



internal staff newsletter

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Now knee-deep in the heating season, and scarily close to the end of 2020, I'd like to take the opportunity to reiterate my thanks to everyone for the hard work and commitment to the business over what has been an unprecedented year to say the least.

By now, all permanent staff should have received your 'Love to Shop' gift cards to the value of £40 – a token gesture of thanks for all your hard work support, and a true appreciation of your efforts that have allowed us to remain strong among extremely volatile and unusual times.

Despite the hard year, this issue of our staff newsletter is packed with positives. We've continued to launch new products, to drive sales, to support our retailers, and to look toward our

future. In particular, please take note of the particularly momentous news for the company, which surrounds our future investment and plans to move premises, where we have a fantastic opportunity to streamline our operations.

Just as we are starting to find our feet and settle into one way of working, it



seems that once again we are facing another set of challenges with a second lockdown. I am proud of what we have all achieved for the business and I'm confident we can all pull together and see this challenge through once again.

For now, let's all keep focused as best we can on a strong heating season, and doing what's needed to keep our products going out of our doors before the festive period begins.

Alistair



# Exciting announcement – introducing our new Exeter premises!

See page 2 for full details



SkyPark



**Did you know:** We recently donated approximately £40 worth of foreign coins to the Force Cancer Charity. Every little helps a good cause!

# Exciting announcement – our new Exeter premises!

After hugely considered planning and paperwork, we are thrilled to be able to announce the great news that the business will be moving to Skypark, Exeter, with plans for brand-new offices and manufacturing facilities now fully in motion for an anticipated 2022 move.

The building has been designed to the BREEAM 'excellent' standard putting our facility in the top 1% of UK physical places to work. BREEAM rated developments are more sustainable environments that enhance the well-being of the people who work in them and help to protect natural resources.

This means excellent staff facilities:

- Break out areas
- A shared canteen
- Drying rooms and multiple shower facilities allowing more cycle to work schemes.

- Natural light in all areas – warehousing having access to natural daylight.
- No more point type air conditioning units. Instead, there will be a controlled fresh air environment across offices, manufacturing and warehousing.

Sustainability is at the heart of the design, using the latest technology, heat recovery and cooling systems, and state of the art insulation. It may even incorporate solar energy generation. A single site IT platform will reduce reliance upon external 'estate wide' IT transmission and provide far more reliable, fast and robust data connections.



## What is SkyPark?

Skypark has been dubbed Exeter's new generation of Business Park, combining industrial, office, and distribution space in one hub. It is planned that Skypark will be the South West's most significant Business Park, also including hotels, local facilities and a biomass and gas combined heat and power plant in a landscaped environment of over 100 acres.

As can be found online, the vision for the site is to realise the full economic potential of Exeter, as a major regional centre, to provide a range of employment opportunities Skypark, will become a self-sufficient new urban business community with improved existing and new local facilities.

More information on the site itself can be found on [skyparkexeter.co.uk](http://skyparkexeter.co.uk)



## Why SkyPark?

It's no secret that our current facilities are situated across 10 outdated and inefficient 1970s buildings – of course, all of which served a great purpose towards company growth in their heyday.

We recognise that Skypark opens opportunities to reduce our commercial energy usage and carbon footprint with a purpose-built and environmentally-considered building, including access to district heating, in one consolidated site. This is a vital step in securing the sustainability of our operation as the market leader in our sector.

Our relocation also answers a lot of our internal communication and logistics frustrations by offering a single and central hub that encompasses all aspects of the business in one unified location. A single facility allows us also to retain our strong local supply chain, offers space for future expansion, improved working conditions, and of course, allows us to retain you, our knowledgeable and valued local employee base.



