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Welcome to our summer newsletter, and a heartfelt thanks for the patience, understanding, and support we have received from all of you, our valued people throughout these past few months.

I am conscious that it remains an unsettling time for everyone, for those staff still on 'Furlough' and indeed for those who have returned to work. The crisis is by no means 'over'. As recently communicated we will continue to be vigilant within all our workspaces to ensure the continued safety of our staff – more of which has been explained within this newsletter from a Facilities, H&S, and HR perspective.

From an operational point of view, trading has picked up since the announcement of the reopening of 'non-essential retail'. Our production is back to full capacity, and our warehouse facilities are despatching

orders to all markets. As mentioned in a previous staff memo, we remain cautiously optimistic, and hope that the time spent indoors has invited consumers to evaluate their home improvements for a healthy heating season. Much of this relies, of course, on the footfall into showrooms over the coming months and the continued reopening of our retailers' stores.

Despite the COVID-19 crisis undoubtedly affecting us all, in this issue of our staff newsletter, we felt it important to share the positive updates that have come from this quieter stretch, including resuming the launch of new products and product development, a wealth of retailer-focused support projects which have looked after our network throughout lockdown, promotions to boost retailer sales this summer, plus a host of other news and improvements across the board.

Let's all work together to play our part in keeping the business COVID-secure, and we will continue to update everyone as we progress towards a return to normality.

We look forward to the day when we can have all of our teams back to work, working towards the heating season ahead, with maybe even a staff BBQ thrown in!

Alistair



THE DAY THE WORLD CHANGED

You'll notice that this issue of Ignite is a little different from our previous issues. Although much of this newsletter was written prior to the UK government announcing lockdown, we had to put the brakes on publication, as we sent everyone home and worked on our strategy for business for the coming months ahead.

For this reason, some of the news in here is a little late – but perhaps most poignantly, a lot of the news in this issue demonstrates the challenges we have all had to push through to get through this period. While the pandemic is certainly not yet at an end, in this issue of Ignite we're sharing with you all the projects that have been underway across the business during the past few months, and how things have changed to get us through this time.



CORONAVIRUS UPDATES

RESPONDING TO THE CRISIS

Caroline Carr, HR Director, talks about the ongoing challenges faced and overcome from the moment the UK was sent into lockdown.

Although we had anticipated that a lockdown was imminent, and had started to put IT systems, testing and IT equipment in place so that we could have staff working from home where possible and appropriate, on Monday 23rd March 2020, we all sat in our living rooms to watch Boris's announcement.

Somehow, despite our preparation, it still came as somewhat of a shock to be in what can only be described as unprecedented times, with lots of questions to be answered.

From that moment on, our thoughts were that we had to get in contact with our staff, and to continue communicating with them at all times.

We immediately updated the Staff Page on the website, which we had reminded everyone of before lockdown, we texted teams, put messages on Facebook and then began to learn more about what this lockdown would mean for the Company, our customers and our people.

Soon 'Furlough' became an everyday word. Until now furlough is not a word that I, or many others, had heard of. (I believe it is used in the forces

when someone takes sabbatical leave, usually though this is without pay).

So, a steep learning curve ensued, with what felt like mountains of paperwork going out to everyone!



Throughout this crisis, our main thoughts were that we had to communicate, communicate and communicate again. We have been pleased to receive positive feedback from a number of our staff, appreciative of our efforts and level of communication.

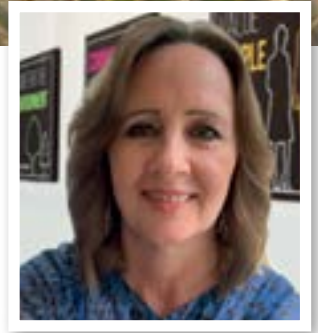
After the initial announcement of lockdown, we were able to get a very small number of staff back into the workplace, as well as having those that were working from home. It was essential that we ensured these staff could only return to the workplace once we had made it a safe environment for people to be in. We paid special attention to the social distancing requirements, sought appropriate PPE and put in place other safety measures such as one way systems through the buildings.

Amongst all of this, we also wrote a new policy, "Managing

Covid in the Workplace". A copy of this policy was sent out to all staff once we were in a position to be able to invite them back to work when required.

For the first time, we had a large number of people working from home. With the support of our IT department, infrastructure was rapidly put in place to overcome the new challenges we faced working from home, whether this be in regards to accessing our various internal systems or offering platforms to host virtual meetings, which are now commonplace for us all. All those staff working from home completed Risk Assessments so that we could ensure they were working in a safe manner.

We have recognised that throughout this crisis, that this has been a worrying time for us all, across the entire business, regardless of whether you are furloughed or you are working. It has not gone unnoticed just how hard those staff that have worked throughout this whole



period have worked, some now without a break since the beginning of 2020. As tiredness begins to set in I would encourage these staff to take a well-earned break to rest and recuperate where they can. We are hopeful of a busy season, and need everyone on top form! Pubs, restaurants, shops, flights, and thankfully hairdressers (!) are now all opening up, so hopefully people can start to safely enjoy themselves when taking holiday again.

