

**internal** staff newsletter

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40 years of supplying industry-leading gas, solid fuel and electric decorative heating appliances to a global market! The only shame was that due to the pandemic we were not really able to celebrate this milestone with all of you – the team who have made this journey possible. We have laid out our 5 year plan and will be sharing this with you all over the coming round tables – this will support us going forward and is the first step in getting to the big 50!

We are all probably tired of even hearing the word ‘covid’, but again a heartfelt thanks from myself and senior management for all of the support you have given through these challenging times – I think in the round, everyone handled the unprecedented situation well and I trust you and your families fared as well as we have done.

Normality seems to be returning now and after a turbulent 18 months the economic ‘bounce back’ has created record breaking demand. This is stretching all of us, our systems, and our ability to serve our customers. Again, a big thank you as I believe we are doing far better than many of our competitors. Whilst challenging, I think we need to ‘ride the wave’ as we never know how long this level of demand will continue. In addition, this normality has seen the return of some of the simpler things bringing satisfaction and enjoyment to the day-to-day – return of the fridges and microwaves for one!

It has been a challenging time, with huge cost escalation in transport, energy, commodities and freight, with Brexit hoops to jump through, material shortages, delays in supply – all meaning we need to monitor and reduce our unnecessary / discretionary spend. We have been forced to increase our prices and will continue to monitor the situation.

It has been hugely gratifying to see all departments rising to the challenge:

- Our warehousing, manufacturing and freight teams have been handling huge pressure with incoming/outgoing shipments and capacity issues.
- Our sales, marketing, and customer service teams, including our engineers on the road, continue to maintain relationships with our customers through challenging times, and with huge demands for product ensure our market presence is pushed, as well as launching our new high end brand Onyx.
- Purchasing have been managing a supply chain which is seeing the same constraints as we are!
- Development, quality, and production and engineering driving new product launches and positive change in all we do.
- HR, Finance and IT – in this period of ramp up and demand, they’ve ensured we are kept on the ‘straight and narrow’ with financial reporting and maintaining a motivated and happy workforce, plus our all-important infrastructure and connectivity.



Let's all keep focused on continuing to push our products out, whilst staying safe in all we do (not just COVID) and look forward to another successful heating season.

Thanks again for all of your efforts. - Alistair



# Celebrating 40 Years!

As we'll all know, one of our core values is 'Customer First'. Having this value at the bones of our company ethos helps us to stand out against other manufacturers – by encompassing this in what we do, we are able to encourage custom from our retailers from who they see to be a trusted brand.

To seal our commitment to the Customer First value, and to show appreciation and thanks to our retailer network, this year we sent out a number of gifts to celebrate our 40 year anniversary – a rather eye-catching s'mores kit, complete with everything required to enjoy these by the campfire. Judging from the social media responses, these seem to have gone down a treat and just offer a little something extra to cement a memorable and meaningful partnership.





# Trip down memory lane...

Over the past 40 years, there's been huge development for the business in both our expansion of our brand portfolio and our infrastructure and teams. From the construction of our Gazco site on Osprey Road, to product ranges come and gone, here's a little blast from the past that may take many of us on a trip down memory lane!



## Have a story for Ignite?

If you've been up to something exciting recently, such as charity fundraising or any newsworthy stories, please send submissions to Annabelle Carvell ([acarvell@stovax.com](mailto:acarvell@stovax.com)) in Marketing for possible inclusion in future issues!





# Well done, and Congratulations!



Congratulations to the following staff who have been promoted to new roles. We wish them every success in their new positions!

- Mark Hunt-Bryden** Technical Publications Manager
- Jamie Wengradt** Creative Marketing Manager
- Michael Coke** Biomass Product Development Manager
- Pilar Alcocer-Garcia** Technical Author
- Nicola Elliott** Buyer
- Rebecca Page** Assistant Buyer
- Oliver Andrews** Trainee Development Engineer
- Patrick Newcomb** Senior Design Engineer
- Karen Muff** Senior Freight Co-ordinator
- Chris Luke** Technical Customer Service Advisor (Key Accounts)
- Alex Galan** Production Planning Manager
- William McLaurin** Production Planner

Well done also to **Emma Titley**, who has returned to her first love of Customer Service and is now heading up the E-Commerce Team, and to **Pamela Steer**, who has moved into a new position of Freight Manager.

## Stovax & Gazco Rewards Hub!

We recently introduced a new employee benefit, offering some fantastic money saving discounts to all Stovax Gazco staff!

