

internal staff newsletter

View all issues at: ignite.stovax.com

World events continue to drive huge challenges for all of us. Just as we thought we had begun to put one 'unprecedented' event behind us (COVID), we have been hit by war in Europe, rapid cost of living inflation and energy pricing becoming ridiculous. With all of this being widely reported in every media outlet, it is extremely difficult to not feel depressed by the 2023 outlook.

Although these outside influences have caused major upset to us as a business, our broad portfolio covering all fuel types, our geographical coverage (20% of our business is export) and the hard work of all of you in ensuring that we can exploit opportunities created, we have managed to deliver a credible set of results.

It has been turbulent. Jan – March was very strong, April – Sept saw the war in Ukraine driving crazy pricing increases and was therefore poor, but our actions to mitigate these increases then kicked in, and Q4 has been better.

We have a pretty major event to look forward to next year which will transform

our working environment and how we interact as a business – Skypark. The move to Skypark is a hugely positive step for us, and whilst it is obviously expensive to move, it will actually represent a cost saving going forward in both rent and 'other costs', so positive all around.

As usual at this point on the calendar, I reflect on the year and really think about the work put in by all of you and the direct impact that these actions have had on our business. Again, as usual, the list is so long that it impossible to recognise everyone who is deserving of credit in this short summary – once again all departments have delivered, so thank you all.

I do want to say a particular thank you to the Gazco assembly teams for their forbearance with us as we look to manage the current downturn in gas product demand.

I am confident that demand will return through next year, and we will continue to work with you all in trying to manage this market turbulence. It has not been an easy period and your flexibility has been hugely appreciated.

Caroline and I intend to hold round tables in the run up to Christmas where we can talk more about individual contributions and update you all further on our plans for next year so we will catch up over the coming days.

So that just leaves me to wish you and your families a very happy Christmas. I hope you all enjoy the break, and come back refreshed to face the challenges posed by 2023 - Alistair.



OUR VALUES
**COMMUNICATE
OPENLY**



WIN One of 20 Choc Oranges!

It's not long to go until Christmas, and we're giving all employees the chance to win one of 20 Chocolate Oranges! Around this issue of Ignite are a number of Christmas presents... but how many?! Send your guesses (or painstakingly accurate count) of how many presents you can find to your manager by the 21st December 2022 – no matter what type of present! If more than 20 people guess the correct number, the winners will be chosen at random.

Happy GIFTmas!



Meet the team...



Customer Services

Stovax & Gazco is a large company, and whether you have worked here for a while, or are new to the business, it is nice to be able to put a face to a name. This issue, we're sharing the faces of the UK Customer Services & Export Customer Services teams, so we can get to know our colleagues and what they do a little better.

As the front lines of our business, the team do an excellent job of providing exemplary customer care, all working closely to resolve and de-escalate all manner of issues.

UK Customer Services Team

Supporting our UK retailers, this team looks after a wide variety of duties, including processing all orders and handling all customer contact via phone, email – and our most recent contact channel, webchat.

• Emma Billings - UK Customer Service Manager

Key duties: Overall strategic management and development of the UK Customer Services teams and voice-of-the-customer advocate for the business

• Rachel McMillan - Assistant UK Customer Service Manager

Key duties: Day to day management of the UK Customer Services Team

• Holly Wilson - UK Customer Service Team Leader

Key duties: Assists Rachel McMillan with the daily management and support of the UK Customer Services Team. Holly is soon moving over to join Alex Galan in the Internal Sales Team as an Internal Sales Representative.

• Alice Wickham - Key Account Customer Service Advisor

Key duties: Works closely with Steve Thompson (Key Account Manager) to support our Key Account Customers

• Natalie Boyce - Senior Customer Services Advisor and Company Trainer

Key duties: Responsible for product training for the team and other departments across the company

• Beverley Gaisford - Senior Customer Services Advisor

• Catherine Smith - Customer Services Advisor

• Lucy Cadbury - Customer Services Advisor

• Amy Payne - Customer Services Advisor

• Tracey Lewis - Customer Services Advisor

• Agnes Beregi - Customer Services Advisor

• Keller Rees - Customer Services Advisor

• Tamara Dunstan - Customer Services Advisor

• Isa Justo - Customer Services Advisor

• Julia Breban - Professional XQ Customer Services Advisor



The following teams also report to Emma Billings:

eCommerce Team

Our eCommerce team looks after the maintenance and progression of our B2B and B2C eCommerce platforms, along with other sales channels such as eBay.