All of the SMT are working hard to steer the Company in the right direction to ensure that we bounce back from a few difficult months and have a successful heating season in 2020.

We look forward to having people back to work, on their normal working patterns, as soon as we are possibly able to.



Reminder: The latest staff updates can be found at www.stovax.com/staff

HUMAN RESOURCES UPDATES

Some of the main projects throughout this period from our Human Resources team include:

- Regular updates and communication via our staff website
- **NEW** – Managing COVID in the Workplace Policy & Procedure - made available to all staff during lockdown
- **NEW** – Return To Work COVID Workplace Risk Assessment - for all employees upon a return to the workplace
- Homeworker Risk Assessments
- **NEW** – Bespoke Department Risk Assessments (Service Engineers/ Sales Managers etc)
- Furlough correspondence



We have also needed to support our skeleton staff throughout the lockdown period, managing phased department returns, staggered shifts and break times to ensure safe social distancing and homeworking where possible.

There are extensive and robust plans in place to ensure a safe return to the workplace in all 11 buildings, plus enhanced cleaning protocols in place and revised safety procedures for First Aiders (enhanced PPE Face Shields & Masks) & Emergency Responder Procedures.

HEALTH & SAFETY DURING A CRISIS

Mike Van De Burgt, Group Safety Officer, discusses the demands on health and safety during the crisis:

A huge amount of work was undertaken throughout every building, and we accounted for all aspects of practical COVID-19 preventative measures which continue to be developed and adjusted accordingly.



Many new documents such as, policies, risk assessments, procedures, instructions, guidance, memos and updates have been developed and implemented and we will continue to keep these and new ones up to date. We have also comfortably met some very specific challenges for individual workers, such as our engineers and sales team who cover the whole of the UK.

All of our critical H&S elements, including inspections, audits and statutory obligations have been undertaken and we are completely up to date.

Thank you to all of our returning employees for their cooperation and understanding, and for the positive feedback they have given us during these difficult times.

A SPECIAL THANKS



Alistair Compton: "A very deserved thank you and special mention to the 55 individuals who worked tirelessly and continuously to keep the business running and our Expert Retailer Network supported during lockdown. Your efforts are appreciated by all."



- ★ **Customer Services UK and Export** – Handled all aspects of Retailer and Consumer requirements and support, including the taking and processing of orders.
- ★ **Retailer Portal Team** – This invaluable online resource remained open to take retailer orders for our UK, French and Irish accounts.
- ★ **Technical Services** – Provided technical support including the handling of communications regarding engineer home visits.
- ★ **Marketing** – Ran retailer support and promotional consumer campaigns, retailer communications, and the provision of online support.
- ★ **Operations** – Accepted deliveries, and handled shipping for future deliveries.
- ★ **Sales** – Critical contact maintained where needed.
- ★ **Manufacturing** – Set our forecast and raised necessary works orders to ensure we were fully ready when we came back to work.
- ★ **R&D** – Continued with the design of new products.
- ★ **HR** – Dealt with all people issues including the monitoring of Government guidelines, and maintaining good staff communications.
- ★ **Lean** – Worked on new products with design, completing ongoing projects.
- ★ **IT** – Supported all current home workers, worked on numerous IT projects, updated systems and ensured we were 'connected'.
- ★ **Finance** – Ran all aspects of the finance function, payment collections, payment runs, payroll, NIBE reporting, statutory month ends.
- ★ **Purchasing** – Continued purchasing functions to ensure effective commencement of manufacturing processes.
- ★ **Facilities** – Ensured the buildings were safe and secure.
- ★ **Quality** – Continued to maintain quality standards & procedures
- ★ **Health & Safety** – Coordinated, supported and advised the business on all aspects with regards to Health and Safety, and a safe return to the workplace.

FACILITIES – PREPARING OUR WORKSPACE FOR LOCKDOWN

Ian Mancey, Group Facilities Manager, explains what was required across the company to ensure our premises and people were safe, in the most practical way possible.



Ian: A statement that we'll have heard frequently is unprecedented times. But although this has been used continuously, we can honestly say that these months have been and are truly unprecedented.

How did COVID-19 and the lockdown affect our Facilities?

Despite expecting a lockdown, everything seemed to happen so quickly – including the daily and ever-changing guidance and requirements set out by the government.

Initially, the priority was to ensure all the buildings were safe and secure. The police were concerned about civil unrest and advised to check and ensure:

- Doors, windows fire escapes closed and locked
- Lights, electricity, water all switched off where possible
- Car parks secure

We have 11 properties all of varying sizes and dimensions, on five different sites, so this was a continuous requirement. On top of this, we needed to ensure our perimeter and boundary fences were checked regularly, our internal and external inspections to check security, leaks etc., plus bins and combustible materials were to be stored 8 meters away from the buildings to reduce or mitigate the risk of arson.