In the new Stovax Gazco Employee Rewards Hub, you'll find literally thousands of high street retailers, supermarkets, fashion brands, entertainment venues, cinemas, restaurants, gyms, experiences and more – all with significant exclusive discounts available!



Don't forget to download the "Benefithub" App from the App Store or Play Store, for easy on-the-

### BenefitHub

go access from your phone. We hope you are all enjoying the savings and can take advantage of this new ongoing benefit.



## Long Service Awards



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

Nicola Elliot	Assistant Buyer	20 Years
Mark Stacey	Production Operative	15 Years
Ian Kingscott	Group Technical Director	30 Years
Mark Brookman	Gazco Purchasing Manager	15 Years
Barry Dunn	Group Credit Contoller	30 Years
Andrew Adcroft	IT Network Administrator	15 Years
Caroline Carr	Group HR Director	15 Years





# Burgers, Bangers or Both!

Finally, summer arrived! A little late, but better late than never. Hopefully everyone had chance to grab a bite to eat in the sunshine – all in celebration of course of our 40th birthday. Here are a few snaps from the day.



## Cream Teas for Force Cancer Charity

The year is flying by, and it seems a while ago now that we took part in raising money for Force Cancer. Thank you to everyone who took part – we raised £170 for the charity, which will go towards supporting cancer patients and their loved ones needing physical, emotional, psychological and practical support.



## Staff Suggestions

Name & Month	Suggestion	Award
Gary Smith (June)	All fire boxes from suppliers to have a part number on them to identify the correct area in Assembly.	£25.00
Oliver Andrews (June)	Adding QR codes to product data badges.	£25.00
Stephen Lomas (May)	White power cables and plugs on the wall mounted Electric fire range and a 2-2.5cm cable option as an accessory	£10.00
Bridget Floodgate (May)	PPE items for disposal in new building with warning symbol on pallets. Shelf life on Sage for particular stored items.	£25.00

# Super Service!

Whilst our on-site workspaces are starting to show signs of a resemblance to life before coronavirus, we're very grateful for all the continued work our engineers carry out across the UK and Republic of Ireland, providing excellent aftersales service and support to our end-users.

Apart from downing tools in the first six weeks of lockdown, our team of engineers have been working hard ever since. COVID-19 restrictions posed a number of challenges that did significantly affect their quality of job enjoyment, with remote working under strain of obvious anxieties of coronavirus, not to mention the few accommodation and food options available.

Simple niceties, like having a cup of tea at a customer's home, disappeared, and in the early days of lockdown it was a struggle to access PPE – at a time when more PPE was required for home visits!

The team has done an excellent job of adapting to the ever-changing rules, which were not always just nationwide, but very specific and local to an area. With fewer staff in the office while the company required to use the furlough scheme, this also meant that resolving issues took longer than normal.

Thank you to the team for their dedication and for showing the company such valuable support – they truly demonstrated our Customer First ethos at its very core, demonstrated by some of the fantastic feedback and reviews we continue to receive.

“Just wanted to say how happy we have been since contacting Stovax, from the office staff to the engineer. The latter called to give me an estimated time of arrival, and arrived right on time. He was friendly and polite and has done an incredibly good clean service. We are very impressed. Thank you to everyone.”

“Excellent company and unrivalled service. My Studio 2 fire ‘stopped working’ 3 years ago and even though local engineers ‘serviced’ it several times no-one seemed to know what they were doing and I’ve had 3 winters without my fire. At my wits end. This morning, the engineer came to check things out, did a detailed and thorough service, found 3 things wrong, fixed them and now it works!!! Thank you so very much. Can’t tell you how relieved I am.”

“Professional, neat and tidy, polite and a credit to Gazco. The fire is burning better than it ever has.”





## Production, Planning and Purchasing News



*Laurie Bayliss, Gazco Production & Purchasing Director, offers an update from our Production, Planning and Purchasing*

The last four months have seen uncharacteristically high levels of demand for the time of year, so our Gazco Production, Planning and Purchasing teams have been working really hard to try to keep up with customer demand.

These are certainly trying times, as we've seen continuing difficulties in the supply chain marketplace, including shortages in materials such as wood, steel and cardboard – and a considerable extension of the lead times, not to mention costs!