• Stephen Lomas - eCommerce Co-ordinator

• Oliver Gardner - eCommerce Co-ordinator

• Grace Middleton - eCommerce Co-ordinator

Returns

The Returns team is responsible for handling all return requests and credits requirements.

• Michael Cousins - Returns Team Leader

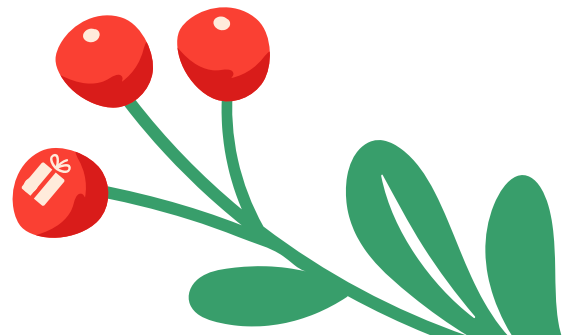
• Julie Ryder - Returns Customer Service Advisor

Internal Sales

This team is responsible for the growth of sales into new markets, nurturing our lower spending accounts into higher spending potential.

• Alex Galan - Internal Sales Representative

• Soon to welcome Holly Wilson - Internal Sales Representative



Export Customer Services Team

- **Sarah McIntosh - Export Customer Service Manager**

Key duties: Projects, problem solving, export procedures, overall management of department and systems

- **Simon Rogers - Supervisor**

Key duties: Training, reporting, IT issues, general supervision and advice, assisting with day-to-day activities

- **Matt Bradbury – Senior Export Co-ordinator**

Key duties: Rest of World markets, Australasia, containers. Export Admin, Ireland and all-round knowledge hub

- **Will Hawkins – Export Co-ordinator, France**

Key duties: French customer service, shipment scheduling, advice, rep liaison

- **Krzysztof Kolodziejczak - Export Co-ordinator**

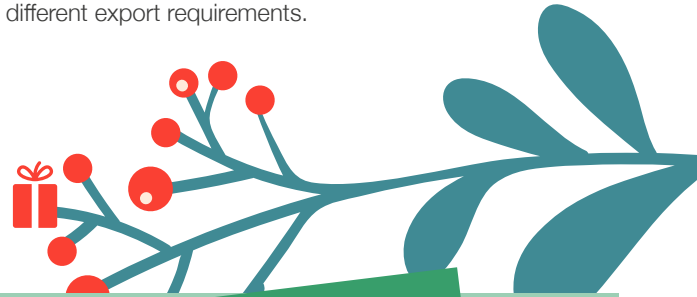
Key duties: Recently moved from warehouse and now training to look after ROI accounts

- **Pascale Le Lan - Export Co-ordinator**

Key duties: Recently joined towards the end of October to assist with French customer service



Once trained and experienced, everyone in the Export Customer Service team has the opportunity to cover other Export markets. All individuals look after a variety of small accounts, with each one having different export requirements.



Customer Services Training Event

In September, all Customer Service facing departments took part in an extensive training event. The core goal of the training was to highlight the importance of the customer service function, in all aspects of the customer journey. Led by Emma Billings, the focus was on the experience of the team as customers themselves, and what they want and expect on their journey. The team then transferred that same thinking into our business and how it could be applied, and there was some great interaction from everyone – including input into two new Customer Service mottos!

FOCUS

Forward Thinking
Openly Communicate
Care
Understand
Support

QUALITY

Quick Response
Understanding
Adaptable
Listen
Integrity
Teamwork
Yes you can!

Recent Trustpilot Customer Service Reviews



Great Customer Service

Greta has gone that extra mile to help ID'd tidy a stove I purchased as well as provide the link to the parts and handbook.

Excellent service, friendly and attentive

Date of experience: 01 August 2022

1 Aug 2022



Excellent informative and lightening...

Excellent informative and lightening quick response and answers to questions. Amy is the best live chat expert I have come across. She dealt with the last enquiry I had in a professional and very quick way, provided all the info I needed without me really having to ask for it. This enquiry was dealt with in the same excellent fashion.

Date of experience: 07 October 2022

7 Oct 2022



Very Happy with the information and...

Very Happy with the information and help provided by this company. They are more than happy to supply answers to any questions.

