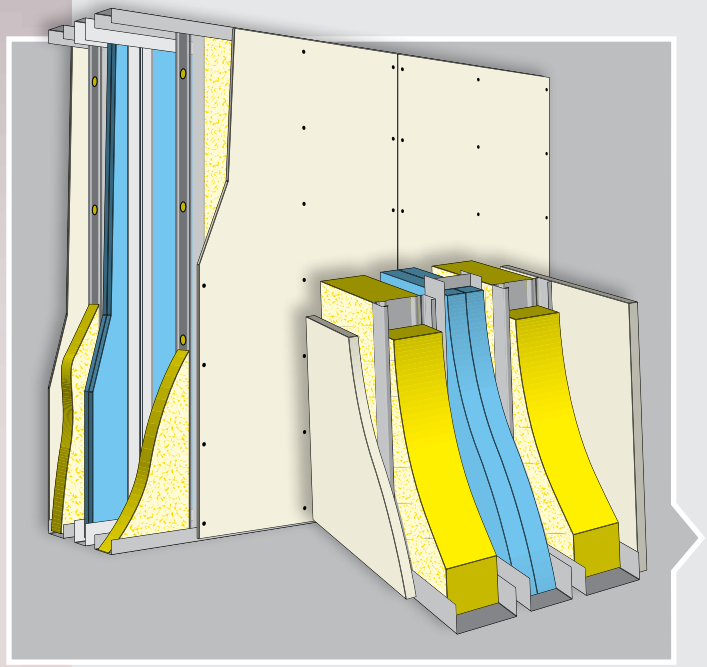
Gyprock™ Cornice is designed to provide an attractive finish at the junction of walls and ceilings. As well as various sizes of standard cove profile, a number of Gyprock™ exclusive, decorative profiles are supplied.

Gyprock™ leads the market in t

Gyprock™ Adhesives, Base Coats, Compounds, Cements & Specialty Plasters

Gyprock™ supplies a range of complementary Base Coats, Compounds and Adhesives specially formulated for use with Gyprock™ plasterboard, cornice and other various substrates. Gyprock's topping coats and all-purpose compounds are recognised throughout the industry for their low shrinkage, superior joint strength and superb spreadability.

he creation of relevant and differentiated products and systems.



Gyprock™ Commercial Systems

Wall and ceiling system performance requirements are defined by a combination of legislation (such as the Building Code of Australia, Australian Standards) and design considerations (such as increased acoustic and impact resistance). CSR has developed systems for both timber and steel frame applications to cater for acoustic, fire, wet area and impact resistant requirements as well as Green Building projects.

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OUR COMMITMENT **TO SERVICE**

We strive to match our superior product quality with excellent customer service and technical support.

From over-the-phone advice to a complete supply and fix service, our experienced, knowledgeable staff members are committed to our customers and the industry.

Customer Helpline

We provide a customer enquiry line for general enquiries, staffed by trained operators, ready to answer any product query.

The dedicated phone number is 1300 306 556.

designLINK™

For more technical assistance, CSR designLINK™ has been established to help architects, engineers and other design professionals select the right products and systems for their projects. Estimating and design tools such as an acoustic predictor for wall systems can be provided and customised design solutions are available on request.

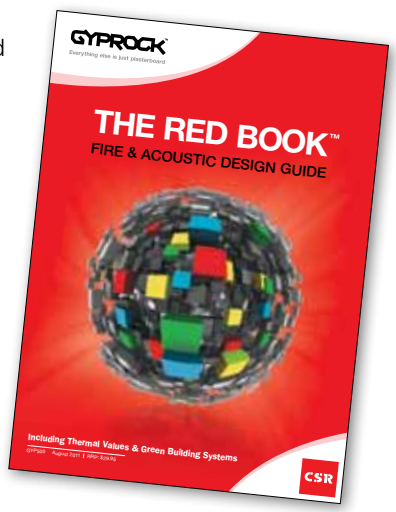
The dedicated phone number for designLINK™ Technical Support is 1800 621 117.

We strive to match superior

Product Literature

Gyprock™ has developed a broad range of printed literature; from simple data sheets to complete design and installation manuals which feature full product details and cover all aspects of the plastering process.

These are available in hard copy or as downloads at **gyprock.com.au** under Resources.



THE RED BOOK™ has become the industry's leading reference manual.

gyprock.com.au

The Gyprock™ website is the hub for all product and system information for professionals and homeowners.

DIY and technical forums, a searchable system selector and room visualiser are just some of the interactive tools available.

Join us on Facebook, follow us on Twitter, or check out our YouTube channel – Gyprock TV for a wide range of installation videos.

product quality with excellent service and technical support.

Flexible delivery

As the needs of our customers vary, we offer flexible delivery options to help streamline workflow for their projects.

Many customers prefer to use our early opening, drive-through warehouses but we can also assist with site deliveries at specified times. Mechanical unloading or a variety of hand unloading and upper story lifts are available.