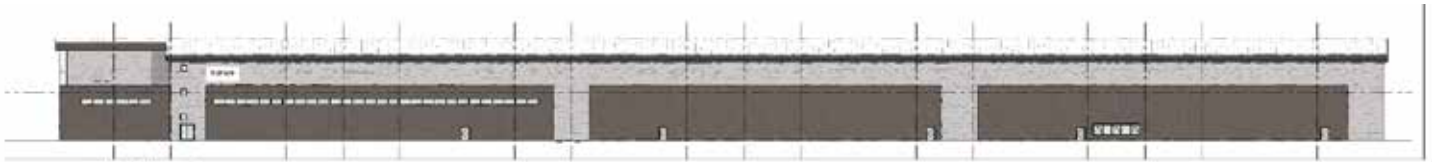
## Architect Drawings



South Elevation



North Elevation



East Elevation



West Elevation



See overleaf for FAQs on the new move...



# New Premises

## Frequently Asked Questions:

We've put together a list of FAQs we anticipate will be at the top of your list of queries.

### What is this costing?

One of the biggest drivers behind the move is that in addition to all the numerous other business benefits, this is also going to be largely cost neutral!

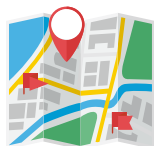
The rent on the new purpose built premises is equal to the cost of our current rental across all our sites. What is more, we also stand to make substantial savings by having improved workflows across much of our operation, reducing our financial inefficiencies and helping to further secure the future strength of the business.

### Why are we moving?

Due to the continued growth of our company a single purpose-built facility offers the organisation significant efficiency gains, space for future expansion and improved working conditions for our staff.

### Where are the new premises based?

The new premises are based on the Skypark development site adjacent to Exeter Airport. The plot itself is located next to the DPD warehouse and opposite the Amazon Distribution Centre.



### When are we moving?

The exact timings are yet to be fully defined. Due to the huge scale of moving our operation, we need to co-ordinate the most effective way of moving whilst maintaining the ability to continue to satisfy our customers demand.



The move will likely be broken down so that different departments move at different times. This will all be fully briefed out as the plan develops. The general plan will be to have the operation begin to transition to the new site from mid-2022.

### Will we still have open plan office space?

The office spaces have a mixture of break out areas, private meeting rooms and open planned office. It's a refreshing change from the current dated offices we occupy, plus correctly designed heating and cooling systems will provide a comfortable environment to work in.

### How will we move all our equipment over?

Areas such as office spaces will be set up with new desks and furnishings. As such, mainly IT equipment and critical paperwork will be moved, which will be a relatively simple task. The move of our machinery and stock will require the assistance of external specialists to ensure we experience as little downtime as possible.

### Will all the IT infrastructure be set up beforehand?

Yes, the IT infrastructure will be set up prior to moving. The move offers our IT department an opportunity to modernise the IT system, whereas today's system has to communicate across multiple sites which causes a lot of complexity.

### How do I get there? / Nearest transport links?

The new site is only 2.5km from our current location, and has a similar access to the motorway network and direct A30 access. The Series 4 bus runs regularly from Exeter bus station and Honiton Road park and ride, and there are also cycle paths into Exeter and Cranbrook. A new Cranbrook – Exeter express bus service is already running, which will stop at Skypark.



### What will the parking be like?

Over 150 car spaces will be available, including limited points for charging electric vehicles. Cycle storage will also be available, as will showers and changing facilities.

### When will we be able to see floor plans & workspaces?

The plans are currently only developed to satisfy the planning applications, however as the project progresses the huge task of defining new layouts for our operation will begin. Once defined, we can openly share the designs.

### When will our current facilities be closed?

Our current lease expires in January 2023.

Clearly under these tough covid restrictions, it is very difficult for us all to get together. However we will be doing some walk-arounds over the coming weeks to show some of the plans in more detail.

If you do have any further queries or worries, please do feel free to get in touch with Caroline Carr or John Myhill who will gladly help you to navigate this significant news.

# New products launched this season!

## Vogue 700 Inset, from Stovax

We are thrilled that the Vogue 700 Inset recently launched with a suite of marketing materials and retailer support videos to give our customers everything they need to make the most out of this exciting new fire.

The Vogue 700 Inset adds a completely new Ecodesign Ready woodburning cassette fire to the Stovax portfolio, and has been designed to appeal to a wide range of customers and work with a variety of interior styles.