Date of experience: 24 February 2022



Playing our part in the Customer Journey



Sometimes it's easy to get lost in our own bubbles for our place in the product lifecycle and the impact that we each have on the wider business. But when we take a holistic approach to a product lifecycle and what that means for the company, we'll find that every single one of our roles is crucial for completing the wider customer journey, and that it's very much a cyclical process.

THE KEY STAGES ARE:

'Provide the fuel' – a potential customer sees something on TV, in a magazine, or received a strong recommendation from a friend or family member, making them aware of our brand.

'Build the fire' – the potential customer researches what is available on the market, browsing websites and shortlisting products based on their comparisons with other brands. They may check our Google Reviews or Trust Pilot score, or get in touch with us with questions.

'Ignition' – the journey so far has ignited the decision making process. The customer has chosen their brand, and hopefully it's us! They find their nearest retailer, and take part in in-store interaction for advice, or to arrange a site survey to understand their options.

'Stoke the flames' – the customer books their delivery and installation.

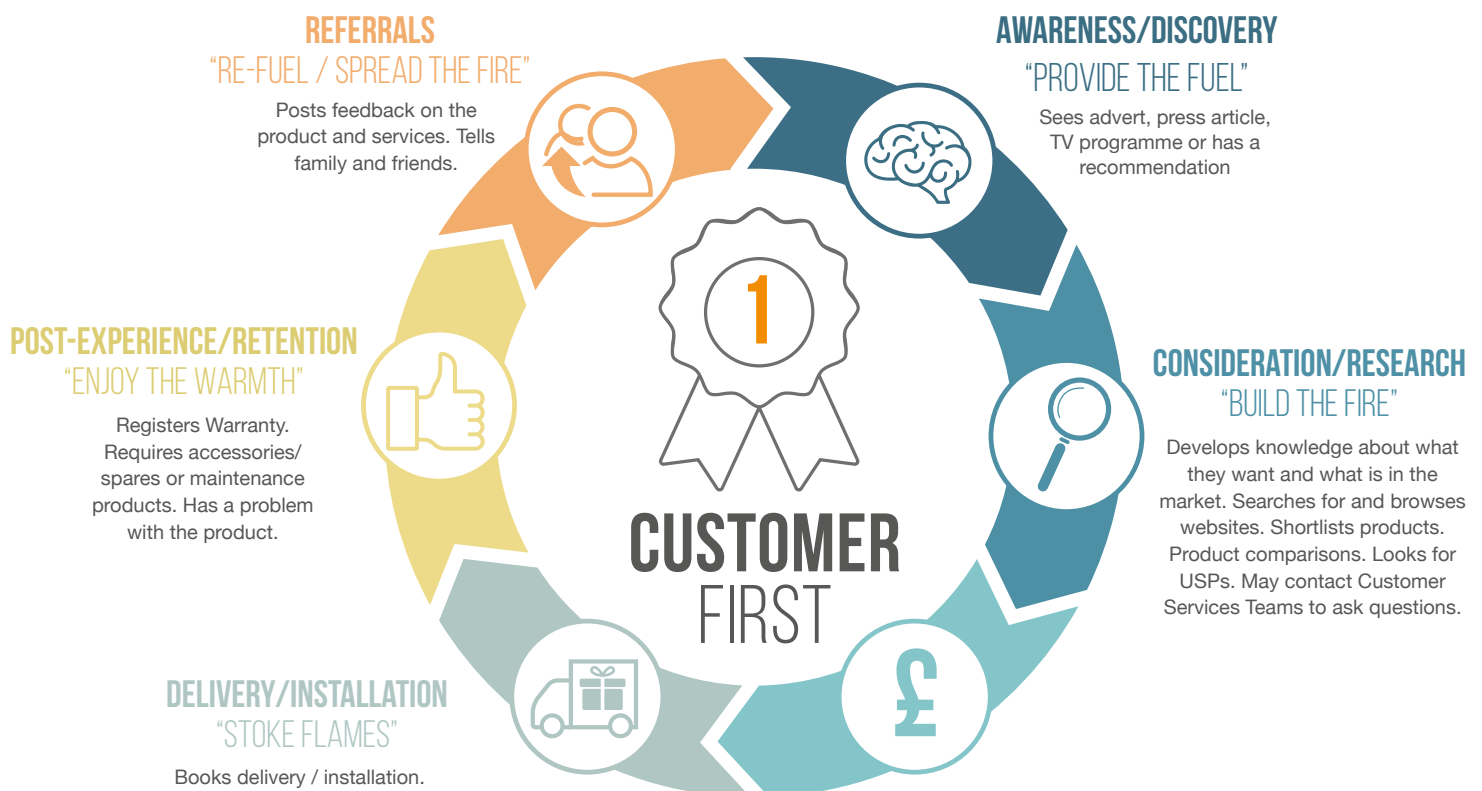
'Enjoy the warmth' – here, the customer enjoys their fire. It's in the post-installation experience that we have chance to retain their positive custom, for example registration of their warranty. During their post-purchase experience, they may even require spare parts, or potentially require help for a problem with their product.