As remote working was expanding, I worked with the IT department to ensure the remote workers' PCs were switched and logged on in the office, and became the eyes on the ground for Andy, Rhiannon and Ben when remote access was lost to an individual PC.

During this time, it also very quickly emerged that we needed to carry out sanitary flushes on all toilets, water dispensers, and boilers in all our buildings. This became a daily task that had to be recorded for our legionella policy. You can imagine that some of the buildings are quite eerie when empty and dead quiet!

As lockdown progressed, we were advised that statutory requirements and inspections had to be honoured where possible. We arranged to carry out as much of the annual maintenance as possible, which is normally carried out during May, to reduce any potential impact on our return to work. This included:

- Paint line deep clean
- Paint track service
- Paint & Drying ovens service
- Trumpf service
- Welding Plant inspected and service
- LEV systems service and maintenance
- Water tanks cleaning / drainage
- Gas compressors service



To help us return to production, we also commenced our work on the fixed wiring inspection in the Gazco Factory, again to reduce any potential impacts on production.

As we prepared for our re-opening and return to work we were taking guidance from the Government, HSE and other businesses on the estate who were happy to share info and experience.

It was so important that those returning felt safe and secure in the workplace from the word go.

We worked with the various heads of department and IT to reorganise and move offices so that we could maintain the 2m distance. With Alistair, Caroline and Paul, we planned one way systems that were practical, with Michael Van De Burgt also updating our COVID – 19 Risk Assessment. We also had the offices and facilities thoroughly cleaned in preparation for the eventual return to work.



Many hours were spent marking walkways, implementing signs on the stairs and doors, tracking down face masks, shields and gloves – and we all know how difficult it has also been to track down hand sanitiser!

What next?

Now we are using the one way systems and walkways, we have had to rearrange and tweak a couple to allow for practical use, where it is clearly safe and practical to do so. We are sure we will be able to make further safe and practical adjustments as the lockdown unwinds.

IMPORTANT NOTE!

If anyone feels they are showing signs or symptoms of COVID-19, please notify your Line Manager and HR immediately, so that we can then arrange a deep clean of any potentially infected area immediately.

WELCOME TO OUR NEW FINANCE DIRECTOR

A warm welcome to Paul Swan, our Group Finance Director, who joins the company with over 30 years' experience working in finance for manufacturing businesses around the UK and across Europe.

Paul's previous employers include Parker Hannifin Corp (approximately £12 Billion turnover per annum), where he was employed as a Division Controller, responsible for several manufacturing sites for 14 years, and later the TDK Corp (£10 billion turnover per annum), where he was employed as UK Finance Director for four years.

Paul has recently been involved as a Director on the board of the South West Institute of Technology, working with other key South West Employers and Exeter and Plymouth universities to secure funding and deliver the South West's first Institute of Technology.

Paul moved to Devon around ten years ago, and lives with his wife and three daughters along with two Siberian Huskies. When time permits (ie not ferrying children around to social or sporting events), he enjoys cycling, and walking in the beautiful local countryside.

On joining the company, Paul commented, "I am really privileged and excited to be joining the Stovax Heating Group as Group Finance Director. Despite the COVID-19 crisis, I can see the huge potential that the company has in the coming future and all of the exciting projects that we have in the pipeline, and really look forward to working with you all to build on what is already a fantastic company to work for."



INVESTING IN OUR MANUFACTURING

Laurie Bayliss, Gazco Production & Purchasing Director, talks about the latest investment in our manufacturing.

We are seeking a new Trumpf Punch - a significant investment for our manufacture of gas fires, which I believe will revolutionise our approach to manufacturing. The Trumpf 5000 punch uses state-of-the-art technology to enable much faster production of the punched blanks, with far greater flexibility, more overnight unmanned running and smaller batch sizes. This will enable us to give faster service to our customers whilst keeping stock levels down. It will also provide much needed capacity in a key strategic area, supporting our plans to maximise manufacturing at our Exeter site.

It has been a challenging project given the size and complexity of the complete system of punch machine and 75 tonne sheet metal tower, and it is hoped the machine will be up and running later this year. It's a major project for the business, led by Harry Lee and the Lean Team, testing their patience and ingenuity to the full!



GETTING ORGANISED

Beyond the Trumpf project, we are continuing to develop the Production areas with steadily growing Productivity, and prepare for the coming season in what is a very difficult to predict climate due to Covid-19.

One project has been to establish a 'Parts Warehouse' within the Metal shop to provide the expert stock management needed so production can concentrate on what it does best. The result is a much more organised and streamlined management system – visibly improved in our before and after photos!