## Reflex 105 Multi-Sided, from Gazco

November will see the exciting new Gazco Reflex 105 Multi-Sided gas fires join our Reflex collection. With an innovative optional kit, this designer fire can be configured from a three-sided version with panoramic views to a corner installation, and will launch with a comprehensive support package to help our retailers to maximise their sales and promote this fantastic new product to their customers.

A big **thank you** to everyone for their part to play in the launch cycle, and getting these products out to our retailers this season!

# Well done, and Congratulations!

## Long Service Awards

Congratulations to the following employees who have reached milestones of long service. Thank you for your dedication to the company!

Graham White	Stovax Production Engineering	25 Years
Phillip Haynes	Gazco Production	15 Years
Peter Treen	Gazco Production	25 Years



## Recent Promotions

Congratulations to the following staff for their recent promotions and appointments – wishing you all the best in your new roles! Steve Thompson, Promoted from Area Sales Representative to National Accounts Sales Manager, with Alice Wickham now supporting Steve in this area as Customer Service Advisor (key accounts); Izaac Douglas, Promoted to Lean Manager; Ionel - Adrian Balint – Promoted to Warehouse Team Leader in the Stores Department; Annabelle Carvell – Promoted to Senior Communications & PR Officer; and Carl Farmer – Promoted to Senior Freight Coordinator.



## CMI Leadership & Management Results



A number of staff members have been working towards CMI Leadership & Management Apprenticeships, as mentioned in the previous version of Ignite. Congratulations to the following employees, who all passed with Distinctions!

- Michelle Bowler - Purchasing Manager (Stovax)
- Sarah Hooper - Group Export Customer Service Manager
- Jamie Wengradt - Creative & Assistant Marketing Manager
- Mark Brookman - Purchasing Manager (Gazco)
- David Mardon - Group Warehouse Manager

## Supporting Our Retailers on the Road

Well done to Sam Reeve, Elic Flint, and Georgie Dennis from Marketing, who have been recently diversified their roles to undertake further retailer support tasks, particularly in implementing our in-store branding in many showrooms across the country.



Select Stoves left a particularly nice comment in a recent Instagram post, thanking the team for their hard work and efforts – it looks fantastic!

selectstoves Massive thanks to @stovaxgazco for the re-decorating and re-branding in our showroom this week. Your team were incredible and have done an amazing job 🙌. Large range of wood, gas and electric on display, call in for a warm welcome 🍷 #newlogo #rebranding #stovax #stovaxgazco #firesandfireplaces #fires #logburners

## Staff Suggestions

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.

To avoid cash being handled, payments will be made via Payroll from now on. These current awards will be added to October's pay. All successful suggestions will be implemented as soon as we are reasonably able to do so.

Name	Suggestion	Award
Curtis Dockree (Export CS)	Improvement to reduce multiple shipments to same customer	£25.00
Curtis Dockree (Export CS)	Translation of MTM paperwork into French for French Customers.	£10.00
Lewis Gallagher (Warehouse)	Add mirror to pallet locations to prevent accidents	£25.00
Steve Beck (Metalshop)	Improve spacing to increase number of components per blank from 4x to 7x.	£25.00
Steve Beck (Metalshop)	Change from Phosphor Bronze Tig Welding Rods to Silicon Bronze Welding Rods	£25.00
Bridget Floodgate (Purchasing)	New Orbis Alert re Obsolescence.	£25.00
Bridget Floodgate (Purchasing) & Adam Mullen(Commercial)	Marker for 7 Year Spares (£25 Award split)	£12.50
Philip Hunter (Technical CS)	Company Flu Jabs	£25.00
Simon Andrews (Technical CS)	Upgrade on office mobile phones	£25.00

## 5 MINS WITH...

### LEE DONNELL - DESPATCH WAREHOUSE SUPERVISOR



#### How long have you worked at Stovax & Gazco?

Just over 3 ½ years

#### Typical working day?

It varies from week to week and where we are in our season. I prefer in season to be able to join my team on the floor, always striving to smash our targets, but other days are made up of emails, organising my teams, responding to queries, stock control and other exciting(!) stuff like that.

