

Product portfolio

**We know washrooms.**  
For all your design and  
budget requirements.



**Venesta**



A photograph of a modern washroom interior. On the left, a row of bright orange washroom cubicles with silver door handles extends into the distance. The floor is made of large, light-colored square tiles. On the right, a white wall features a rectangular mirror. The lighting is bright and even.

## **We know washrooms.** After 120 years of innovation in partnership with our customers, we're still passionate about setting new standards of design, value, performance and reliability.

At Venesta, we live and breathe washrooms. Ever since the early days, innovation has been our inspiration, and product excellence our goal. With a commitment to setting the benchmark for design and performance, we've partnered with our clients in creating solutions that they can rely on to satisfy the most challenging and demanding of briefs.

Today, our expert knowledge and pioneering attitude have inspired our new range of commercial toilet cubicle and washroom systems. On the following pages you'll discover great product choice, value for money and uncompromising quality. As customer care is so important to us, you'll find we're breaking new ground in customer service too.

We invite you to see for yourself.



# We know our customers.

## From tailor-made design excellence to dedicated support and responsive service, everything we do is focused on you and what you need to get the job done.

### Your guarantee of quality

At Venesta, quality underscores everything we do. Our design team is dedicated to providing solutions that inspire, delight and perform superbly, even in the most demanding of environments.

All of our fittings are designed to suit our clients' specific requirements. Each component is considered in detail, in terms of both visual appearance and functionality. The same integrity applies in the way we select materials.

Our research and development team is continually raising the design benchmark and no product is launched without extensive testing. In fact, we've been at the forefront of industry invention for many years and have pioneered countless innovations.

### Durable and fit for purpose to suit your demands

Everyone expects a product that's fit for purpose but for Venesta, all of our products come with a rock solid 10 year guarantee. We make it our business to really understand your needs before providing the appropriate solution. That way we can be sure you're getting the right product for the job. Fit for purpose also means high standards of durability.

### Simple to install to make your life easier

Because we want to make your life as easy as possible, installation is at the forefront of our mind when we're creating new products. With simplicity built into every solution and thorough fixing instructions provided, we can ensure your washroom will be built and ready for use in the shortest of time frames. But don't forget, if you do experience any difficulties, our customer service team is here to resolve any issues quickly and efficiently.

### A team of experts focused on fulfilling your needs

At Venesta, we've built a team of people who are genuinely passionate about what they do. Many of us have been with the company for years and have built up a wealth of experience and product knowledge. We have CAD technicians to help with your drawings, project management professionals to ensure everything is on budget and on time, manufacturing experts who have a fine eye for detail and a friendly team that's committed to your total satisfaction.

### Equality Act 2010 compliant for your reassurance

At Venesta, we're an authority on Equality Act 2010 compliance. From access, to colours and finishes, we offer products that are fully compliant. What's more, because we understand the Equality Act 2010 inside out, we can provide an unrivalled level of support and advice, should you need it.

### The UK's first panel manufacturer to achieve 0% board waste to landfill

In 2019 we were extremely proud to announce that we achieved our target of 0% board waste going to landfill, with the help of our £1M state-of-the-art, 1.75MW, on-site biomass burner.

The heat generated from our burner provides heating to our entire manufacturing facility and office buildings, self-sufficiently, from waste offcuts.

As a manufacturer we're making the most of every portion of the materials that we use and are continually searching for ways to reduce energy consumption across all of our facilities. We know our responsibility and Venesta is totally committed to making a positive impact on the environment.



### 01 A friendly team of experts

We're genuinely passionate about what we do and enjoy sharing our wealth of experience and product knowledge with you.

### 02 A fine eye for detail

Our team is committed to your total job satisfaction, and that means getting every detail right, every time.

### 03 Our responsibility to the environment

The heat generated from our biomass burner provides heating to our entire manufacturing facility and office buildings from waste offcuts.

### 04 Quality materials

No product is launched without extensive testing and all materials are selected for quality and durability.



# We know good service.

## The quality of our products is only half the story. We know that excellent service can make all the difference to your satisfaction.

### Our 7-stage service plan

Whether it's a simple vanity unit or an extensive refit, you'll always find we go the extra mile to ensure you're happy. Here's our 7-stage service plan.