BEFORE

AFTER

SUPPORTING OUR RETAILERS

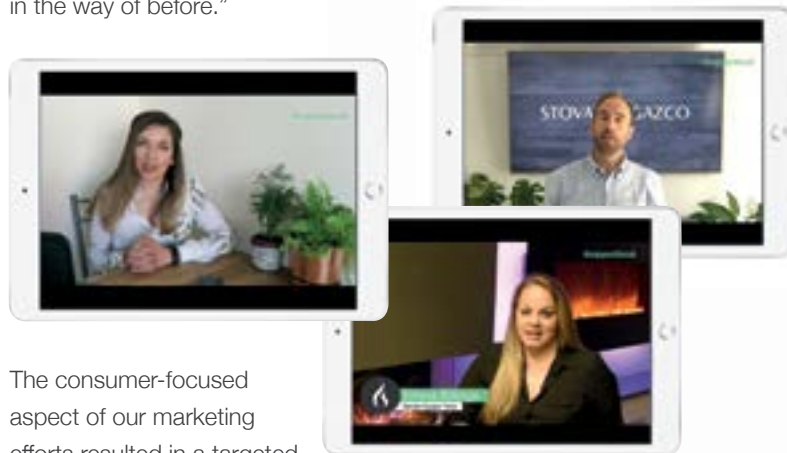
NATIONAL #SUPPORTLOCAL CAMPAIGN

During lockdown, one of the first tasks that the Marketing department set out to complete was to keep our valued network of retailers feeling supported during these unsettling months.

Supporting our network was crucial, as many entered lockdown with trepidation and worry for the future of their business. The result of creative thinking was a retailer-focused nationwide campaign, centred around the relevant message of Support Local.

Never has it been more important to support our local economy, and this message was particularly poignant for many prospective customers – and, of course, our retailers themselves.

Matt Beckenham, Associate Marketing Director commented: “Although our retailer network was largely closed, we seized the opportunity to target the consumers who were using this time to re-evaluate their home living, and the long awaited home projects that life had simply got in the way of before.”



The consumer-focused aspect of our marketing efforts resulted in a targeted social media campaign using the tag #SupportLocal, reaching hundreds of thousands of potential customers through videos and daily posts. This was aimed specifically at encouraging new and existing followers to get in touch with their local retailer for enquiries, ready to put their fireplace plans into action as soon as is practicable with government guidelines.

Meanwhile, we tied in direct Retailer Support functions to this campaign, launching general updates and how-to videos intended to provide help and support to our retailers, plus a dedicated zone on their login areas online that was purely based on offering support marketing packages. Any videos during lockdown were filmed in our own homes, and offered our network valuable support in maximising their online presence during lockdown, plus the sense that we were standing behind them as a manufacturer.

Along with this, we created a number of downloadable point of sale, ready for retailers to display in-store to continue to highlight the benefits of buying local, and even launched a new Retailer Showcase area on our website so that they can boost their online presence further, being visible to potential customers with their best installation photos.



OUR SOCIAL
CAMPAIGN REACHED
**500,000
PEOPLE!**

WE'RE OPEN VIDEO

Following the same vein of the Support Local campaign, we launched a feel-good retailer video, displaying several retailers that shared the good news that they were open for business. The video went live on our social media and reached over 25,000 people – plus showcased a real sense of community spirit.

Emma Billings, Group Customer Service Manager, was also involved with the campaign, welcoming back our retailers as they reopen their doors, and providing a general update on operations in a recent video that has gone out to our UK & ROI network via direct email.



EREFLEX PROMOTION

Expanding the communication of 'Support Local' across the company, we have infused our latest sales promotion with this same message. Available to the UK, ROI and France, the eReflex Power Promo has been launched to assist retailers with their summer sales and maximise their margins to boost them as they restart for business.

WIN

the cost of your product back!

Another project launched during this time has been the 'WIN THE COST OF YOUR PRODUCT BACK' incentive for customers. This incentive invites customers to share a testimonial of their product online, allowing them to gain entry into a draw for the chance to win the cost of their product. A second entry can be gained through registering their product, which we hope will boost our registration numbers, expanding our customer base so that we can provide extended care.



"I knew as soon as I saw it that was the one for our living room"

View real life installations at

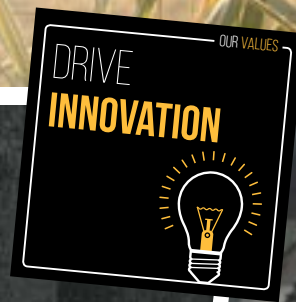
stovax.com/customer showcase

NEW GAZCO STOVES BROCHURE

We have continued to refresh all brochures, online presence, and marketing material in anticipation of the heating season, which has also meant revisiting our Gazco stoves brochure.

The new brochure offers an entirely fresh and contemporary new look, with a number of sleek new images – including the new electric stoves range, due to launch imminently. The pages are now stripped back for a minimal approach, with everything the customer needs at their fingertips displayed in useful tables for complete ease of use.





STOVAX GAZCO

INTRODUCING OUR EXCITING NEW IDENTITY...

At the start of the year, we all updated our email signatures with the new logo that is being rolled out across our many marketing and communication channels. You will now begin to see brochures bearing the fresh new look, and our retailers have now also been informed and showrooms will be updated to reflect the new branding when they are able to do so.