#### What's the biggest project you're working towards now?

We are currently striving towards achieving our highest numbers so far in Gazco Despatch for two consecutive months in a row. As always – we will give it our very best shot.

#### Any TV series you're watching at the moment?

I'm forever re-watching (much to my wife's annoyance...) a Scottish classic called 'Still Game' - the best Scottish Comedy about.

#### Favourite time of year?

It's got to be Christmas as you get to spend time with the family, get a real break from work, see friends and ultimately find out if you've been naughty or nice that year...! And to top it all off my favourite part of the day is the Exmouth Christmas Day Swim which takes me straight to my Scottish roots – freezing but with a whisky in hand to warm the old bones!

## Holiday Pay Enhancements

From January 1st 2021, we're delighted to have enhanced our holiday pay scheme.

For those staff applicable, the enhancements will see the basic holiday pay increased by other normal regular payments such as overtime and shift premium based on the average last 12 months rates and will be applicable for up to four weeks of holiday pay.

If you have any questions, please do get in touch with Paul Swan or Payroll.



## New Fire Alarm Times

The fire alarm at the **Gazco site** will be tested every **Wednesday between 1:00pm-3:00pm.**

The fire alarm at the **Stovax site** and **Falcon Road Warehouse** will be tested every **Wednesday between 14:00pm-14:30pm.**

# New Mental Health First Aiders

## What is mental health?

Mental health is just as important as physical health, as being mentally healthy allows us to carry out day-to-day living with greater ability. According to the Mental Health Foundation, good mental health is characterised by a person's ability to fulfil a number of key functions and activities, including:

- the ability to learn
- the ability to feel, express & manage a range of positive and negative emotions
- the ability to form and maintain good relationships with others
- the ability to cope with and manage change and uncertainty



## Our new Mental Health First Aiders

As a company, we recognise that offering mental health support in the workplace is essential. Because of this, five of our staff members have recently attended a two-day training course to become Mental Health First Aiders.

The purpose of the course was to give the attendees an in-depth understanding of mental health and the factors that can affect wellbeing. It also offered training on how to recognise the signs and symptoms of common mental health issues, and understand how to step in and deal with these in the workplace.

Our newly-trained Mental Health First Aiders are:

- Caroline Carr (HR)
- Amanda Severs (HR)
- Keith Pike (Assembly)
- Chris Glanville (Metal Shop)
- David Mardon (Warehouse)

There is a stigma attached to mental health, which often stops people sharing their feelings, as they feel uncomfortable. But by talking more, and making mental health a more commonly-discussed topic, we can begin to break down that stigma.



**'The majority of people who experience mental health problems can get over them or learn to live with them, especially if they get help early on.' – Mental Health Foundation**

Should you feel like you need support, please feel free to reach out to our Mental Health First Aiders who can help to guide you towards the right mental health support in confidence.

For more information on mental health, please visit: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

## Data Handling

A short reminder for everyone to remain vigilant when it comes to handling data securely. It is essential that we remember our duty of care and responsibility when it comes to customer data. If ever in doubt, please speak to your line manager for advice.



## Coronavirus Advice

The info on coronavirus is changing continuously, in line with local and national regulations – all of which affects our policies and conduct across the company.

If you do have any questions or need reminding of the latest advice, please consult your line manager or the HR Department.



# 20% OFF

## FOR ALL STOVAX & GAZCO EMPLOYEES!

.....  
We're delighted that we have been able to arrange an exclusive 20% discount for all Stovax & Gazco employees at the Salcome Distilling Company as part of another project we are doing for our retailers.

Choose from their collection of spirits and gifts\*, from luxurious hampers to branded copper barware and miniature gift sets, just in time for Christmas!

**SIMPLY USE THE CODE  
STOVAX20 AT CHECKOUT TO  
RECEIVE 20% OFF.**

**SALCOMBEGIN.COM**

\*Offer excludes Gin School  
Terms and Conditions: The offer cannot be used in conjunction with any other promotional offer. All offers and discounts are valid on orders placed by 31st December 2020 only.