Despite these difficulties, the back orders on Gazco manufactured items have remained relatively low, with the major part of the total Gazco back orders resulting from the unprecedented growth in popularity of one of our electric products, coupled with supplier capacity constraint and ongoing difficulty in freighting goods from this part of the world.

In the last Ignite, I reported that the new Trumpf 5000 punch had been installed and was being commissioned. This is now up and running, and making the majority of all of our punched items. Jason Pickles and Nicolae Saulea are working hard to prove out all of our many products and, despite some ongoing machine issues, are achieving steadily increasing levels of daily output.

The Production managers and their teams have been working closely with John Myhill's team to develop the layouts for Skypark and all are very excited as the countdown begins to the relocation.

Since the last Ignite, I am also pleased to confirm that there have been a number of new starters in the offices, including: **Katie Gurden**, who has joined the planning team; **Anthony Gurden**, who has joined Keith as our Production Technician in assembly; and **Alex Galan** who has started as Planning Manager. Please join me in supporting Alex as he learns this new role and leads the Planning team in fulfilling their full potential.

## Relaxation of Covid-19 Rules



As promised and following on from numerous requests from people around the business, we have taken the decision that effective immediately, **face coverings are no longer compulsory in the business.**

We would ask that people continue to take a cautious approach, and continue with hand washing/hygiene measures. Hand sanitiser will remain available around the sites.

Screens have now been removed and staff are also able to move back into their original desks if they wish. **There is no longer a requirement to maintain strict 2 metre distancing** and will be able to sit together in the canteen etc.

Could everyone please remain very vigilant and react to any suspected symptoms.

We would urge that anyone experiencing any of these symptoms does not attend work, and gets a Coronavirus test.

Whilst we understand that the Lateral Flow tests are now readily available for people, where symptoms are experienced, we will be requesting that Employees do not return to work until they have received a negative test result from a PCR Test ideally, and a minimum of a Lateral Flow Test. Lateral flow test results should be registered as per instructions, and these details then sent to HR.

Where Employees have previously tested positive for Coronavirus, they are not expected to take another PCR test before returning to work, as long as a minimum of 10 days has elapsed and they are feeling fit and well to return.

Employees will be paid in accordance with their sick pay entitlement for any periods of sickness or self-isolation.

It is important that everyone adheres to this instruction and does not attend work, or should leave work immediately they have any of these symptoms.

Your co-operation at all times is appreciated.

## Significant Birthdays

A big happy birthday from everyone at Stovax & Gazco to the following staff who reached milestone birthdays earlier this year!

### Turning 21...

**Will Clark**, Warehouse Operative, and **Lewis Gallagher**, Warehouse Operative, who both turned 21 during August.

### Turning 30...

**Jamie Soper**, Assistant Team Leader, who turned 30 in May, **Kevin Carter**, Assistant Team Leader, who turned 30 in July, and **Annabelle Carvell**, Senior Communications & PR Officer, who turned 30 in September.

### Turning 40...

**Matt Beckenham**, Marketing Director, who turned 40 in May, **Will Porter**, Senior Team Leader, who turned 40 in June, **Oli Gardner**, E-Commerce Customer Service Advisor, who turned 40 in July, and **Chris Luke**, Technical Customer Services Advisor, who turned 40 in September.

### Turning 50...

**Nicky Brooks**, Export Administrator, who turned 50 in April, **Carl Farmer**, Senior Freight Controller, who turned 50 in May, **Bridget Floodgate**, Stock Control Analyst, who turned 50 in June, and **Michelle Bowler**, Purchasing Manager, who turned 50 in August.

### Turning 60...

**Kevin White**, Warehouse Operative, who turned 60 in September.

### Turning 65...

**Steven Beck**, Production Operative, who turned 65 in August.

## Have a break, have a... holiday!

As we are now over halfway through the year, we would urge people to fully consider their holiday options and expectations. Please consider your health and well-being and take some holiday to rest where possible, and ensure you book your holiday on the T&A system or through your Line Manager as soon as you can so we can plan resource for the remainder of 2021.



**All holiday entitlement for 2021 should be used, and there will be no allowance in 2021 for any holiday to be carried over into 2022 unless approved by a Director.**

Employees should continue to take a minimum of 3 days Annual Leave during the Christmas shut-down period. This will have already been accounted for on the T&A system. (With the exception of the Accounts team, as per previous years).

The Company will not refuse any reasonable requests for holiday and all requests will be looked at on an individual basis.

Thank you for your cooperation.

