

ignite

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THANK YOU FOR ALL YOUR HARD WORK

Regardless of your personal political position, I am pretty sure all of you would agree with me in that I cannot wait to see the back of the 'BREXIT' debacle – one way or the other! The uncertainty out there is continuing to have an effect on us; managing our foreign currency is extremely difficult and volatile, planning to have additional raw materials available in case of any disruption is impossible by the continuing delays, and I am sure the political uncertainty is affecting consumer spending.

Having said all of that, we are now at the end of our first quarter and without the effect of currency, we are performing pretty close to our budget. This remains a story of two halves with Gazco continuing to significantly exceed expectation, and Stovax continuing to face a tough market with bad press regarding wood burning. Gazco remains to be supporting the Group, and although Stovax is below where we would like it to be, it still represents almost 50% of our business – remember as Winston Churchill said: Success is not final, failure is not fatal: it is the courage to continue that counts!

Our focus and objectives have not changed. We continue to look to reinvigorate our Stovax product range, and at Gazco we continue to deliver innovative products on time to our

customers. Huge strides forward have been taken and all of our metrics are improving – well done to all departments. We continue to invest in our production facility, and above all continue the focus on our people, making this a place where people want to work. On this point thank you to all who participated in our staff survey – we will be correlating, publishing results and drawing up action plans over the coming weeks.

"Success is not final, failure is not fatal: it is the courage to continue that counts!"
- Winston Churchill

In summary our results for the first quarter are not far from budget – this is not luck – it is down to hard work and a continuous will to improve. Thank you to you all, I look forward to catching up at the upcoming staff BBQ / round tables.

- Alistair

Xmas Party vs Raffle Poll results inside...



Gazco Reflex 75T-2 right facing corner fire



Stovax Vogue Midi T Highline

NEWLY LAUNCHED!

RED NOSE DAY

On Friday 15 March, people across the UK worked together to raise money for Comic Relief – and we did the same, hosting a cake sale in Gazco Customer Services.



We managed to raise £168.74 for Comic Relief, which was made through our cake sale and through donations from those that wore red. Thank you to everyone for participating and donating, and to the bakers for providing us with plenty of scrumptious goodies!



DRESS DOWN FRIDAY

A big thank you to everyone who donated on our first Dress Down Day in February. As you may remember, our chosen local charity was Force, who deal with providing support and information to cancer patients and their families. We raised £100 from this day, so thank you to everyone who donated – regardless of whether you dressed down or not!

DEZEEN AWARDS

The Dezeen Awards identifies the world's best architecture, interiors and design, as well as the studios and the individual architects and designers producing the most outstanding work.



With global coverage and millions of unique visitors to their website each month, a winner of the Dezeen Awards will not only benefit from the prestige, but also the unprecedented digital reach that could bring significant recognition to successful entries.

We are entering this year's Homeware Design Award with the Gazco Skope, with hopes that the range's innovative creative control, energy saving features, and almost endless installation options catch the discerning judges' attention.

Keep your fingers crossed!

FIVE MINS WITH... RHIANON REA

IT APPLICATIONS PROJECTS ASSISTANT

**HAPPY BIRTHDAY
FROM ALL AT
STOVAX & GAZCO!**



How long have you been working here?

12 years and 3 months.

Describe a typical working day.

A typical day starts by unlocking users and resetting passwords for Windows and Sage. I then work my way through various IT requests that arrive via email – this could mean working on our current servers or visiting our many sites and users. The other part of my role is project work, which means I have various projects on the go, so I'll investigate, plan and engage users on the best way forward.

What are you most looking forward to at work this year?

Rolling out DbDeposit more widely in the business. DbDeposit is a client tool that saves time by putting documents directly into the archive system.

When DbArchive was first installed, the feedback was the users wanted to be able to drag emails, PDFs straight into DbArchive without having to print, barcode and scan it. I believe this a huge benefit for those active users who can utilise their time more efficiently.

A little birdy told us it's a milestone birthday coming up for you. How are you planning to celebrate your 50th birthday?

I'm planning to go Castle Camelot in Tintagel for a nice quiet celebration as I'm still trying to get used to the idea that I'm going to be 50.

Is there a particular year that stands out as a life highlight?

Getting another karate black belt last year, not bad for an old codger! I was determined to get another one before my 50th birthday – I believe anybody can do anything if they set their mind to it, go for gold!

Best work achievement to date? The Implementation of DbArchive because the benefits it brings are enormous.

What's better – sweet or savoury?

Savoury – by a country mile!

WELL DONE, AND CONGRATULATIONS!