The new logo has been designed to work for Stovax and Gazco independently as strong individual icons, but together also seamlessly integrate as one logo. If you have any queries or are unclear on our brand guidelines, please contact Jamie Wengradt in Marketing (jwengradt@stovax.com) for further information.

We hope that our fresh new look and new emblem reflects and strengthens our position as brand leaders within our industry.



RETAILER SUPPORT CONTINUES WITH NEW SHOWROOM BRANDING



We are now also in a position to be able to roll out our new Shop-in-Shop branding, revitalising retailer showroom spaces with an improved and refreshed look that marries with our new company identity.

This was a cross-departmental effort, with particular thanks to the R&D and Lean Teams for assisting with engineering a cost-effective stove plinth, plus our new 3D moulded logo. The result is a sleek and striking presence that we are confident will attract customers in-store, and boosts our attention to retailer support giving our network the visual tools needed to assist their sales.



STOVAX & GAZCO FEATURE ON ITV NEWS!

Following the rapid and extensive updates around the business to make our workplace 'Covid-Secure', we were approached by ITV to feature on the West Country 6pm news to showcase companies in Devon preparing for inviting their employees back to work.

It was great to see our Managing Director, Alistair Compton, on the news, where he discussed the positive measures implemented in preparation for a safe return-to-work plan. With over 300 employees, made up of a varied workforce that blends all kinds of office, manufacturing, and warehouse activities, it has been essential to assess multiple scenarios to ensure the safety of all our teams and our various daily needs at work.

During this TV spot, Alistair commented: "Safety is paramount. For our 300 employees, we've actually got individual plans in place for return dates. We've sent them risk assessments and have a new COVID-19 policy in place. When people arrive at our doors to come back to work, they'll be aware of the policy and will be totally au fait with the risk assessment of their specific areas – because they're all very different."



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
Shane Rattenberry (Production)	Changes to the way a supplier provides spare parts, saving time, and eliminating waste.	£25.00
Ben Campbell (Technical Publications)	Mirror to be fitted in car park – for health & safety.	£25.00
Shane Rattenberry (Production)	Change to the sealant used. Cost saving.	£25.00
Marc Jones (Production)	Recycling and cost saving idea.	£25.00
Steven Marshall (R&D)	Improvements to the system to help get returned products back.	£25.00
Emily Mancey and Beth Wilson (Accounts)	System to avoid late payment to carriers.	£25.00 (split between Emily & Beth)
Steven Marshall (R&D)	Mental Health training improvements.	£25.00
Lisa Lashbrook (Production Planning)	Scanning of delivery notes to Production Planning to avoid delays.	£25.00
Kelly Weller (Production)	Reusing of a box from a purchased product for a Gazco product.	£25.00
Claire Bastow (Quality)	Removal of paper towels in the toilets where there are hand dryers available.	£25.00
Simon Ozols (Quality)	Suggestion to distinguish recycling bins. Award of £10 given as already in discussion with provider.	£10.00
Steve Thompson (Sales)	Product Feedback Form for retailers.	£25.00
Peter Walker (Despatch)	Strictly colour coded cards for audited stock.	£25.00

NEW NAMES FOR MEETING ROOMS

It was raised as a Staff Suggestion that there was some confusion over the many names for some of the meeting rooms. We have now renamed these rooms and the calendars on Public Folders are being amended in line with the new names. Please be aware that during the UK lockdown, some of these rooms have been repurposed for staff workspaces in order to maintain social distancing, so please do check before booking or entering.



HUNTINGDON – This will remain as is, and is the main Boardroom at Gazco (located in the Innovation Centre).

STOCKTON – This is the smaller meeting room next to the main Boardroom at Gazco (located in the Innovation Centre).

RIVA – This is the meeting room that was previously called the Marketing Meeting Room, and subsequently called the Projects Meeting Room at Gazco (located in the main building, upstairs overlooking Production).

REFLEX – This is the old Boardroom, also known as the Training Room at Gazco (Located in the main building upstairs at the end of the showroom).

CHESTERFIELD – This is the Boardroom located at Stovax.

VISION – This is the small meeting room located at Stovax.

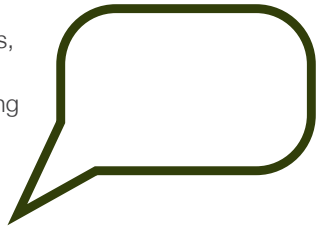
It may take us all some time to get used to these new names, but hopefully will solve any issues about meeting room names going forward.

SUPER SERVICE

It's great to hear from happy customers about our products, but it is just as satisfying to hear from those who have had problems rectified with good service. Here are some glowing testimonials and messages we received earlier this year:

For Derek Thomas, Service Engineer:

"Just a few lines to tell you how pleased we are with Derek's service during today's visit to repair our Gazco fire. Having been repeatedly disappointed with the installation and repairs/service previously, it was refreshing and reassuring to see such professional standard of knowledge, decisiveness and workmanship, especially since he had to modify the non-standard surround with his angle grinder! At last, we have a fire that works properly, to match our expectations when we paid for it in January 2017. Keep up the good work."