## Parking Reminder



A reminder that motorcyclists park sensibly and ensure they are not parked at an angle in the Motorcycle parking areas. There is only limited parking for bikes, and so everyone should ensure that they are only taking up 1 space.



## 5 mins with...

### Jamie Wengradt - Creative Marketing Manager



#### How long have you worked at the company?

Just coming up to 11 years.

#### Describe a typical working day.

No two days are the same – but the core would be working with the Creative team on new and exciting plans, whether that's a marketing launch of a new product or developing new brand strategies!

#### What's been your biggest achievement over the time you've worked at Stovax & Gazco?

There's so much I'm proud of over the last decade, including the rebranding we did last year, but one project which stands out is the launch of the premium brand Onyx. This was something we really challenged ourselves with and the feedback so far has been positive – let's hope it translates into some strong sales for the season!

#### Favourite product launched this year?

Has to be the Onyx Avanti Electric and its absolutely stunning fuel effect. So good I've just got one at home!

#### What do you love most about your job?

Working with creative people and the diversity of the role, from planning the next product launch to filling a stove with Creme Eggs.

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

Value People – I think it's important to ensure people know they're valued and highlight their contributions to wider company success. Every single person in the company plays an important role!

#### You're buying a meal deal. What's your combo?

My classic choices are tuna & sweetcorn sandwiches, Walkers salt & vinegar crisps, and a bottle of Oasis!

#### You're listening to your iPod classic. What's your guilty pleasure?

I don't feel guilty about any musical choices! My most played this year are the Hamilton Musical soundtrack, Love Island playlist, and Sweet Caroline from the Euros!

## Export Weather Report



*James Gilbert, Group Export Sales Director, offers an update on developments within our export markets.*

As our Export Markets approached our summer season, two factors changed compared to the UK. The southern hemisphere moves into winter mode and their heating season starts to develop. We are currently seeing strong growth with our New Zealand and Australian markets.

Nearer to home our Republic of Ireland, French and Netherlands markets take much longer summer holidays, with Republic of Ireland having 10+ weeks of school holidays and French businesses closing down for weeks during July. As a result, our sales and order intake slows down. That said, our current order book and sales performances YTD remain strong.

Brexit, whilst settling down, remains in keeping pressure on our operating costs and for certain the coming season will remain uncertain.

Further afield we have had fresh enquiries from Japan regarding solid fuel products.

New product launches, mainly for Republic of Ireland, have continued throughout the summer and as we move into September our order intake is already starting to rise. A challenging season ahead of us I'm sure, particularly in keeping up with supply of our products to meet increasing demand, spurred on from COVID lockdowns and travel restrictions.

With thanks to our Export CS, Sales Teams, and warehouse teams with all their efforts in helping to deliver these increased sales results.

## First Stovax products to come off the line!

In our 40 years, despite Stovax being the first of our brands to arrive to the Group back in 1981, we have had our Stovax product assembly outsourced. Now celebrating our anniversary, it seems very fitting that our production line have now received the training on how to build the new Stovax Huntingdon 30 range, for in-house assembly within our metal shop.



The assembly process uses single piece flow methodology whereby the product moves down the assembly line and operators remain in one place, each completing a single stage of the build. This efficient method of building our product has resulted in the stove being less costly to manufacture ourselves than using the existing finished goods supply chain.

The project was a collaboration across multiple departments and represents a significant milestone for Stovax, paving the way for future sustainability – no doubt to be explored to its full potential at our new SkyPark premises.

## Sustainability

In the last edition of Ignite, we shared that we had been reviewing our management system objectives. We held a half year review in July, and presented our progress to the management team.



In the first six months of 2021, our waste levels reduced slightly against the same period in 2019 but, due to the closure of the site during the first wave of the pandemic, this increased by 2.8% against 2020. In contrast we

have continued to see an increase in the amount of waste recycled, which has gone up to 84%.

Unfortunately, this is likely to drop slightly during July and August as our DMR and General Waste contractor has been experiencing service difficulties and have taken the decision to combine the general waste and DMR collections. This is of course disappointing as we continue to improve the segregation of our waste, but it is important that we continue doing this so we can maintain the improvements we have been making across the sites.

Whilst our energy consumption increased during the first half of 2021, this has coincided with the increase in turnover along with greater activities across the business

to fulfil this. We do however remain mindful that Nibe have set a challenging target for all group companies to reduce energy consumption by 40% from 2019 to 2030 (measured as MWh/MSEK in turnover). Ongoing energy usage will therefore be one of the important factors being considered as part of our move to Skypark next year.

