

CHANGING SEASONS

Although the weather is still relatively mild, we are in the middle of the 2019 season. Orders are holding up well in Gazco, and so far this month Stovax orders have also picked up a little from earlier in the year. The message remains consistent: fairly buoyant for Gazco with difficult trading conditions for Stovax.

This year, Gazco has seen a remarkable turnaround in customer delivery times, due to a huge effort from our operational people. Led by Laurie, Keith, Chris, Will and their respective teams, we are largely delivering what our customers want, when they want it. A big thank you and well done to all of them – I keep saying this is not luck; it has been turned around through hard work!

The overall economy is still uncertain and as such, we need to make sure we are winning more than our fair share. Although much to my horror, the shops are beginning to fill with Christmas

decorations, we really need to close out 2019 strongly – maximising every trading day between now and the Christmas break. A key focus at the moment is setting the budgets for 2020 – this is made slightly more challenging than usual due to the economic volatility, currency movement and uncertainty around Stovax order levels. Andrew and I will communicate 2020 budgets as soon as is practicably possible.

Early in November, I am attending a seminar on UK wide ‘clean air’ strategies. This is key to gaining a better understanding of the environmental impact of our product portfolio. This combined well with a recent NIBE Sustainability visit where Kenneth Magnusson (NIBE Quality & Sustainability Leader) updated us on our parent company goals, targets and ultimately their expectations for us. It is clear that NIBE have high standards and a clear vision of our corporate responsibility with

regard to sustainability – I will share this information with you all in the upcoming round table meetings.

Caroline and I are campaigning now for Christmas party attendance – please attend if you can. This is an informal evening giving us all the opportunity to celebrate together – I will be making myself ‘a pain’ over the coming weeks trying to prod as many people into attending as I can ;). I look forward to spending the evening with you all.

Thanks again for all of the hard work to date this year and in advance for the expected strong finish to 2019 - Alistair.



Did you know?

Natural gas was first transported by pipelines around 500 B.C. by the Chinese. They used bamboo to trap and transport gas that seeped to the surface of the ground.

STAFF AND CUSTOMER FEEDBACK



COMPANY SURVEY UNDERWAY

Earlier this year, the HR department ran an extensive staff survey, which has been reviewed. We have taken the results and formulated a plan for actions to be taken over the rest of this year to answer and explore the concerns raised. More information will follow in the coming weeks.

Aside from this, we would like to thank everyone for participating in annual reviews. The HR department will be collating all training requests, and subsequently organising relevant training and implementing plans in the near future.



VOICE OF THE CUSTOMER

Matt Beckenham and Emma Billings, our Heads of Marketing and UK Customer Services & Technical respectively, recently undertook the first of our new periodic 'Voice of the customer' research trips, taking time to sit with a number of our retailers and getting to the bottom of numerous issues and topics. These essential conversations cover the whole spectrum of our business, all with the aim of improving our relationships, the quality of our service and support, and to keep our brand and our product offering at the forefront of the market.



A full report has been produced and this will feed into our business strategy. To highlight perhaps one of the nicer elements of feedback, there was a high amount of praise for our customer services teams. In particular, two names were repeatedly mentioned to Matt and Emma: Beverley Gaisford and Daniel Bird. Both were held in very high regard, with comments made on their professionalism, friendly nature, helpfulness and personable attitude. This is a delight for us to hear and we thank them both for this excellent approach to their work.

ANOTHER HAPPY CUSTOMER



We also recently received some great customer feedback for our engineer Derek Thomas, which was great to hear as we continue with our aftercare service.

"The Gazco engineer called yesterday and I felt I should let you know how pleased I was with the service provided. The engineer arrived promptly. He was extremely professional and conscientious. The repair was carried out efficiently and successfully. He worked methodically and cleared up afterwards. He also explained fully the work carried out and even checked my carbon monoxide detector. This engineer is a credit to your Company."

"The engineer who came out to make the repair was super-efficient, informative and helpful."

FIVE MINS WITH... MATT BRADBURY

SENIOR EXPORT COORDINATOR



Describe a typical working day

As soon as I arrive at work, firstly I make that all-important brew to start the day off. Then I'm on to opening emails to see what to prioritise and log on to the phones. Throughout the day I place orders, arrange despatches and look at the compliance paperwork to chase forwarders.