#### Stage 1 Specification

Our dedicated team of Specification Managers will help you choose the most cost effective and suitable products for your project without compromising on aesthetics and quality. To help you, our NBS specification writing service is available free of charge to guide you through all the detail. With our remote specification service, the process is quick and easy. Simply send over your drawings and your local Specification Manager will provide you with a comprehensive specification tailored to your project. Remember, whenever you need advice of any kind, just call our helpful sales team, who can also provide you with product literature and samples.

#### Stage 2 Estimating

Our estimating service levels have never been stronger; it's our aim to never deliver a late quotation. We pride ourselves on our attention to detail, so our comprehensive quotations always give the most detailed breakdowns of materials and prices. Don't forget, our dedicated technical helpline is here to give you technical support on all our products at any stage of the estimating and ordering process.

#### Stage 3 CAD

Once your order is placed, our highly skilled CAD Technicians will prepare layout drawings. At this stage, you'll be given a dedicated CAD Technician to work with you throughout your project. Everything from dimensions, colours and drawings can be sent for your approval prior to manufacture.

#### Stage 4 Manufacture and delivery

We're committed to delivering your order as soon as we possibly can, wherever you are in the World. With that in mind, we've invested £5m in state of the art machinery - allowing us to streamline our manufacturing process to make it more efficient than ever before. 100% on time, in full with no errors is our aim and we monitor our performance closely to ensure we can deliver on this.

#### Stage 5 Installation

Our highly responsive technical helpline is here to give you technical support throughout the installation process. It's worth remembering that although we're a supply only company, if you need fitting too, there are Accredited Installers we can recommend who have vast experience installing our products. Accredited Installers undergo a rigorous training and approval process so you can be assured of a top quality job.

#### Stage 6

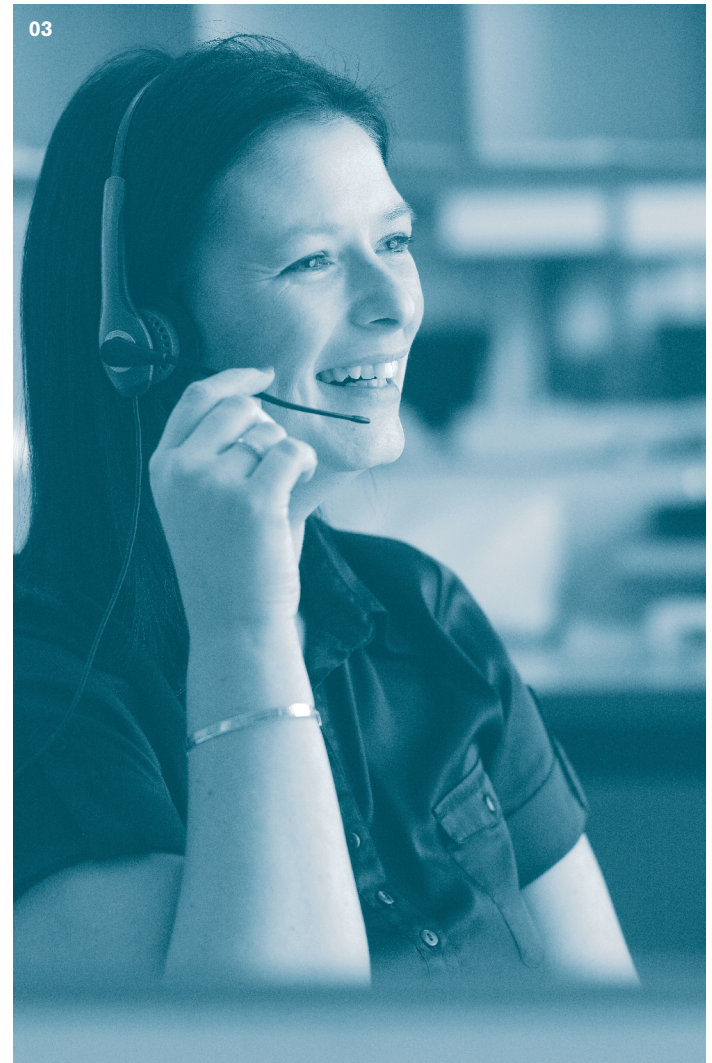
##### After sales support and spares

Once your products have been delivered, we'll give you your own dedicated point of contact to efficiently deal with all your after sales needs. Attentive and highly empathetic to your needs, they'll ensure you're completely happy at all times with our service.