Over the last few months we have also been completing some other activities with the aim to reduce our environmental impact including:

- reducing requirement of Instapak materials for packaging
- our R&D teams continue to undertake new product developments using alternative fuels and developing appliances that burn more efficiently resulting in reduced emissions and particulates
- training more team members on the use of spill kits, which reduces the impact in the event of a chemical or oil spill incident
- started a review of sustainable alternatives to some of our plastic packaging/wrapping

You'll also find our path to sustainability in this issue of Ignite, outlining our environmental, quality, and health and safety sustainability goals, and how we plan to reach them.



# Our path to sustainability



## Environmental



### Reduce energy use

Whether it's to keep the machines running or to keep our staff warm, we are committed to minimising our operational energy consumption



### Reduce waste levels and increase proportion of waste recycled

We're committed to reducing waste, ensuring we reduce, reuse, and recycle materials wherever we can across all our operations



### Prevent major environmental incidents occurring due to company activities

By providing equipment, training, and spill kits, we're doing our part to prevent a major environmental incident



### Reduce carbon footprint

Through energy saving measures, minimising travel, and monitoring our fuel usage, we continue to look for ways to reduce our carbon footprint



## Quality



### Improve product performance and service delivery to reduce warranty costs

By building strong connections both internally and externally, we're able to continue to make ever-improving advancements with our products and services



### Reduce supplier rejections

By collaborating with our suppliers, we minimise the risk of receiving goods that are not to our required quality standards



### Improve supplier delivery performance

Creating excellent relationships with our suppliers, we strive to ensure all items arrive in full, and on time



### Reduce quality issues and costs due to manufacturing process errors

From measuring and monitoring, to working closely with Production teams, Production Engineering, Design, Development and Quality teams, our ongoing goal is to mitigate the number of errors made during manufacturing processes



## Health and Safety



### Maintain safe and healthy working conditions

We keep our workplace safe by listening to our people, assessing risks, and acting on valuable feedback



### Report and action all incidents and reduce 'lost time' incidents

No matter how small, we actively encourage anyone involved in an incident to let us know so we can make timely actions and precautions to make our workplace as safe as it can be



### Health and safety focused inductions for all new staff

We ensure our new employees are equipped with the health and safety knowledge they need, with two-stage training and introduction to our company activities



### Ensure compliance to relevant legislation

We stay up-to-date with legislations to ensure we comply with our legal and ethical obligations concerning the Environment and Health and Safety



As a company we believe mental health is just as important as physical health and recognise that offering mental health support in the workplace is essential.

## BUPA HEALTHY MINDS EMPLOYEE ASSISTANCE PROGRAMME



A reminder that as a company, we fully believe that mental health is just as important as physical health. Should you ever need support, don't forget, we have a number of trained Mental Health First Aiders across the business who are available to guide you towards mental health support should you need it:



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

Aside from our First Aiders, we also subscribe to the BUPA Healthy Minds Employee Assistance Programme. This Service is also available to our Employees' immediate families, or partners and their dependants who are aged 16 years or older and living in the same household.

### WHAT IS BUPA HEALTHY MINDS?

Bupa's Healthy Minds can help you talk through any worries or concerns, before they become huge problems. From relationship worries to work stress. There is no wrong reason to use this service.

A confidential help and personalised phone line is available to all staff – 365 days a year, 24 hours a day. Support could include:

- In-depth mental health and wellbeing assessment to understand the best intervention
- Short-term counselling, either face to face, or over the telephone
- Legal and financial information and guidance
- Family support including expert advice and care search
- Assessment outcome letters which can be shared with GPs and other health professionals

### WHAT DOES THIS SERVICE PROVIDE?

- Telephone access to professional counsellors (free-phone) 24 hours, 365 days a year. The telephone service provides counselling and information for a range of matters, including stress, bereavement, relationship difficulties, family concerns, depression and emotional concerns arising from legal, financial and workplace issues.
- Access to specialist helplines to support mental well-being- To provide guidance in relation to household finances, careers and legal advice in situations such as divorce or buying a home.
- Child and dependant care helpline – A dedicated support service providing information and assistance on a range of issues relating to caring for children, the elderly, and other dependants.
- Telephone access to Bupa Anytime Helpline, providing 24/7 health advice from nurses. Access to the service will be triaged by the EAP counselling team as appropriate.
- Up to six telephone or face-to-face counselling sessions (up to one hour each) for Employees, their immediate family or partner and their dependants who are aged 16 or over and living in the same household, per presenting condition.