For Michael Pluves, Service Engineer:

"The customer has called in to me this morning and would like me to pass on her heartfelt thanks to you, she said you were professional, neat and tidy, polite and a credit to Gazco. The fire is burning better than it ever has, she is very pleased."



For Phillip Hunter, Technical Customer Service Assistant Manager:

"Please could you pass on our thanks to Phillip in the technical department. He was exceptionally knowledgeable and helpful. He talked me through how to resolve a problem with the fire and now it is working perfectly! This was one of the best customer service experiences I have had for a while."

For the Professional XQ team on Twitter from Regency Fireplaces:

@StovaxGazco XQ Team are my stars of the day! I ordered the wrong part, they rang me to check as it's not something I usually order - 5 Stars"



LONG SERVICE AWARDS

Congratulations to the following employees who have reached milestones of long service, or are due to soon in the coming month. Thank you for your dedication to the company!



December	George Fagan	Warehouse	30 years
February	Jonathan Myers	Sales	15 years
March	Ian MacHattie	Sales	25 years
March	Michelle Bowler	Purchasing	15 years
March	Clare Snelling	Accounts	15 years
April	Matthew Reynolds	Metal Shop	15 years
June	Ian Wright	Commercial	30 years
July	Philip Griffiths	Warehouse	20 years

FIVE MINS WITH... CARL FARMER

FREIGHT CO-ORDINATOR

How long have you worked at Stovax Gazco?

I reached three years in March.



Describe a typical working day.

It can involve a variety of different tasks and is different every day. It could be clearing shipment through customs, arranging collections from overseas suppliers, or auditing compliance within the company and liaising with freight forwarders.

What work goals are you working towards this year?

Trade with Europe after Brexit, which will mean understanding the new rules, regulations and procedures.

Starter or dessert? Definitely dessert.

Which of our company values resonates most with you and why?

They all have their merits, but personally, it would be Complete Integrity as I think having integrity is most important.



UNDER LOCK AND KEY

A reminder that the gates to Centurion and the D Units will be locked at 5.30pm each night by padlock. Access can be easily gained after 5.30pm and so there will be no issues with staff getting their vehicles out at the end of the day. Please ensure that you lock the gate again when leaving.

For the code number and instructions for lock please refer to previous email and handouts.

When travelling, we request that staff leave their cars at the D Units rather than take up spaces in the car parks around the buildings, as these vehicles can now be accessed at any time of the day or night by using the code.



NEW WARRANTY BOOKLETS

Our warranty booklets have been updated with a great and fresh new look, and are now a new handy-sized, colour booklet that customers can hold onto for advice on how to extend their warranty.

They also now contain promotions such as the Tree Planting scheme with Certainly Wood, and the chance for customers to win the cost of their product back.



WELL DONE & CONGRATULATIONS!

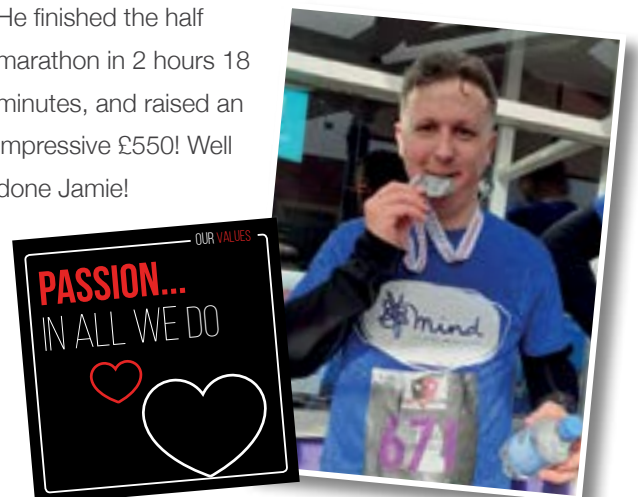


Congratulations to Emma Titley, who earlier this year was appointed Quality, Health, Safety & Environmental Assistant Manager, moving from her previous role as Assistant Customer Service Manager; to William Clark who was promoted earlier in the year to Warehouse Team Leader, from his previous role as Warehouse Operative; and congratulations also to Simon Andrews who was promoted to Junior Technical Customer Service Advisor from his previous role as 1st Call Technical Customer Service Advisor.

HALF MARATHON FOR MIND CHARITY

Earlier this year, Jamie Govier (Warehouse Team Leader in the Reworks Department) set out to run a half marathon in aid of raising money for mental health charity 'Mind'.

He finished the half marathon in 2 hours 18 minutes, and raised an impressive £550! Well done Jamie!



NORDPEIS STEALS THE SHOW

BEST STOVE AWARD WINNER!