#### Stage 7 Spares website

Our spares website has been created to make it as easy as possible for you to purchase spare items for your Venesta products. Whether it's a toilet cubicle lock, a pedestal leg, headrail end caps, washroom cubicle hinges or door buffers, it's easy to find what you are looking for on our Venesta spare parts website [www.venesta-spares.co.uk](http://www.venesta-spares.co.uk).

One final thing, at Venesta, we appreciate customer feedback; it helps us to ensure we can continue to improve what we do in line with your needs. So, if you have any comments on our products or service, we want to hear them. You can call us on 01474 353333.



#### 01 Sample service

Our helpful sales team can provide you with product literature and samples.

#### 02 Technical drawings

Everything from dimensions, colours and drawings can be sent for your approval prior to manufacture.

#### 03 Dedicated technical helpline

When you're ready to specify, our dedicated technical helpline offers you all the technical support you need.

#### 04 Design team

A specification manager will talk through your washroom requirements to help you choose the most suitable products for your project.



**System M** A unique, robust cubicle range with patented, simple to operate, rapid release outward opening door system, which provides optimal emergency access.

System M





# System M

System M has been designed to comply with the Document M regulation, for Access to and use of buildings, whilst maintaining attractive aesthetics. System M has a proven track record of being able to cope with the demands of constantly used washrooms in some of the busiest airports in the world including; London Heathrow and Gatwick. This optimal emergency access cubicle is suitable for all high traffic environments; in particular airports, retail outlets and public buildings, such as schools and hospitals.



**01** Pivoting pilasters allows easy access with quick release system.



**02** Release facility allows a normally opening inward door, to be opened outwards.

**Main image**  
London Stansted Airport featuring System M.

See p70-71 for System M technical specifications.

- Key features**
- Award-winning, patented emergency access system
  - Quick and easy access within 30 seconds in an emergency
  - Simple to release and reset, no damage to the cubicle
  - No tools required for emergency release
  - Complies with Document M, DDA and SSLD-3 Regulations
  - Floating appearance
  - Attractive satin anodised aluminium pilasters and headrail

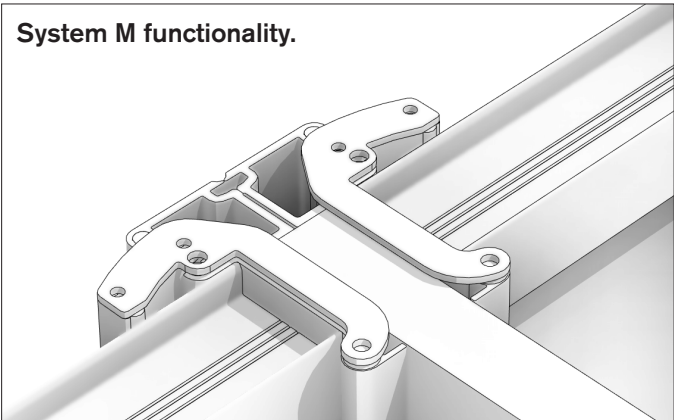


# System M

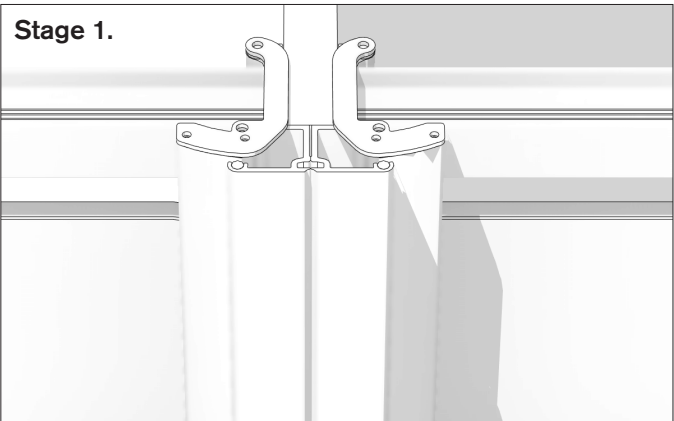
System M features an innovative pivoting pilaster design with a discreet release facility operated without the use of tools or removable parts, allowing the normally inward opening door to be opened outwards within 30-seconds.