How long have you worked for Stovax Gazco? What started as a four-week temp job has turned into 12 years and 1 month – and I'm still here. Time flies when you're having fun!

Which of our company values resonates most with you and why? Customer First, because without them we would not be here today.

Are you an early bird or a night owl? When I was younger I was always up early and stayed up late. Now there's a role reversal and I'm waking up later and having early nights – must be an age thing!

What fictional place would you most like to visit? Kings landing, Game of Thrones. I saw it for real last year while visiting Dubrovnik and it is a beautiful place.

What is your main challenge for the heating season? To place and despatch customers' orders in a timely manner so they keep faith in our company in this current market, and, due to the B word...Brexit... customers could be slightly cagey.

STAFF SUGGESTION AWARDS

We would like to continue to encourage you to submit your suggestions to improve business practices from both Gazco and Stovax. The amount of award given is dependent on: -

- The level of benefit/improvement to the business;
- Whether it could be deemed to form part of someone's role;
- Whether it is a good suggestion, but for various reasons may not be implemented, but should be recognised.

Therefore, not all approved suggestions will be awarded £25 and some will be £10 awards. The following Staff Suggestions have recently been received and have been given an award.

All successful suggestions will be implemented as soon as we are reasonably able to do so.



Name	Suggestion	Cash Award
Ben Campbell (Technical Publications)	Form to be available on Public Folders to advise HR of a vehicle change.	£10.00
Steven Thompson (Sales)	Removable stickers to be placed on the remote control of the appliance to remind end users of the extended warranty, to increase registrations and help in the event of a product recall/enhancement.	£25.00
Jack Drew (R&D)	Suggested hanging facilities in the changing rooms so that wet clothes can be hung to dry if cycled or walked to work in rain.	£10.00
Ben Campbell (Technical Publications)	Feature in the Newsletter re encouraging car sharing to ease car parking issues.	£10.00
Chris Cookney (Technical Customer Services)	Removal of a label from the receiver of the Riva 2 530/670CF Gas Fires which advised "Do not place batteries in this receiver".	£25.00
Matthew Johnson (Marketing)	Notice Board to be put up in the kitchen at Stovax to avoid damage to paintwork when putting up notices.	£10.00



NEW PRODUCT LAUNCHES

A number of fantastic new products have been successfully launched in recent months, including the Stovax Chesterfield range, Gazco Sheraton 5 Gas, Gazco Riva2 600 and Gazco Logic Remote – all of which have been publicised throughout our web, social media, and direct-to-retailer channels.

The updated Ecodesign Studio and Stockton models will soon be launched with the same pack of retailer, consumer and press communication. Thanks to everyone for their hard work across the entire business in getting these products out of the door and into our extensive portfolio.



Gazco's newly launched Riva2 600 Designio2 Steel and (Inset) Stovax's Chesterfield 5 stove

SPOTLIGHT ON HEALTH & SAFETY

Mike Van De Burgt, Group Safety Officer, gives a little insight on what health and safety means for him and his role:

I am often asked why I work in H&S. The simple answer is that I am trying to help people and the business by making positive changes in providing healthy and safer workplaces, preventing and reducing injuries, illness, damage or loss whilst also facilitating and maintaining a successful business.

People and businesses often concentrate on the 'safety' element whereas 'health' is equally as important and something we have spent a lot of time and effort on over the last 12 months. For example, we have undertaken large projects to measure and control health risks such as hand arm vibration, whole body vibration, weld fume and noise.



Health and safety touches almost every part of a business. I have to consider all our operations, the people, premises, equipment, materials, departments, 3rd parties, insurers, clients and more. It is often a fine balancing act, rarely simple, almost never black and white and requires a large number of systems and documentation that I have to maintain and constantly manage, all of which are impacted by aspects of law, regulation and compliance.



The movement and interaction of our vehicles and people around our sites has been a priority for improvement and one we continue to work on. We have now provided better building accessibility with clearer and safer walkways and forklift truck routes at Falcon Road and around the D units, and we will be shortly installing permanent barriers giving physical protection. We would like to kindly remind everyone to only use the designated pedestrian routes, walkways, crossings and entry/exit points at all times, give way to all vehicle movements and to

never assume a forklift truck or lorry driver has seen or knows you are there. No two days are the same – I have even been involved with air quality monitoring, drone flying and a film production crew on site! All of this makes for an interesting and challenging role but it is rewarding, especially when you see the results of your efforts and the positive changes we are making.