**EMPLOYEES CAN ACCESS THIS HELP BY CALLING HEALTHY MINDS ON:**

**0800 269 616 (UK) • 0800 650 138 (ROI) • +44 131 588 0321 (International)**

**OR ONLINE AT [BUPA.CO.UK/HEALTH-INFORMATION/MENTAL-HEALTH](https://www.bupa.co.uk/health-information/mental-health)**



# BUPA'S EMOTIONAL WELLBEING ONLINE (EWO).

## WHAT IS BUPA EWO?

Bupa's Emotional Well-being online (EWO) can provide help with emotional well-being online support tools for coping with day to day life including:

- Stress Management
- Work-Life Balance
- Problem Solving/Goal Setting
- Relationship worries
- Helpful Thinking
- Self-Esteem
- Resilience
- Mindfulness
- Sleep
- Coping with change

## CORE PROGRAMMES INCLUDE:

Online Computerised Cognitive Behavioural Therapy core programmes including:

- Space from Depression
- Space from Anxiety
- Space from Depression & Anxiety
- Space from Anxiety (student)
- Space from OCD (Obsessive Compulsive Disorder)
- Space from GAD (Generalised Anxiety Disorder)
- Space from Panic
- Space from Phobia
- Space from Social Anxiety
- Space from Health Anxiety
- Space from Positive Body Image (eating disorders)
- Space from Diabetes Well-being.

LOG IN AT [BUPA.COM/CBT](https://bupa.com/cbt)

Using your email address and PIN which is BupaHM

The company is provided with information regarding the number of users, user focus, user session durations and time of usage. We are NOT provided with detail of individual Employee Names/Depts etc.

## Health and safety update



### New Rules for Vehicles & Pedestrians

Traffic in the workplace includes both pedestrians and vehicles. Uncontrolled, there can be devastating effects.

Following employee feedback and at their requests, all employees are required to adhere to the following rules:

### New parking rules at the D Units:

- **Drivers:** You are now required to 'Reverse Park' into parking bays. This will then avoid you being unsighted as you reversed out of a parking bay and across any walkway with a risk of hitting a pedestrian or cyclist. This does not apply to motorcycle riders.

### We must all:

- Use the provided walkways, crossings, and entry/exit points at all times. ONLY authorized workers are allowed to walk and work outside of the designated walkways.
- You must wear hi-visibility clothing throughout the Centurion and D Units site and buildings.
- NEVER enter or exit through the main warehouse, assembly or factory doors.
- Keep walkways clear.
- Comply with traffic routes & one-way systems.
- Use only designated car/bike parking. NEVER block access routes, walkways, entrances and exits and,
- Adhere to speed limits (max 5mph), at all times, that means driving very slowly.

On-site staff have been asked to record and report on any employees not conforming with the above rules.

We would also like to remind all staff and visitors that it is the responsibility of the pedestrian, or car driver, to stop and give way to Forklift Trucks and lorry movements.

Thank you for your continued cooperation and commitment to Health and Safety.

**SAFE ATTITUDES – SAFE PLACES – SAFE PEOPLE**

# Bumper launch season

We've had a bumper year of product launches, sending the below products to market. This host of product range launches is testament to our strength as a market-leader and a hugely valued team. Well done to everyone for getting so many products out of our doors and into retailers' showrooms. An exciting heating season ahead!

- **Gazco eStudio**
- **Stovax Studio Air**
- **Gazco Chesterfield 5** Gas and Electric
- **Stovax Huntingdon 30**
- **Stovax Futura 5**
- **Stovax Studio 500** – with refreshed Ecodesign engine
- **Stovax Stockton 5**, and **Stockton 5 Wide** Fixed Grate – both with refreshed Ecodesign engine
- **Stovax County range**
- **Onyx Avanti** (see more on page 16)





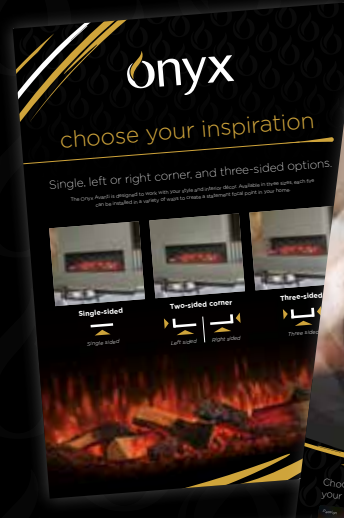




# Welcoming Onyx our new luxury brand!

Huge congratulations to everyone for the launch of our new brand from the Stovax Heating Group – Onyx. This has been a tremendous company-wide effort in what we believe will be an incredibly exciting new chapter for the Group.