Congratulations to the following staff members for their promotion within the business.

Jack Jenkinson has been promoted to Development Engineer and Daniel Padfield to Senior Design Engineer for Gazco. Zachary Gallaway-Meyer has been promoted to Design Engineer for Stovax.



Daniel Bird and Holly Wilson have been promoted to Team Leaders for Gazco Customer Services, and Marc Berry moves into the new role of Warehouse Supervisor, based at Falcon Road and overseeing all Stovax Warehouse Operations.

And finally, congratulations to Jamie Govier who has been promoted to Group Reworks Team Leader and will be operating out of the Otter location, assisting with the final closure of the site and the move of Reworks into the factory at Gazco.

We wish these employees every success in their new roles.

LONG SERVICE AWARDS

Soon to celebrate Long Service milestones are Sean Warren, Quality Systems Manager, who will be celebrating 15 years of employment here on 13th April, and Christopher Glanville, Senior Production Supervisor, who will be celebrating 10 years of service the following day! Congratulations also to Marc Berry, Warehouse Supervisor, who will be reaching a whopping 25 years on the 25th April.



Well done to all for reaching these milestones!

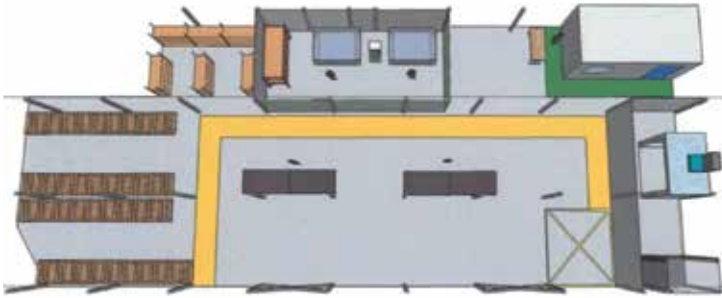
WHAT'S NEXT IN HEALTH & SAFETY?

As we continue to invest in our people, premises, equipment and machinery, there are many ongoing changes and improvements in health and safety across the business:

- Premises are now all under a health and safety audit/inspection regime. This will result in healthier, safer and happier workplaces.
- High-risk health and safety hazards have been professionally measured and assessed such as lifting and handling, hand arm vibration. Noise and welding fumes will be the next to be assessed, resulting in us improving our control measures.
- Other significant risks where there is worker involvement have also been reviewed, resulting in better hazard identification and future reduced risks to our employees and visitors.
- We have just had all the racking professionally assessed and we continue to improve over 500 elements of all racking across all sites – a major project and investment.
- We are currently reducing the risk and potentially dangerous interactions between all our staff and our vehicles, such as fork lift truck and lorries. We will all begin to see many changes – keep a look out for new signage!
- We continue with safety and competency type training of staff across the business such as: first aid training, Fork Lift Truck driver assessments, machine and equipment training.
- A new and improved H&S presentation with videos will now form part of our employee/temporary staff company induction process.
- Many employees are now also receiving H&S updates via our updated toolbox talks, covering a range of safety topics, giving staff opportunities to feedback on H&S matters and improvements.
- We have seen a continued fall in our year on year accident and incidents. For the months Jan and Feb: 2016 total saw 13 occurrences, 2017 saw 10, 2018 saw 7 and 2019 saw just 5.

RIVET LINE RELOCATION UNDERWAY

Headed by the Production & Lean team, the aim of the relocation of the rivet line is to eliminate the current lifting operation, reduce product movement due to a closer proximity to the paint line, and offer a suitable area to accommodate future growth.



The layout in the diagram is considered a 'pre-production envelope'. The layout incorporates the current production layout to accommodate operational processes that are used presently. An increased work-in-progress allowance has been included, to accommodate future production in-sourcing.

Products like the Logic HE CF firebox are high volume products, so the removal of the lifting operation is key to reduce manual handling operations and down time.

Additional work is being carried out to review core process sequences to accommodate a future state. We can all expect this area to evolve as the quality of core information improves and operational procedures are standardised.



GOING COMMANDO!

As many of you will be aware Craig Marks and Gary Cole took part in the Commando Challenge last October to raise money for two charities – Devon Air Ambulance & The Royal Marines Charity.

Gary, Team Captain for this year's challenge, would like to get as large a team as possible together to help raise even more money in what will undoubtedly be one of the most challenging, rewarding, fun and muddy days of your life. The team will be completing the challenge under the Stovax name, with a suitable team name, finishing up with a celebratory drink and bite to eat in a nearby pub at the end of the challenge.