Over the last 12 months, we have made, and continue to make, significant improvements in:

- reducing our risks
- managing health and safety throughout the business
- maintaining and improving the buildings, equipment, machines etc
- actively monitoring safety and conducting safety tours and audits
- segregating people and vehicles
- vehicle control and traffic routes
- accident and incident investigation and preventative measures
- involving and informing the staff
- investing in the training of our personnel across the whole business

We will continue in the same vein and with our improvement strategy, but health and safety is everyone's responsibility and it needs everyone's continued cooperation and commitment in order for all that we do to be as successful as it can be.

SAFE ATTITUDES • SAFE PLACES • SAFE PEOPLE

MILESTONE BIRTHDAYS...

Happy birthday to Matthew Johnson (Marketing), who turned 40 at the end of July, to Linda Abbott (HR), who celebrated turning 50 in August, to Alan Parker (Sales) who turned 40 in August, and Nick Hollett (Metal Shop) who turned 65 in August. A further happy birthday to Gary Smith (Gazco Warehouse), who recently celebrated his 50th birthday in September, and to Aimee Withe (Customer Services), who is soon to celebrate her 40th birthday at the end of October! Happy birthday from all of us at Stovax Gazco!

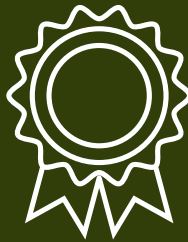




CONGRATULATIONS!

Congratulations to the following staff for their recent promotions:

- Stuart Needs has been promoted to Group Design Office Manager.
- Keith Pike and Chris Glanville have been promoted to Production Managers, for Assembly and the Metal Shop respectively.
- Will Porter has been promoted to Senior Team Leader and will be working across both Top Level Assembly and Sub Assembly production teams.
- Gary Cole has been promoted to FXQ Customer Service Supervisor.
- Geoff Braggins has been promoted to Senior Technical Administrator.
- Pavel Ivanovs and Steven Marshall have been promoted to Trainee Development Engineers.
- Benjamin Campbell has been promoted to Technical Author.



Wishing you all the best in your new roles!



MACMILLAN COFFEE MORNING

On Friday 27th September 2019, thousands of people up and down the UK participated in MacMillan's Coffee mornings. We joined in with the spirit here at Stovax Gazco, doing our bit to donate to a great cause.

We have raised an amazing £287.18 for MacMillan from Friday's Dress Down & Coffee Morning – thank you to everyone for participating!

NEW FILMING AREA



Phil Hunter (Technical Customer Services Assistant Manager) gets to grips with the new filming area

Jamie Wengradt (Marketing), Emma Billings (Customer Services) and Matt Beckenham (Marketing) have been working on creating a filming area in the training academy. While working on the plans for the video area, it became apparent that a plinth was needed to place products on during filming.

It was great to see our manufacturing facilities put to internal use, as the Metal Shop team took on this job and helped to create something entirely bespoke for this project. Chris Glanville (Production Manager), Steven Cain (Team Leader for Paint Line, Weld, Spot Weld, Power Press & Materials Handling) and Antony Beck (Production Operative) tackled the request, with Antony carrying out the majority of the work, supported by team leader, Steven.

The result is a practical plinth that has been covered with eye-catching graphics, reinforcing our brand in all videos filmed in this space.



Stovax Chesterfield 5

STOVAX TO FEATURE IN NATIONAL TV ADVERT

Homefire, a large UK fuel supplier, worked with Stovax earlier this year on a collaborative filming project. The new Chesterfield multi-fuel stove will be featured in a TV commercial that follows a family home through the autumn-winter season, burning quality fuel on a Stovax product.

The project has been co-ordinated by Ed Henry and Emma Billings, who ordered the Chesterfield from R&D ahead of its release so that it could be filmed in August. The commercial is set to air during October.

PROJECT OF THE MONTH

You may have seen an array of Stovax Gazco products appear on the latest series of George Clarke's Old House, New Home. Here are the highlights:

Episode one: With some imagination and through the use of retro styling, a couple's bizarre extension in Streatham was transformed, updating their old fireplace with a new Ecodesign Vogue Small from Stovax sitting at the heart of the room.