Onyx takes the established quality and aesthetics of our Stovax & Gazco products to new levels, and in time will cover solid fuel, gas and electric fuel types.



This exciting new brand will allow us to position our finest stoves and fires within key areas of the market for maximum appeal, and its thanks to everyone's hard work and dedication from across the entire company that we are able to get this fantastic brand to market.

Thank you all – we should all be very proud of our collective achievement, and look forward to the feedback from our network of retailers.



[onyxfires.com](http://onyxfires.com)

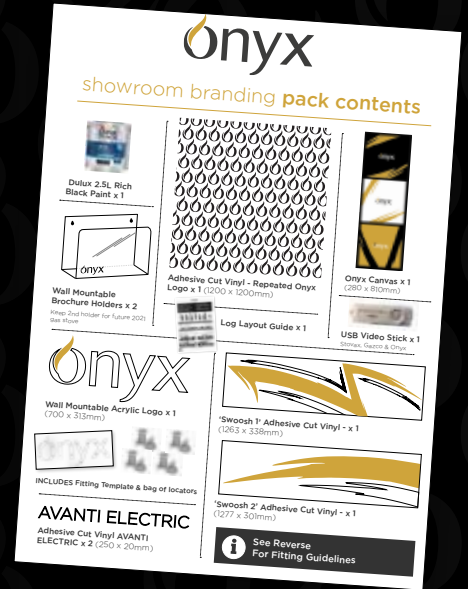


# Onyx In-store Branding

Available to a carefully selected base of retailers, Onyx launched with an eye-catching in-store branding concept, for maximising our showroom presence. Our sales team worked hard to sell the entire concept into approved retailers, including making space for future Onyx products on the horizon.

In tandem with the in-store branding, we have realised areas of our very own electric showroom with our show-stopping design, bringing to life the brand and complementing this exciting new premium fire.

Glossy black logos, dynamic 'swoosh' designs, and sophisticated styling all set the tone for the designer customer journey set out for the Onyx brand – we can't wait to see the in-store concept put into place for the season!



# Stovax & Gazco win Homebuilding & Renovating Awards!

Homebuilding & Renovating is a national homes and interiors magazine, covering everything homeowners and self-builders need to know when renovating their property. Entering with a variety of products, we are thrilled that for a second year running, **Stovax & Gazco have taken the title of 'Heating and Plumbing Supplier of the Year'** in the esteemed 2021 Homebuilding & Renovating Awards.

But it didn't end there...

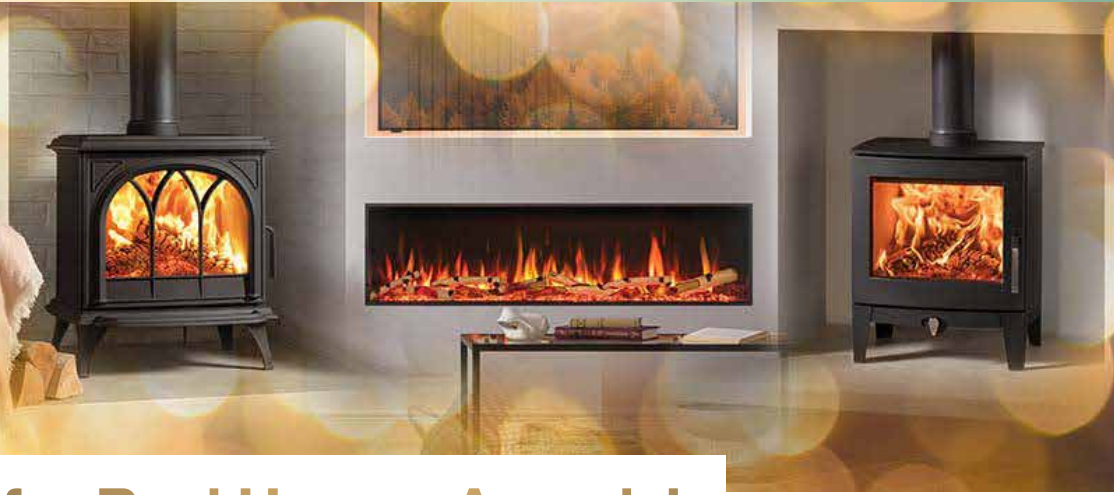
Thanks to both the Gazco Loft's and Stovax Studio Air's stylish designs and innovative technologies, **Stovax & Gazco were also declared winners of the 'Editor's Choice' award**, reserved only for the most truly outstanding of entries.