Recycling Service

To meet the growing concern about reducing the amount of material going to landfill and the rising costs involved, Gyprock™ is progressively introducing a plasterboard waste recycling service. This service recycles offcuts generated during construction and helps to improve Occupational Health & Safety on site. Collected waste is guaranteed to be 100% fully recycled.

The recycling service is not available in all areas. Please check with your local office.

Industry Support

Gyprock™ strongly supports the Association of Wall and Ceiling Industries (AWCI) throughout Australia. Our provision of financial and human resources assists with apprentice training, improving skills within the trade and providing input on industry technical issues.

We believe that this input is vital to ensuring an adequate supply of appropriately skilled labour for the future.

AWCI
Association of WALL & CEILING INDUSTRIES Australia & New Zealand

OUR **DISTRIBUTION**

Gyprock™ products and services are available across Australia through a strong distribution channel making it easier for our customers to purchase our products.

GYPROCK TRADE™

Gyprock Trade™ is an Australia-wide network of specialist outlets that provides quick and efficient service, expert advice and access to the full range of Gyprock™ products as well as tools and accessories.

The conveniently located outlets are a one-stop shop for professional plasterers with the convenience of a self-serve retail showroom combined with a drive-in warehouse for bulk goods pickup.

Brochures, data sheets and technical manuals are available with complete product information and installation details as well as design guidance.

Gyprock Trade™ also carries the full range of plasterboard related DIY tools and accessories to cater for home handymen.

In addition to Gyprock Trade™ outlets, a network of Gyprock™ approved Internal Lining Specialist (ILS) outlets has been established. ILS outlets are independently owned plasterboard industry specialists that have been endorsed to bear the Gyprock™ name.

Each outlet stocks a range of Gyprock™ products and has access to the full Gyprock™ catalogue.

Hardware and Retail

There are literally hundreds of hardware stores and other non-specialist resellers that stock Gyprock™ products. These stores carry a limited range and service both trade and DIY customers. For your nearest location please visit our website.

Direct Sales

We have a large direct sales force that primarily services medium to large builders, contractors and resellers. This specially trained team provides personalised account service to meet the specific needs of these customers.

Gyprock™ products and services are available across the country.

OUR COMMITMENT **TO THE ENVIRONMENT**

Gyprock™ is committed to sustainable manufacturing processes for its products and systems and operates to measurable targets for waste reduction as well as water and energy consumption. Gyprock™ plasterboard products are manufactured from gypsum, paper and a small amount of additives. The paper liner board used for plasterboard and cornice is made from 100% recycled newspapers and cartons and the additives are benign materials such as starch and foam.

The energy used in the manufacture of Gyprock™ is amongst the lowest of any building product[1]. Emissions are limited to water vapour and products from natural gas consumption.

Gyprock™ recycles more than 95% of its manufacturing waste either back into the production process or through conversion to by-products such as soil conditioners for the agricultural industry. Also, for over 10 years, Gyprock™ has supported a plasterboard reclamation service in the major residential building markets along the eastern seaboard.

The Gyprock EC08™ range and Gyprock Superchek™ are certified by Good Environmental Choice Australia as a more environmentally responsible choice.

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At our Wetherill Park operation in Sydney's west, we have partnered with the Macquarie Graduate School of The Environment to identify, assess and recommend opportunities for improved recovery, reuse and recycling of key waste streams. A number of recommendations have already been made and are under review. This project is the start of an ongoing relationship with the university on environmental projects.

[1] Investor Group on Climate Change (IGCC) (2007), Potential Earnings Impacts from Climate Change: Construction

Community Engagement

Engaging with our community and fostering strong relations is of high priority for CSR and Gyprock™. Some examples of our community involvement include:

- Major sponsor of the CreekWATCH program in the Oxley catchment. As part of this program we planted 300 trees and removed harmful weeds at our Coopers Plains site, which runs adjacent to Stable Swamp creek.
- Donating Gyprock™ and Cemintel™ Fibre Cement products and installation services to Habitat for Humanity to build houses for those in need.

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OUR COMMITMENT **TO THE BUILDING INDUSTRY**

HIA GreenSmart®

HIA GreenSmart is a voluntary, hands-on approach to residential building that focuses on educating builders, designers, product manufacturers and consumers about the benefits of an environmentally responsible approach to business. CSR has been accredited as a GreenSmart Leader. A GreenSmart Leader demonstrates leadership and commitment towards environmental initiatives in its Australian and international operations and has commitment to the HIA GreenSmart Code of Practice. Our involvement with this confirms CSR's willingness to improve the environmental performance of Australia's housing industry.

green building council australia
MEMBER

CSR is a member of the GBCA, an association that fosters environmental sustainability amongst commercial building and construction industry companies. The GBCA's mission is to develop a sustainable property industry for Australia and drive the adoption of green building practices through market-based solutions.

YouTube

For more information about Gyprock,
visit **gyprock.com.au** or call **1300 306 556**

RESPONSIBLE FORESTRY PRACTICES

G101 AUGUST 2011 (GY146)

CSR