Episode three: In Leamington Spa, the homeowners in Episode 3 chose to complement their contemporary room renovation with a modern gas stove, replacing their old dated fireplace with a Loft from Gazco. This episode also saw the feature of our showroom while George discussed the advancements of stove technology. The footage showed off some of our newer models including the Reflex multi-sided gas fire, and the Skope electric fire range.

Episode four: Episode 4 takes us to Leeds, where Jawad and Charlie are passionate about antiques and reclaimed furniture. Their Victorian villa reflects their keen eye for beautiful furnishings, and George sees a vision of making their master bedroom and en-suite bathroom the star of the show. The bold and luxurious bathroom harks back to the industrial revolution with a lavish brass bath taking centre stage. Next to the bathtub is a grand fireplace, with our very own Stovax Sheraton 5 woodburning stove taking pride of place.

Episode five: The eReflex 135R featured on Episode 5 of George Clarke's Old House, New Home. This landscape electric fire was a significant improvement on the couple's old mock gothic fireplace, bringing an elegant modern touch to this living space.



Gazco Loft



Stovax Sheraton 5



Gazco eReflex 135R

CAR SHARING

Some of us may benefit from sharing our commute with other members of staff. If you are interested in car sharing, but are unsure of who to match up with, speak to HR who will be able to advise on matching with other employees that live in similar locations and work the same hours.



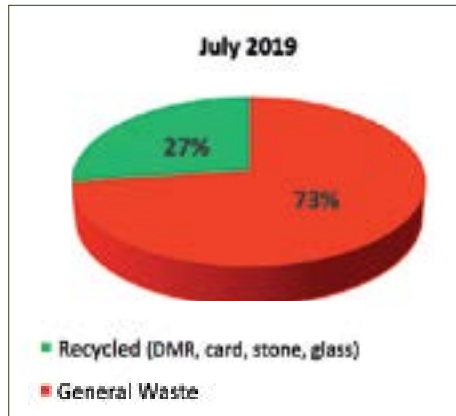
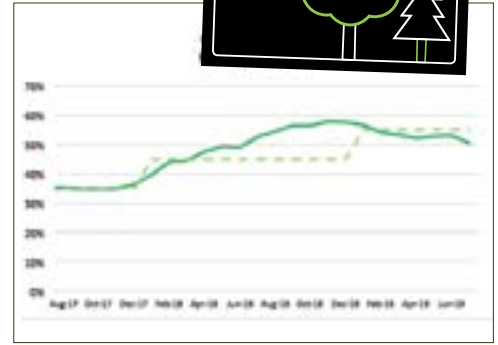
ENVIRONMENTAL PERFORMANCE UPDATE

The environmental challenges have continued this year as we have vacated Otter and had a purge of obsolete stock throughout the business. The Nordic Pavilion at Sanderling Court has also been dismantled.

Throughout the stock clearance process, everyone involved worked really hard to segregate the metal, card, wood and other recyclable material. Unfortunately, the last bits and pieces from Otter and much of the Pavilion had to be disposed of as General Waste which has impacted the figures for July.

Having set ourselves an optimistic target of 45% for last year, which we managed to beat by a significant amount, we raised

this year's target to 55%. As a result of other activities that are taking place within the business, this is proving to be really challenging. However, there are still nearly six months to bring the figures back up, so it is achievable, but we will all need to work together!



Most of the cardboard waste is now being baled, with the roll cages used effectively to transport card from the warehouses to D1 for baling. Now that Stovax also has roll cages, the final card skip is scheduled to be removed.

Let's have a final push and get all cardboard baled, dry mixed recycling segregated correctly and general waste minimised!

NEW PARTNERSHIP

We're very excited to be partnering with British firewood supplier Certainly Wood this season. For each solid fuel stove that a customer registers with us, we will be part funding the project to plant a tree, supporting the industry notion of renewable energy. This is part of an educational campaign into buying good firewood, and investing in a quality product.



Additionally, Certainly Wood will also send each registered customer a Fire Starter Kit, containing everything they need to get their first fire going, plus information on how to light a fire correctly, and the importance of burning good wood.