Re-setting is simple with no replacement parts and no visual compromise to this stylish design.

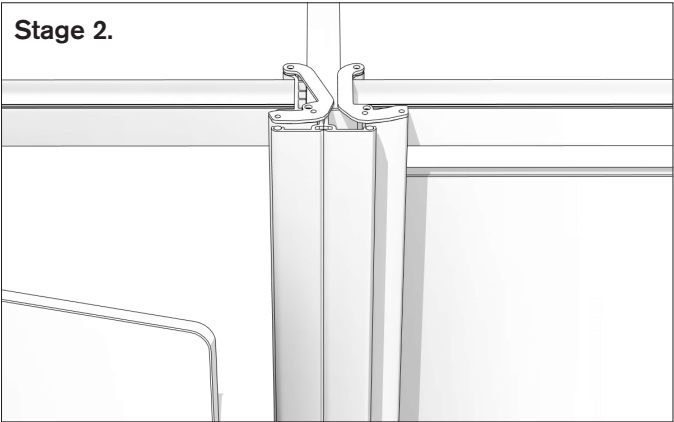
System M functionality.



Stage 1.



Stage 2.



**Emergency release:**

**Stage 1:** System M's innovative pivoting pilaster release system is not apparent to the everyday user and therefore retains a standard level of security and privacy.

**Stage 2:** In the event of an emergency, staff can open the lock using a coin, which allows the door to move freely. The pilaster can then be "squeezed" to release the door outwards, providing an emergency response time of less than 30 seconds.





## Case study BAA London Gatwick Airport



London Gatwick is the second largest airport in the UK, flying to more destinations than any other UK airport. Gatwick has more than 280,000 flights across 90 airlines, carrying more than 46 million passengers per year.

Since 2009, Gatwick has undergone ongoing transformation to improve passenger experience through a £2.5 billion investment programme to all areas of the airport, including the washrooms.

With a requirement for a robust washroom to withstand the heavy footfall, System M was recommended for its durable and stylish design with its unique ability to access the cubicles in less than 30 seconds in an emergency. The patented system enables normally inward opening doors to be opened outwards in an emergency, without having to break components or lift off pilasters or doors, the perfect solution for an airport.

To compliment the washrooms, Washwall, a service integrated vanity solution was specified for its discreet and simple access to services for maintenance staff and for its streamlined experience for the users.

The overall finish was completed with Clipclad, the ultimate solution to wall panelling, complete with unique mounted glass cladding.

**Read the full case study at [www.venesta.co.uk](http://www.venesta.co.uk)**





# Case study Derriford Hospital

“We decided on the System M cubicle, to aid with manual handling and to assist with a quick access should we need to.”

Peter Caton, Senior Planning Support Manager, Site Services, Derriford Hospital.

Derriford Hospital forms part of the University Hospitals Plymouth NHS Trust and is the largest hospital in the south west peninsula, providing access to comprehensive secondary and tertiary healthcare for almost 2,000,000 people.

To complement the opening of their new, state-of-the-art Changing Places facility, that will greatly improve the experience of disabled patients and their families, the hospital realised a need to improve the reception foyer washrooms.

With safety a priority for all healthcare facilities around the world, we were asked to design a bespoke cubicle system to meet the specific needs of Derriford Hospital. Above all the washrooms would need to accommodate a high footfall of patients and visitors of all abilities.

As well as allowing rapid access, the washrooms also needed to be strong and durable to support the challenging environment of a major hospital. System M made the ideal choice and was tailored to suit the needs of the environment with doors and partitions manufactured from our strongest material, Solid Grade Laminate; defending against scratches, water and moisture, vandalism and hard impact.