# Exclusive Staff Discount on Helly Hansen & Musto



As you may have seen, we have recently launched a retailer promotion offering Helly Hansen Crew Jackets with selected showroom displays. On the back of this new supplier partnership, we have negotiated an exclusive discount for all Stovax Gazco staff; a superb 30% off the entire Helly Hansen and Musto portfolio\* until the 19th November!

**Simply enter the following codes when checking out online.  
HH30STOVAX20 - hellyhansen.com • STOVAX30 - musto.com**



This discount is exclusive to Stovax Gazco employees and their families. \*Full price items only from hellyhansen.com, www.hhworkwear.com and www.musto.com Every order comes with free returns and one time free exchanges – follow steps online.

# IT Security – Keeping Us Safe Online

It is worth reminding everyone of steps we can take to avoid a data breach, a phishing scam or becoming a general target of fraud or ransomware, especially in the current climate with so much activity now based online.

We have very recently seen a large increase in phishing emails that appear to be from senior members of staff requesting colleagues to take action on their behalf. Other emails might appear to be from customers or suppliers with links to click on or attachments to download. Everyone needs to remain vigilant. HMRC, Covid-19, tax refunds, furlough payments etc. are all being used as subjects to get your attention.

Emails seemingly from Company management instructing purchases, payments or changes to supplier details are a common method of fraud, especially if they are out of the blue.

All of the Company's Directors and Senior Management Team are happy for you to verbally check or question them on any electronic request you receive purporting to be from them that requires you to engage in a financial transaction that appears unusual, urgent and / or not previously discussed.

Do not reply to any suspicious email. If you have to send an email, create a new one using your Company email account and add the recipient to the email so you know you are emailing the real mail account. Personal social media and email accounts should never be used to conduct Company business. The use of Company equipment for personal purposes does not guarantee your personal activities or transactions are safeguarded.

**Should you suspect any fraud or phishing attempt then here are some useful links where you can take action:**

- Should you receive a phishing email please send it to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)
- If you are victim to online fraud then please report it on [actionfraud.police.uk](http://actionfraud.police.uk)
- To check if your email account details have been exposed in a hacking event you can do so by entering it into the following website [haveibeenpwned.com](http://haveibeenpwned.com)
- Further information can be found at [ncsc.gov.uk](http://ncsc.gov.uk)

## What you can do for IT security

It's important we are all aware of general IT security and what we can do in the office to avoid a data breach. Email scammers work on familiarity, threat, complacency and temptation. Falling foul of a phishing email can result in the loss of personal or company data, unauthorised access to your online accounts and giving up control of your PC, tablet or mobile phone.

**Use these tips to safeguard yours and our information and systems alike:**

- **Check the 'from' address.** The sender's name may look familiar but the associated email address may be unusual.
- **Is the greeting impersonal or inappropriate?** Is there poor spelling, grammar and presentation? Scammers are getting better at this but there is often a clue in the way they address you and the format of the email.
- **Check contact information and other weblinks.** Hover your mouse over any weblinks to see where the link will take you if it was clicked on. Contact information on these emails may also be incorrect.
- **Check branding.** Real companies spend a lot of time and money in this area and there are often subtle differences in the official branding from legitimate senders compared to the phishing version.
- **Check if the linked website is legitimate.** Do not click on links that ask you to check an urgent message on your account. Go to the official site via a web browser and log in that way.



- **Asking for personal, security or financial details?** Official and reputable company emails will never ask for personal or security details via email. Google their phone number and call them if unsure.
- **Trying hard to be 'official'?** The use of supposed ID or account numbers and messages shouting 'official!' is a common trick. Check your own records to verify any details.
- **Trying to rush you?** Exclusive and time-sensitive deals are designed for you to drop your guard. It's better to miss out on a genuine deal than risk compromising your personal details or money.
- **Social Media.** Reading articles and searching for information declares your interest in something. Don't be surprised if you start getting targeted ads and emails. In fact, tread more carefully.