We are hoping that this will not only enhance Stovax's support of government legislation through our dedication to sustainable, renewable energy, but that this will be a significant incentive for customers to register their stoves so that we can provide further and improved customer care.

Please do follow Certainly Wood on social media to support our valued new partner in their ongoing education for burning right.

Twitter: @kilndriedlogs • **Instagram:** @certainlywood_ • **Facebook:** @certainlywood

GET 10% DISCOUNT WITH

We now have an agreement with Fresha where staff can have 10% discount on all café orders for the next 12 months. All you have to do is say that you work for Stovax or Gazco when ordering, and show your key fob. If you are concerned about time, you can also phone ahead and place your order.

WHAT'S IN THE WORLD OF FACILITIES?

Ian Mancey, Group Facilities Manager, shares more about the work the Facilities department is carrying out across Stovax Gazco:



The Facilities department is fast paced and demanding. We aim to provide efficient and effective delivery of support services, working with and across every department.

Day-to-day, our jobs can be very varied. We can be working on managing the maintenance of all existing buildings within the Stovax and Gazco portfolio, whilst on another day, we are liaising with alarm companies to ensure we have full alarm coverage.

Some of our other duties including running repairs, negotiating gas and electricity suppliers, managing contractors, ensuring we meet inspections required from our insurance company, plus maintaining service and insurance records of all machines and company vehicles.

In essence, there are two categories concerned with maintenance.

(1) Planned Preventative Maintenance (PPM)

These are pre-determined and scheduled maintenance plans. A good example of this is the factory shutdown maintenance program. Most of the machines have a prearranged service schedule and are booked for servicing 12 months in advance. In 2018 we carried out 267 PPMs across the business. We are currently monitoring and managing PPMs out as far as 2026.

(2) Reactive Maintenance and service requests

This includes unexpected incidents and occurrences, for example, machine breakdowns, water leaks, broken lights, blocked toilets to name but a few – we never know what to expect!

In 2018 we actioned 2,060 reactive maintenance and service requests.

Facilities also works very closely with the Health and Safety and the Environment departments in organising and negotiating:

- Skip Hire
- Wet, Dry and Hazardous Waste
- Work wear and protective equipment
- Stationery and consumables
- Assisting in identifying and resolving key safety risks
- Fire drills

Finally, yet importantly, we co-ordinate projects, such as;

(3) Office moves and office redevelopments

(4) Showroom developments

(5) Factory or warehouse moves and expansion

(6) Toilet and restroom refurbishment, such as the toilet and changing room refurbishment within the Stovax Warehouse



Recent facilities improvements have taken place at the Stovax Warehouse Shower room

We would like to ask everyone that if anyone has a maintenance issue or request, please do not assume the Facilities department know or have been told. We would prefer to have several requests for the same issue, rather than an issue or concern going unresolved or actioned for a prolonged period.



DUTCH DESIGN SHOW

We were very pleased to part of the biggest home, living and design show in the Netherlands: VT Wonen & Design. The show was held in the Amsterdam Rai, the largest exhibition hall in the country. The show attracts about 100,000 visitors over 6 days, and we held a stand where visitors could see a range of our products.

Many visitors to our stand received an exclusive 10% numbered discount voucher that they can redeem with one of our Dutch dealers when buying a stove or fire. The dealer will pass the voucher on to us to claim his 5% extra margin, and the dealer will pay the other 5% towards the discount. All dealers were happy to participate in this promotion and hope to receive many vouchers in the next year, as they are valid until 30 October 2020. In total, we have given away just over 450 vouchers, generating many new consumer leads.

On the Friday evening, we invited retailers to visit us and have the opportunity to meet our Managing Director Alistair Compton, Associate Director of Marketing, Matt Beckenham, Export Coordinator Bonnie Venning, Export Sales Manager, Dominik Blazewicz and Export Sales Manager for the Netherlands and Belgium, Hans Bouter.

Matt Beckenham commented on the show: "It was great to see such collaboration of effort across many departments for this show. Marketing designed the stand, which was then put together by our trusted Dutch retailer, Erik Heuser and Ed Schuitema from the Griffioen Rotterdam with the assistance of Hans Bouter.