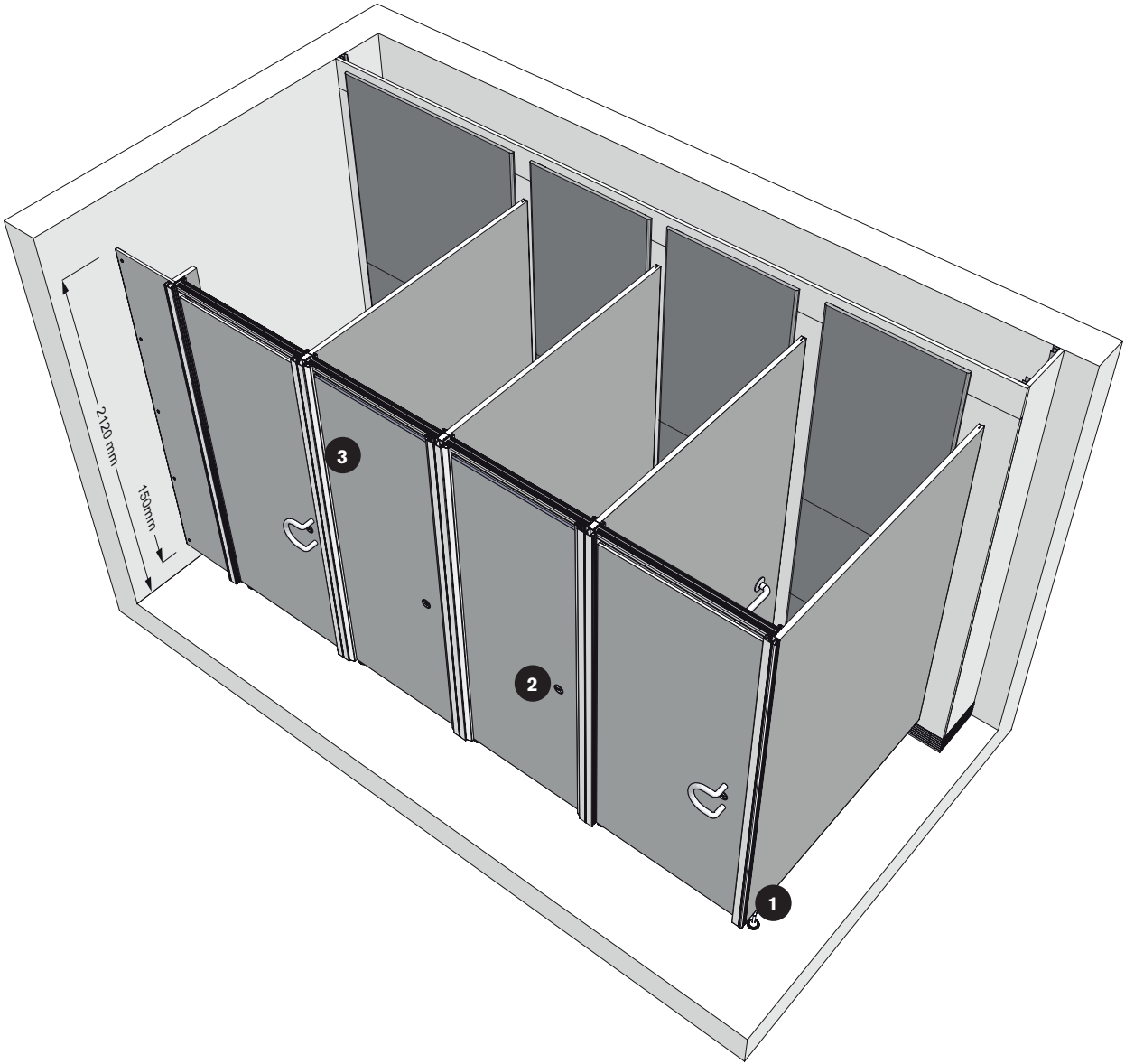
“The overall reaction from users has been that they are delighted with the new facilities, commenting on the extra space, increased number of cubicles, simple but useful accessories such as bag hooks and the colour of the cubicles.”

Read the full case study at [www.venesta.co.uk](http://www.venesta.co.uk)





Technical Specifying System M



Dimensions

- Standard height**  
2120mm
- Standard floor clearance**  
150mm
- Standard depth**  
HPL 1800mm

Performance

System M cubicle partitions are manufactured in 26mm medium density fibreboard (MDF) faced both sides with high pressure laminate (HPL) and lipped with ABS.