Contact Gary Cole if you are interested: GCole@stovax.com



UK'S BEST STOVE MANUFACTURER

We are delighted to announce that we have been crowned the UK's 'Best Wood Burning & Electric Stoves Manufacturer' by BUILD Magazine for their 2019 Home & Garden Awards.

With an international readership including architects, developers and industry organisations, BUILD compiles the latest design trends, products and techniques across global construction and property industries.

On their awards, BUILD says: 'only the most deserving firms and individuals will be successful in winning one of our prestigious awards!' The Stovax Brunel range was also awarded 'Best Traditional Stove' by BUILD.

Read more about this achievement on our blog: stovax.com/blog



CHRISTMAS PARTY VS RAFFLE - VOTES ARE IN!

Following the poll run earlier this year, we now have the results from the votes for the end of year celebrations: the Christmas Party vs the Christmas Raffle.

The majority with 124 votes, chose the Christmas Party, outweighing 73 for the raffle. Acting on this, we have now booked a venue for the Christmas Party and a deposit has been paid. The final decision and confirmation will come later in the year, and will be subject to company results and financial performance.

OUR VALUES
**COMMUNICATE
OPENLY**

LA QUINZAINÉ DU GAZ

Gazco is currently taking part in “la Quinzaine du Gaz” promotion campaign, in conjunction with French national gas distributor GRDF. From 16th March, to 16th April, Gazco is offering 15% discount on all gas fires and stoves. Wood burning products are by far the most popular fuel type on the French market. With promotions such as these, we hope to help introduce more gas fires and stoves into French homes.



PROJECT OF THE MONTH

Architect FiftyPointEight opts for a Stovax Vogue in stunning renovation of 1980s house.

We spoke to architect, Angus, from FiftyPointEight, to find out more about how he helped to overhaul a dated house into a spacious home for Bronwen and her sons, and why he chose a Stovax Vogue.

Commenting on the project, Angus said, “We have used Stovax on previous projects and have had great feedback. The Vogue Small offered us a combination of compact size, good looks and a price to suit both our budget and style.”

Read more about this renovation at stovax.com/review

DUTCH GO ELECTRIC



In October last year, Hans Bouter kick-started an exciting shop-in-shop project in Rotterdam with Dutch retailer, De Griffioen.

The showroom opened on 1st January this year, with a stunning space on the first floor completely dedicated to Gazco electric stoves and fires. Customers are able to admire models from our entire electric range, including newest models like the Skope 55W and 75R. The room has a British vibe, with London’s Tower Bridge featuring in an eye-catching mural on one wall, a dining room table with a glamorous Radiance 50W, and a relaxing sofa to sit and take it all in.



FRANCE LAUNCHES 'FLAMMATION' NEWSLETTER

The very first edition of 'Flammation,' our French dealer newsletter, was sent out this month to all our retailers in France. It included updates of new products, brochures, changes within the company, the French Retailer Portal, promotions such as the High Tech Challenge, recent and current gas promotions, as well as interviews with the French Export Customer Service team. We hope Flammation will create a valuable link between the company and our valued customers in France.



MODELS NEEDED!

The Creative Studio team in Marketing are looking for models to feature in our brochure photography material. This will involve taking a short amount of time away from your workstation to be photographed in a room setting, pretending to enjoying the glow of a fireside! These images will be used across our various Marketing channels. If you're interested and your line manager is happy for you to be involved, please contact Jamie Wengradt via email: jwengradt@stovax.com



SHHH..... ANOTHER MILESTONE BIRTHDAY!



HAPPY 50TH BIRTHDAY ALISTAIR, FROM ALL AT STOVAX & GAZCO!

NEW MEDIA CENTRE AVAILABLE FOR RETAILERS!

A Media Centre has been launched on stovax.com, providing a dedicated area for our marketing materials that is more clear and easy to use for our retailers. The aim is to promote new images and new videos, to satisfy the needs of the increasing number of retailers that communicate to end-users using social media. The Media Centre is there to encourage our retailer network to use our marketing materials more, rather than those of our competitors, and shows them we are in tune with the times when it comes to digital marketing.

Over the coming weeks, working with Emma Billings (Group Customer Service Manager), Camille Harman (Social Media & Digital Content Coordinator) and Daniel Myers (Senior Web Developer) will be engaging in toolbox talks with the Customer Service department to provide the team with all the information they need when queried by our retailer network on our web support tools, including informative blog posts, product pages, and videos.



STAFF SPRING BBQ

During April, we'll be having a lunchtime BBQ! Look out for posters with more details soon!