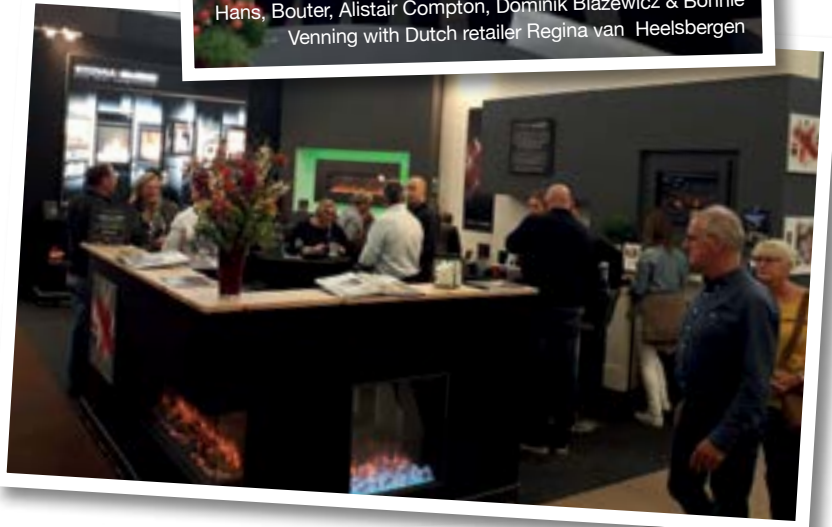
The retailer also kindly provided us with their own employee Regina van Heelsbergen, who gave us an incredible amount of assistance in looking after our visitors at the show, and taking care of our stand.

The stand itself was of an incredibly high standard, and looked just as good as every other exhibitor at this prestigious event. The products went down very well, and there was plenty of genuine interest. Our team worked long hours over the week, both to set up and close down the stand, not to mention entertaining the thousands of visitors. Despite the long hours, Hans, Dominik, and Bonnie all upheld a very professional, engaging, and warm welcome to all potential consumers that came to see our stand. Thank you very much for all your hard work."

Overall, this exhibition was a great success, and demonstrated to our Dutch retailer base that we are investing in brand exposure in their market. It was a fantastic way to strengthen many of our retailer relationships, and we look forward to the results of the exclusive promotion.



Hans, Bouter, Alistair Compton, Dominik Blazewicz & Bonnie Venning with Dutch retailer Regina van Heelsbergen



COLLABORATIVE VIDEO PROJECTS

Headed by Matt Beckenham (Marketing), and supported by Emma Billings (Customer Services) and Mark Hunt-Bryden (Technical Publications), we have recently been investing in ongoing cross-departmental video projects. A host of videos will now support each new product launched, including:

- **Retailer support video** – designed to assist our retailer network in the installation and sale of new products
- **Consumer support video** – to provide help to keep consumers' products looking and performing at their best, including top issues such as battery replacement
- **Marketing launch video** – to incite sales through emotive publicity on web and social media, also used by retailers to assist in their in-store promotions

The videos will also be linked within the manuals, providing a full video support pack, which is accessible for the lifetime of the product. We have directly responded to the need for videos from retailer feedback, making it a very worthwhile investment and providing further assistance to our own technical team who spend a great deal of time helping retailers and homeowners alike with this kind of help. The project is now very much a firm part of our marketing collateral plan, and will be hosted on our central resource at stovax.tv



Matt Beckenham takes a starring role in the new support videos

GETTING MUDDY TO RAISE MONEY!

Recently, our very own 'Blaze Runners' team took on the Commando Challenge to raise money for the worthy causes of the Devon Air Ambulance and Royal Marines Charity.

This 5K challenge course is usually reserved for Royal Marines trainees, as they go through the four tests to be awarded the coveted Green Beret. This year, Curtis Dockree, Gary Cole, Adam Mullen, Savvas Papadopoulos and Jess Lock all took part in the challenge – raising over £300 between them!

"It was certainly tougher this year, with the rain, cold and additional mud proving a challenge in itself," said Gary, "but we all stayed together as a team, with everybody providing the encouragement I needed."

"We were faced with many challenging obstacles, from 20 metre long pitch black tunnels, to freezing cold river crossings. But the team spirit was great," added Curtis.