# IT Support Desk

Following feedback about how visibility and communication around IT support requests can be improved we are introducing a simple ticketing system. This has been tested within the IT team and a few other departments for a while, but we now require everyone to be using this for all support requests.

**Unless it is a Windows password issue preventing you from logging on to your PC in the first place, then support requests should now only be requested via the Support Desk.**

- **Login via <http://stokes/SupportDesk> and use your Windows / PC log in credentials.**
- **The password will change when you change your Windows password.**



New tickets should be raised with as much relevant detail as possible. The tickets are assigned to a member of IT automatically and you will receive updates during the ticket's lifecycle. Your own updates to the ticket should also be done within the Support Desk where the ticket status can be changed as well. If you have multiple open tickets, these are all displayed on the Tickets screen and you can refer to previous support tickets and their resolution if an issue reoccurs.

There may be a need to give feedback about the Support Desk itself should you encounter any oddities in the early days. You can do this by raising a ticket and selecting the categories 'Services' – 'Support Desk' on the New Ticket screen. This will ensure we can be confident the system works well when rolling it out to the rest of the business.

Where wider system issues have already been reported i.e. phone system is down, then these statuses and resolution progress will be displayed on the login screen to prevent duplicate tickets being raised.

We have tried to keep it simple initially but it will evolve as it becomes more widely used. Hopefully we will all find this helpful to keep up to date on the progress of support requests.

## Update to Public Folders

The Outlook Public folders will now be part of your mapped drives. The new drive is K, and will be located on the Cromwell server. It will be mapped to your drives as part on the windows logon process.

The folder structure that is in place is a result of the feedback that was carried put a few months ago. Our IT department have endeavoured to ensure most of the documents are there, but if any documents are missing, please go ahead and update these.



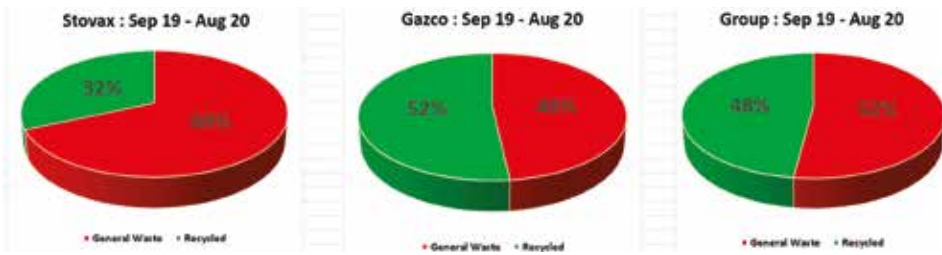
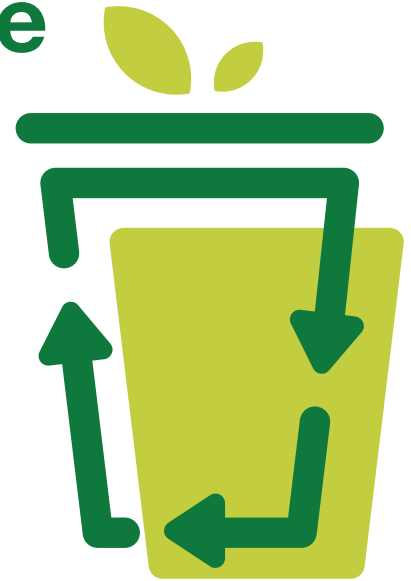
## Assembly enquiries email

There is now a group email address called **!Gazco Assembly Production**. This address can now be used for all Assembly enquiries, and will enable all of the Assembly Production team to be kept up to date of any issues or requirements.

# Waste & Recycling Update

Last year we recycled 49% of our waste

Year to date we have only recycled 42%



Our target for 2020 is to recycle a minimum of 55% of our overall waste.

## LET'S UP OUR RECYCLING EFFORTS!

If you have any questions or suggestions, please contact the QHSE team.