Doors are manufactured in 13mm solid grade laminate (SGL) with radiused edges.

**HPL**  
For more heavily used washrooms, panels are heat, scratch and impact resistant.

**SGL**  
Solid grade laminate is extremely resistant to impact and all surfaces are impervious to water.

Detailing

**Panels and doors**  
Panels HPL and doors SGL.

**Colour finish**  
**HPL and SGL**  
34 colours.  
**Cubicle hardware**  
Stainless steel and satin anodised aluminium.

**Edge treatment**  
**HPL**  
Lipped with ABS edging.  
**SGL**  
Polished black radiused edge.

**Headrail**  
Satin anodised aluminium “U” section headrail.

**Pilaster**  
Unique, patented, pivoting, satin anodised aluminium pilaster, to allow doors to open outwards in an emergency.

**Cubicle hardware**  
**Hinge**  
Satin anodised aluminium lift off rise and fall hinges.  
**Wall fixing**  
Satin anodised aluminium discreet T-section.  
**Indicator bolt**  
Stainless steel circular faced indicator bolt with emergency release and nylon keep.  
**Pedestal**  
Stainless steel, height adjustable for uneven floors with concealed fixings.

**Accessories**  
Coat hooks and toilet roll holders available.



# We know our responsibility.

## Your world is our world. At Venesta, we treat the environment the way we treat our customers, with care and commitment.

**Managing our waste**

**Targeting zero waste**

Waste is an inevitable part of any manufacturing process, but there are ways to ensure it doesn't become an environmental headache. In 2016 we set ourselves a challenge to reduce and if possible, totally eliminate our waste.

We are incredibly proud to say that in 2019 we became the first UK washroom manufacturer to achieve our target of 0% board waste to landfill.

A £1M investment into a new, state-of-the-art 1.75MW biomass burner has enabled us to eliminate MDF and HPL board waste; our smaller burner incinerates non-biomass waste like Solid Grade Laminate.

The cost of energy and the issue of carbon emissions are high on our environmental agenda and we are continually searching for ways to reduce energy consumption. Our biomass facility generates enough renewable energy to independently heat our entire manufacturing facility and office buildings.

We know our responsibility and Venesta is totally committed to making a positive impact on the environment. We treat the environment the way we treat our customers, with care and commitment.

**FSC® certification**

**Take care of the forest**

As our customer, you can be confident that our materials and products have been checked at every stage of processing to ensure we are sourcing from sustainable and ethical sources.

We only purchase wood-based panel products from suppliers who are independently certified from either FSC (Forest Stewardship Council) or PEFC (Programme for the Endorsement of Forest Certification).

Our V3 Veneer range is FSC MIX certified with a full chain of custody available for our customers.

Laminate product materials are supplied to us as an FSC accredited product under 'FSC Controlled Wood'. Certificates are available to our customers upon request to demonstrate this.



Learn about our biomass burner which has helped us achieve 0% board waste to landfill by visiting our YouTube channel.

**Reducing our travel**

**Decreasing carbon emissions**

As part of our ongoing commitment to improve our carbon footprint, we've tasked ourselves with reducing employees' travelling time. All staff are encouraged to use public transport wherever possible and we've installed video conferencing facilities on all of our sites to allow meetings to be held without the need for travel.



The mark of responsible forestry  
FSC® C137315



**01-02 Waste management**

Biomass burner turns production waste into factory and office heating.

**03 Recycling**

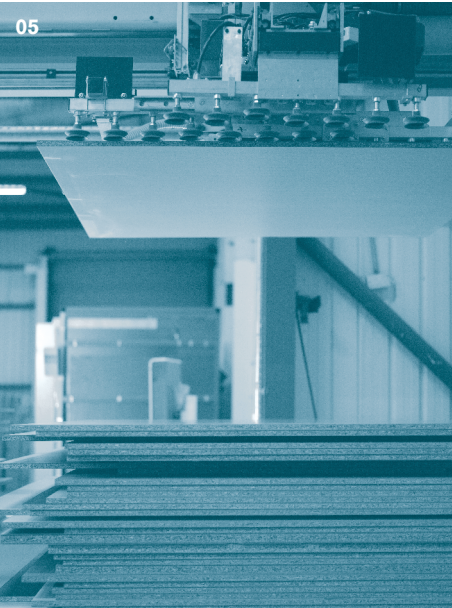
Wherever possible, all off-cuts are worked back into production for smaller product components.