“*The Nordpeis ME is a funky and beautiful Ecodesign Ready stove that would make an amazing contemporary focal point in any self-build home – a deserving winner!*”

– Build It Awards Judges



Nordpeis ME Bench with Side Windows

Stovax & Gazco's Associate Marketing Director Matt Beckenham and PR Officer Annabelle Carvell on stage accepting the award

The Build It Awards is a prestigious event that sees the best across the self-build industry come together in one night to celebrate the various sectors. From architects to manufacturers like us, we attended the event at the end of 2019, and it was packed with innovators.

For three years running, the Stovax Heating Group have been shortlisted with a number of products, and this time we are delighted to have won with the Nordpeis ME! Aside from our winning appliance, three other products were shortlisted – we are proud to have made an impact on the judges with so many products from our portfolio.



We were also proud to have three more shortlisted products:



GAZCO VOGUE MIDI T ELECTRIC



STOVAX CHESTERFIELD STOVES



GAZCO LOFT GAS STOVE

PLUS: HOMEBUILDING & RENOVATING AWARDS

We were thrilled to hear that Stovax was shortlisted for the Homebuilding & Renovating Awards as 'Best Heating and Plumbing Supplier'! Thank you to all those that voted for us earlier in the year – the support is much appreciated. The winners in each category will be announced at the Virtual Homebuilding & Renovating Show, 24th - 25th July 2020 – wish us luck, and keep your fingers crossed for success!

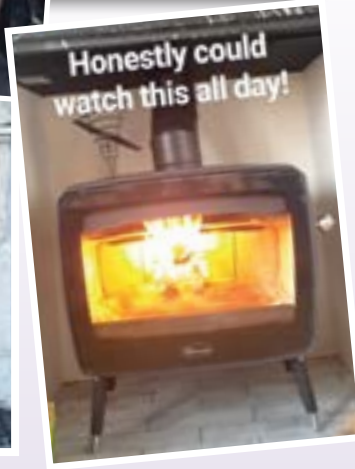
2020
SHORTLISTED

Best Heating & Plumbing Supplier





**TWO PRODUCTS,
ONE HOME!**



You can follow Greg's renovation on
Instagram @manwithahammer

NEW INFLUENCER PARTNERSHIP

Influencer marketing has been part of our ongoing Marketing strategy for a number of years, but we are now applying enhanced focus and weight to this essential channel. We are currently working with several online influencers, which allows us to speak to potential customers on a more authentic and 'real' basis.

One of our influencers is Greg Penn (@manwithahammer), an Instagrammer who is passionate about renovating – as are his 38,000 followers. He has opted for a Dovre Vintage 50 and a Chesterfield 5 Wide, both of which take pride of place in his renovation of an impressive Georgian house, originally built by the navy for Admiral Nelson!

We believe this modern form of marketing will allow us to reach consumers in a completely new way, and with these enhanced campaigns we are already seeing the benefits through increased social media enquiries, which we hope will translate to sales in their local areas.

PROUD TO DEMONSTRATE HIGH STANDARD OF MANUFACTURING FOR TRADING STANDARDS

Stovax & Gazco are pleased to be part of a Primary Authority Partnership with the Devon, Somerset & Torbay Trading Standards Service (DSTTS). Our partnership in this scheme gives customers confidence to buy from us with the knowledge that we are fully compliant with relevant legislations.

During December, we were delighted to host a Trading Standards international delegation to help them demonstrate the highest standards of manufacturing. The Devon, Somerset and Torbay Trading Standards Service (DSTTSS) approached Stovax and Gazco as the main company to be used as an example of a manufacturing business for their Georgian delegation.

Their team from Georgia were visiting the UK to understand how a Trading Standards Service works and to ensure that they can then take experience back to their home country to help in developing a similar service there.

As part of their visit, the DSTTSS and their guests toured our premises on December 5th for a valuable opportunity of first-hand experience of good-practice in a real manufacturing setting.

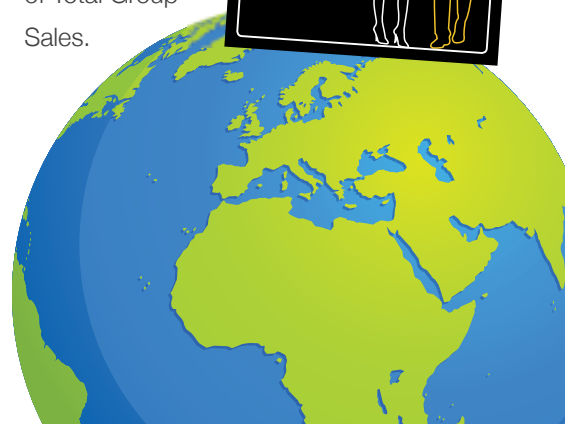
Paul Thomas, Head of the DSTTSS, thanked us for providing an example of a business with "experience of the manufacturing process, systems and controls developed over the years to ensure that products produced are manufactured to the highest standards."