Jess commented, "I would love to do it again and would recommend it to anyone who hasn't done it. The best thing for me was seeing the finishing line...!" Savvas concluded: "It was my first time participating in such an event and despite getting completely soaked, I thoroughly enjoyed it!"

If anyone is interested in joining for future charity fundraising, the team are looking forward to upcoming events to participate in.



"Blaze Runners" Assemble!



Savvas Papadopoulos, Jess Lock, Adam Mullen, Curtis Dockree and Gary Cole post Commando Challenge

DRUGS AND ALCOHOL POLICY

We have amended our Drugs & Alcohol policy, which is included within the refreshed Employee Handbook. Illegal drugs and alcohol have significant impact on concentration, decision-making, coordination, health and behaviour. It is our duty and responsibility as your employer to ensure the safety of all staff, and needless to say that the consumption of illegal substances and alcohol are prohibited on the premises. Our updated policy includes random drugs and alcohol testing of staff periodically. We hope that our poster will help to raise awareness of the impacts of both drugs and alcohol.



Illegal Substances and Alcohol



Alcohol Unit Guidelines

Unit guidelines are now the **SAME** for men & women. **BOTH** are advised not to regularly drink more than **14 units a week**.

This is what 14 units looks like:



BUT don't 'save up' your 14 units, it's best to spread evenly across the week!

Time Before Driving

Alcohol

1 hour per unit + 1 hour = min time to allow before driving, calculated from your **LAST DRINK**



i.e 3 pints (7 units) = 8 hours

Drugs - Zero at all. These can stay in your system for 2-3 days

Detectability

Alcohol and drugs can appear in various tests for longer periods...



URINE

Alcohol
24 - 96
hours

Cocaine
2-3
days



BREATH

12 - 24
hours

—

Impacts of Impairment



DIZZINESS, DROWSINESS
disorientation and confusion
and lack of coordination



SLOWED REACTION TIMES
and lack of coordination



INABILITY TO CONCENTRATE,
think clearly and
make decisions



CONFRONTATIONAL and
aggressive behaviours,
disinterest

NOTE: There are strict alcohol limits for driving, but factors such as weight, age, gender, and other physiological factors all affect the absorption of alcohol and therefore levels within any individual will vary. For further information, visit drinkaware.co.uk

Christmas Updates

SAVE THE DATE!

Invitations and menus have now been issued for the Stovax Gazco 2019 Christmas Party. Here's the key information you need to know:

When: Friday 6th December 2019

Where: Woodbury Park Golf & Country Club

Transport: Coaches will leave from the Gazco Building in Osprey Road, and the Stovax Building in Falcon Road at 6.45pm prompt. For anyone making their own way there, please arrive at Woodbury Park by 7.15pm prompt as dinner is scheduled for 7.45pm.

The Company will be providing transport home (provided it is within a reasonable distance) from Woodbury Park. If you are unsure about the distance, and whether a taxi will be provided, please check with Caroline Carr (HR).

Taxis will leave promptly at 12.30am and you are responsible for getting yourself to your taxi at the end of the evening. Your taxi number will be provided to you ahead of the night, and there will be a notice available on the night confirming the taxi number. If you would like to take up this offer of transport, please fill in these details on the form provided with the invitation and return to HR.

Menu: The last day to return forms for menu choices and taxis is the 15th November. If you are bringing a partner, please fill and return these forms by the end of October.

CHRISTMAS WORKING ARRANGEMENTS

While we're on the topic of Christmas, here is a reminder of the Christmas dates for 2019:

As payday falls on Friday 27th December this year, staff will be paid early on Friday 20th December 2019.

- Tues 24th December – Normal working day, although as usual efforts will be made to close early. This is expected to be no later than 2pm, but is yet to be confirmed. If you are booking this day as Annual Leave, you will need to book a full day's leave.
- Weds 25th December 2019 – Christmas Day (bank holiday)
- Thurs 26th December 2019 – Boxing Day (bank holiday)
- Fri 27th December 2019 – closure, day of holiday for all staff taken from holiday entitlement
- Mon 30th December 2019 – closure, day of holiday for all staff taken from holiday entitlement
- Tues 31st December 2019 – closure, day of holiday for all staff taken from holiday entitlement
- Weds 1st January 2020 – New Year's Day (bank holiday)
- Thurs 2nd January 2020 – Company open, return to work