**04 Boilers**

Our biomass burner has helped us achieve our 0% waste to landfill target.

**05 Efficiency**

Robotic handling systems ensure maximum board utilisation is achieved.

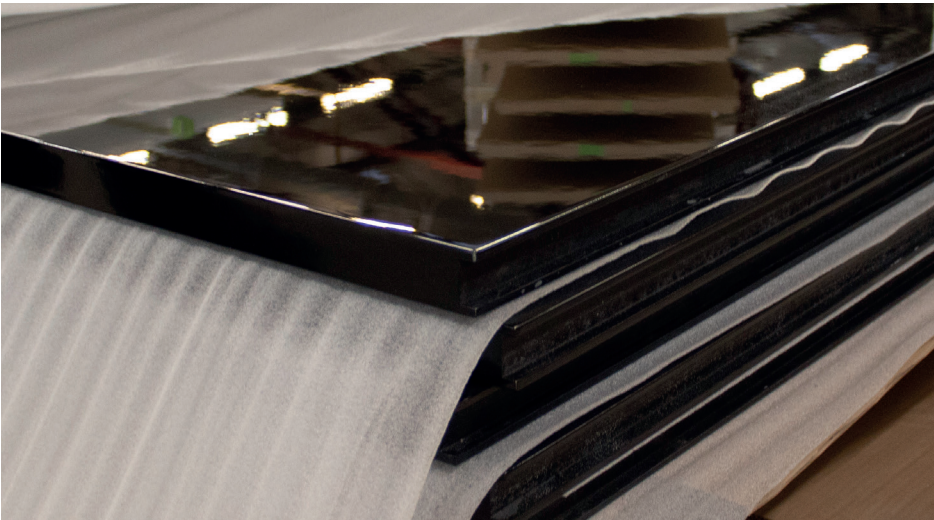




# We know washrooms. Your partner, every step of the way.

Venesta is passionate about ensuring you get the very best product and service, whatever the size of the project. That's why, from your first enquiry through to installation and beyond, you'll have a team of talented and committed experts working tirelessly to ensure you're happy and satisfied.

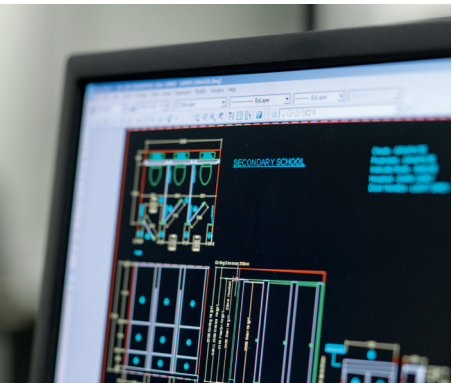
At Venesta, we believe it's our people that make the real difference to our business success. Everyone is an expert in their field, from our highly creative CAD team to our efficient and responsive Project Managers and our dedicated manufacturing team. Their experience and professionalism is what underpins the quality of our customer relationships.



## How can we help you?

Our friendly and knowledgeable team is waiting to advise you on your project. Call us on **01474 353333**.

Alternatively, you can see all our products online at **[www.venesta.co.uk](http://www.venesta.co.uk)**. We look forward to working with you.





**[www.venesta.co.uk](http://www.venesta.co.uk)**

**For help and advice on choosing  
your washroom, visit our website  
for a comprehensive guide.**

**Our address**

1st Floor,  
Units 19-23,  
St George's Square,  
St George's Centre,  
Gravesend,  
Kent, DA11 0TA  
United Kingdom

Telephone  
01474 353333

Email  
[marketing@venesta.co.uk](mailto:marketing@venesta.co.uk)

Republic of Ireland  
Telephone  
1 800 931 880

Middle East  
Telephone  
+971 6 5533361

[www.venesta.co.uk](http://www.venesta.co.uk)

[www.venesta-spares.co.uk](http://www.venesta-spares.co.uk)