As an organisation that places huge importance on the quality and safety standards of our products and manufacturing, we were extremely proud to be selected by Trading Standards and to be able to assist them with their international delegation.



THE EXPORT WEATHER REPORT

Export continues to thrive even in these uncertain times, trading globally with different countries easing their lockdown at different times, meant we were able to start despatching mid May. Since reopening we have sent 3 containers to Australasia and Israel and continue to fill our order book each day. Electrics are currently a major part of Exports but other Stovax and Gazco products are holding their own despite changing regulations. In 2019 Export Sales were almost 20% of Total Group Sales.



LEADERSHIP & MANAGEMENT TRAINING

A number of staff members have been working towards CMI Leadership & Management Apprenticeships. These courses are designed to equip our staff with a broad range of knowledge, from team leading and resource management (Level 3), to recruitment and information management (Level 5).



Simon Hart (Continuous Improvement Supervisor), who was awarded Apprentice of the Month by Exeter College in February, said: "The course was insightful on the different methods of management, and how to approach different situations when managing your team."



David Mardon (Group Warehouse Manager) commented: "The course is very enlightening. It looks at all aspects of management with much focus on recognised theories. It details how to carry out often overlooked processes, like stakeholder analysis, and the importance of understanding the business strategy and objectives, and what role you play in achieving them. Managers often find themselves in the role via promotion, normally by working their way up the corporate ladder. This route can bypass many techniques that can really improve the overall performance and department. Understanding these theories and techniques ultimately lead to a more productive business."



Simon receiving his certificate from Gini Williams, Training Recruitment Advisor at Exeter College.

Since June 2018, the following staff have been on training sessions and completing assignments that cover the various areas of management applicable to the level they are working towards. Level 5 staff have been to weekly sessions with Exeter College, and have also had to own and run a project for at least 6 months putting their project management skills into practice. Along with this, the Level 5 course has covered various management theories and models, covering every part of potential area management. The Level 3 course also saw staff going to weekly college sessions, contained theoretical assessments, and covered managerial duties, how they could be managed efficiently, and what tools are available to them.

CMI Level 3 Diploma in Principles of Management & Leadership

- Steve Cain – Team Leader (Metal Shop)
- Simon Hart – Continuous Improvement Supervisor
- Rael Luffman – Team Leader (Stores)
- Adam Kocinski – Team Leader (Metal Shop)

CMI Level 5 Diploma in Management and Leadership

- Chris Glanville – Production Metal Shop Manager
- David Mardon – Group Warehouse Manager
- Alex Sheldon – Research and Development Manager
- Sean Warren – Group Quality Manager
- Mark Brookman – Purchasing Manager (Gazco)
- Michelle Bowler – Purchasing Manager (Stovax)
- Sarah Hooper – Group Export Customer Service Manager
- Jamie Wengradt – Creative & Assistant Marketing Manager

CORONAVIRUS ADVICE

WASHING YOUR HANDS IS ONE OF THE EASIEST WAYS TO PROTECT YOURSELF

KEEP WASHING YOUR HANDS FOR AROUND

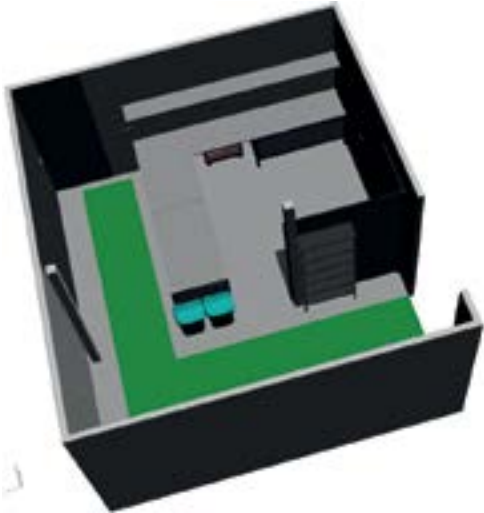
20 SECONDS 





NEW ELECTRIC LAB!

Given the direction of consumerism and the rise in electric interest, we have recently invested in a new dedicated, state-of-the-art electric lab. This will allow us the tools and space to really hone in on the development of our electric division, giving us the edge over our competitors.



NEW PRODUCTS RELEASED!

A number of fantastic new products were successfully launched over the last season, and most recently this includes the Sheraton 5 electric, the Vogue Midi T Electric, and the Stockton 5 electric earlier this year. These have been publicised across our web, social media, press, and direct-to-retailer channels. Thanks to everyone for their hard work across the entire business in getting these products out of the door and into our extensive portfolio.

COMING SOON...

Soon to launch is the exciting arrival of our eagerly anticipated updated electric stoves across the Stockton2, Vision, Marlborough2 and Huntingdon ranges. These will feature the signature and Ecodesign-compliant electric effect seen across the rest of the Gazco collection, and we are confident that the update will bring these models back to the forefront of the electric market.