### What is dry mixed recycling?

Dry mixed recycling or DMR is waste which is free from contaminants, such as food or garden waste. This particular type can include glass, plastic, paper, cardboard etc and is one of the most common forms of recycling.

### Why you should recycle your DMR?

There are endless benefits to recycling. It's what we all need to be doing to help the future of the planet. Recycling has an extremely positive impact on the environment by reducing carbon emissions, limiting the need for raw materials, and reducing greenhouse gas emissions.

With landfill facilities becoming increasingly few and far between, recycling is becoming more of a necessity than it was in the past. In addition to all the environmental benefits, it's also extremely cost-effective for businesses to regularly recycle, and helps us stay compliant.

### What happens to our DMR?

Once collected, all products from your dry mixed recycling are taken to a special facility where it's separated using advanced waste management technology. From there, your old products are either turned into what they were before, or repurposed into something completely different.

### What happens when DMR is contaminated?

When a percentage of a batch of recycling is contaminated, the whole batch of recycling is considered unusable and will be sent to landfill or in some instances it will not be collected by the refuse company until it has been uncontaminated.

For example, the paper towels here (see right) have been and therefore classed as contaminated and should be disposed of in general waste not DMR.



# What Waste Goes Where?

## Cardboard

Use the cardboard cages which are located at each site, this can then be baled at either D1 or Centurion. Please do not dispose in general waste unless it is contaminated.

## Hazardous Waste

Oily rags, paint waste and used spill materials must go into the hazardous waste bins with red lids.



## Metal

Use the designated metal skips; Gazco Factory also have specific skips for different metals.

## General Waste

Any other waste: food waste, crisp packets, polystyrene, strapping.



## Wood

Store separately and at least 5 metres away from the warehouse /buildings.

## Dry Mixed Recycling (DMR)

Use the DMR bins which are located on each site for all clean, dry recyclables such as:

- paper
- newspapers
- magazines
- cans and tins
- milk bottles
- drinks bottles
- food trays
- yoghurt pots
- bubble wrap.



## Aerosols

These are classed as hazardous waste and they must be kept separate in the aerosol bins with the yellow lids and then decanted into special drums.



**No black bags are to be disposed of in the DMR bins**



## Recycling paint thinners

As part of our commitment to minimise any possible environmental impact from our operations we have recently installed a thinners reclamation machine in our paint shop, which recycles used paint thinners and dramatically reduces waste.

# Get to know our team of Engineers



**Service Engineer Team (Left to Right):** Michael Pluves (top left), David Hollis (middle left), Derek Thomas (bottom left), Phil Hunter (Rear Center - Technical Customer Service Assistant Manager) Gary Whittingdon (Front Center) & James Perry.(right)



Spanning the length and breadth of the UK and Republic of Ireland, our team of Stovax & Gazco engineers is one of the largest directly employed engineer teams in the industry having recently expanded further from four, to five engineers.

Each of our engineers is fully equipped to deal with our extensive solid fuel, gas and electric product portfolio, providing our retailers with rapid support when needed and minimising disruption to the customer. Gas Safe and HETAS certified, our engineers are trained to quickly identify the fault and deliver a timely solution – very often during their visit to a customer’s home.

Here’s an introduction to the team that has been taking care of our customers, and the areas each engineer covers, as well as some fantastic feedback they have received from resolving issues in the field.

### Our Engineers and their territories:

- Gary Whittingdon – London and the South East
- James Perry – South West & Wales
- David Hollis – Central England
- Derek Thomas – North West, Northern Ireland and ROI
- Michael Pluves – North East & Scotland

## Recent Feedback

### For Derek Thomas:

“From the moment Derek arrived he was especially careful and followed all guidelines regarding COVID-19 restrictions. The work he did on the fire was thorough and included painting the inside walls black as they had areas of white colouring and resetting the stones/pebbles so the fire looks amazing (especially when lit).

Derek cleaned all the areas he had worked and ensured everything was sanitised (including the remote control) before he left. We couldn’t have asked for anything better.

We would definitely recommend Gazco service to

anyone but especially Derek who was fantastic. We have our fingers crossed that we can have Derek again when next year’s service is due.”