As always, this type of high-profile award really helps to cement our positions as leaders in our field and to further inspire consumer trust in our brands. You will begin to see the winner's logo across our printed marketing materials, and also splashed across our online communications to make the most of this achievement.

This is an outstanding achievement, resulting from a strong awards pitch, combining skilfully written submissions and winning imagery. However, from product design to product despatch it takes 300 people to make this business work, and we hope everyone takes equal pride for our individual parts in this accolade.







## Nominated for Real Homes Awards!

Real Homes are a prestigious homes interest publication, devoted to sharing the latest tips, tricks and expert advice on how to make a home special. We are over the moon that they have recognised us as being worthy of nomination for not one, but four of our products!

- **Onyx Avanti**  
nominated for the Family Favourite category
- **Gazco eStudio**  
nominated for Eco Innovation category
- **Stovax Futura 5**  
nominated for Eco Innovation category
- **Stovax Huntingdon 30**  
nominated for Eco Innovation category

What's more, the judging panel were so impressed with our brands that they have also put us forward for the Brand That Has Your Back category – open to public voting!

We'd love to encourage staff to vote for Stovax & Gazco or Onyx following the steps circulated recently via email, and have also opened up votes to our retailer network. If you're feeling generous, any votes from family and friends would also be very appreciated – we're doing the most we can to secure a win!

Even if the top prize eludes us, what another fantastic recognition of all our efforts in making such award-worthy, market leading product ranges.

## Winner of BUILD Construction & Engineering Awards!

It's a bumper awards season for us this year, as **Stovax & Gazco have won the BUILD Construction & Engineering award for 'Fireplace Manufacturer of the Year 2021'!**

The judges made their decision by assessing independently sourced research alongside supporting evidence of expertise within our field, our dedication to providing first class customer service – and for our ongoing commitment to driving innovation and excellence in consumer satisfaction!

This award and the merit-based way we have been chosen is a flattering reflection of our brand, our products, our people and of course the core values we hold as a business.



Well done to all!

## 3D Printing Supports In-house Production



A project led by Simon Hart in the metal shop looked to source a method of forming curved panels for our new Onyx Liv 3 using our press brakes - a machine traditionally used to form angles. As we required a new tool, the engineering team produced a 3D printed prototype of the tool to trial the accuracy of the radius being formed - allowing us to trial before purchasing. The 3D printer added 26



layers of carbon fibre infill to ensure the tool had the strength to withstand the significant force applied to it. Chris Glanville and Simon Hart then created a trial program, and formed a number of samples. The trial went well, and the samples produced matched the radius of the design. This method allowed Simon to test the concept before purchasing the machined metal production tool.

## From a very happy customer...

It's easy to get bogged down by negative feedback – after all, it's more common that someone leaves a bad review or writes a complaint after an unfortunate experience rather than sending positive comments from a happy purchase.

But there are thousands of happy customers out there, and Ed Lockwood is one that kindly wrote in to express his thoughts on the Gazco Huntingdon 20 electric. Replacing his Huntingdon 25 Multi-fuel, Ed chose the electric model as it would require little to no maintenance compared to the solid fuel model. In his letter (right), Ed let us know how impressed he was with our convincing Chromalight effects, and even went to the trouble of providing a whimsical and fun illustration.

One observation and suggestion though for R&D – the addition of a handle was needed in Ed's opinion... otherwise, 'spot on'!



To whom.  
Having purchased a "Huntingdon 20 Electric stove" from FLAMES OF NEWARK recently, this cartoon came to mind, as the flame effect is so natural.  
Hope it makes you smile, re the stove. really like everything about it. We had the Huntingdon 25 multi fuel prior. So we used to stoves, the only drawback there is no handle to add authenticity. otherwise spot on (see attached) made from a wooden wedge!

Kind regards  
Ed Lockwood.



DO YOU THINK WE SHOULD TELL HIM IT'S A 'CHROMALIGHT SYSTEM'?