### For Michael Pluves:

“I would just like to say ‘Thank you’ for sending Michael yesterday to repair/service my Reflex 75T fire. He was professional, friendly and exceptionally thorough – my fire only looked this good when it was brand new! I was so impressed by his work that I have already recommended him to my neighbour. Thank you again Stovax, you have a real asset in Michael.”

# Export Weather Report

Recently, James Gilbert has been appointed to a new role and took over as Group Export Sales Director from 1st September 2020. James is an experienced manager who prior to joining Stovax held general management positions within the automotive industry. Since joining Stovax in 2014, James has been responsible for group sales in the Southern Region, successfully growing and managing the area. Here, he shares the latest updates from Export.

*A greater emphasis is being placed on the export markets in delivering our growth ambitions as a company. Global enquiries for supply have come in from South Africa and Mexico since Brexit, and we are launching in to Spain this quarter with an extended range of products.*

*With Brexit comes the introduction of many new regulations, which along with the ever-changing regulations regarding woodburners and gas fires, will*

*present an added challenge. Along with this, COVID-19 restrictions are once again beginning to limit the travel of our sales teams, but despite this, our sales are continuing to grow. We hope for a positive season with the launch of the Studio Air, and have a host of plans in place for the new year.*

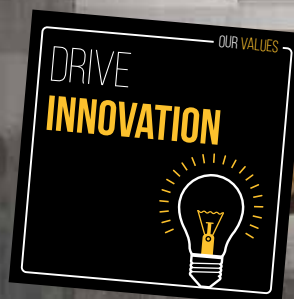


## Stovax Studio Air launched in France!

This season saw the launch of the highly anticipated Studio Air from Stovax to France, which has been communicated via both direct mail and email to our French retailers, alongside price lists and point of sale to support the launch in-store.

Designed to offer the ultimate in indulgence, the Ecodesign Ready Studio Air range combines the very best in innovation, style and fireside atmosphere, and is available in Freestanding and Cassette versions for a striking centrepiece, no matter which version a homeowner chooses. This product will be launched in the UK and Ireland in early 2021.

# STUDIO air



# 2020 Homebuilding & Renovating Award Winners!

We are delighted to share that we were the proud winner of the Best Heating & Plumbing Supplier category at the Homebuilding & Renovating Awards!

Homebuilding & Renovating is a popular national homes and interiors magazines, celebrating their 30th birthday with recognition of the best of the industry through their awards scheme.

With hundreds of entries across just 24 categories, we were thrilled to receive this prestigious accolade, and were selected by a panel of expert judges.

The winners were announced via a virtual ceremony, by NaCSBA's Michael Holmes, and Homebuilding & Renovating's Managing Director, Jason Orme. Thank you to all those that voted for us earlier in the year!



## Shortlisted for the 2020 Build It Awards!

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 in home building. This year, we are thrilled to announce that we have secured two spots on the Best Heating System or Product shortlist with the Gazco Reflex 105 Multi-Sided, new to the UK and Republic of Ireland, and the forthcoming Stovax Studio Air, which has recently been launched to France.

Last year, we were delighted to have won the Best Stove category with the Nordpeis ME, so we hope for success again this year. The winners will be announced in November in a digital ceremony this time, due to coronavirus restrictions.

Keeping our fingers crossed!



## Win the Cost of Your Product Back

We are excited to announce the winners of our first prize draw for our "Win Back The Cost of Your Product" competition. During September, a delighted retired couple were thrilled to win back the cost of their Gazco Stockton 5 balanced flue gas stove. The Fireplace Gallery Cheltenham were pleased to sell the winning stove, and whilst the couple did not want any publicity, they were very grateful for the win and even sent in a thank you card via post!

The September random prize draw was one of two occurring each heating season, with the next taking place in the coming January. The competition extends across Stovax, Gazco, Yeoman, Dovre, Lotus, Nordpeis and Varde products, with customers automatically entered into the draw when they register their warranty or upload a review to our Customer Showcase page.