'Re-fuel / spread the fire' – following their experience of the post-installation stage, the customer's perception of the brand will be likely be cemented as to whether they felt looked after or whether they were left frustrated by our service. This will feed into how they engage with us online – will they leave a positive review? Will they engage with us on social media positively? Will they recommend us to family and friends, and start the cycle again?

Below, you can find a breakdown of the entire journey. Whilst this does not go into the extensive areas of the business behind the scenes, we all have a part to play in bringing a product to market in the best way we can, from its design conception, to supply and production, to getting the product out of our doors, and to upholding the Stovax & Gazco brand reputation in all we do – wherever we sit in the business.



CUSTOMER JOURNEY - PUTTING CUSTOMERS FIRST



Long Service Awards

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

Tony Dye	Prototype Engineer	35 Years
Julie Ryder	Customer Service Administrator	25 Years
Terry Bagwell	Production Operative	25 Years
Ian James	Area Sales Representative	25 Years
Stephen Lomas	Group eCommerce Coordinator	15 Years



Congratulations to Geoff Braggins on his retirement

Stuart Needs, Group Design Office Manager, offers a few words for Geoff Braggins, R&D Senior Group Technical Administrator, and his contribution to the company over the years before his recent retirement.

“Geoff started in 2003 in Production Planning, originally in the main Gazco office where the Export Team is located at present. After a good grounding in that department, Geoff then applied for the technical administrative role in later years, supporting new product bills, routes, as well as admin support for existing production. Geoff progressed to a senior Group role, working alongside Steve Grimstead for the last two and half years.

Geoff’s retirement presentation was well attended, and held on the Thursday before his leaving date of 11th November – nearly 20 years of service!

Some lovely presents were presented to Geoff, and all were received with heartfelt thanks – including a decanter, some Highland whiskey, a book on the Orkney Isles, and a landscape sign of a Morgan in the Lake District. Thanks for all contributions to Geoff’s collection, you were all very generous indeed. And all that’s left is to wish Geoff a happy 69th birthday and a long and very happy retirement!”

Significant Birthdays

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

Turning 21...

Esme Harris, who turned 21 in November.

Turning 30...

Chris Connick, who turned 30 in August, and **Loic Watson**, who turned 30 in October.

Turning 50...

Mark Dawson, who turned 50 in October.

Turning 60...

Terry Bagwell, who turned 60 in August; **Steve Beck** who turned 66 in August; **Stephen Walker**, who turned 67 in September; **Rob Dodds**, who turned 60 in October; **Edward Courtney**, who turns 65 in **December**; and **Julia Breban** and **Ian Mancey**, who turn 60 in December.

Staff Photographs

When we move to the new building, we will gain access by an ID card which will have your photo on it. So that we can get these ready ahead of our move, we have been inviting teams to have new photographs taken – some on our database are a little outdated.

Your Line Manager will have received an invite and will have notified you of the date, however, if you have not been able to make it on the day allocated, please let HR know so that you can be added onto a new slot.

Christmas Working Arrangements 2022/23

Pay

As payday falls on 30th December this year, staff will be paid early on Thursday 22nd December 2022.

Christmas Working Arrangements

Christmas Eve falls on Saturday 24th December in 2022. Employees are required to take 3- or 4-days holiday between Christmas and the New Year when the business closes for the Christmas break. This year we will be asking that Employees take 4 days as we will be closing from close of play on Thursday 22nd December 2022. This will give everyone a break from Friday 23rd December until return to work on Tuesday 3rd January 2023. These 4 days will be automatically deducted from holiday allowances.

Key Dates for 2022/23

- **Friday 23rd December 2022** - Designated holiday taken from annual holiday entitlement (1 day)
- **Saturday 24th December 2022** - Christmas Eve
- **Sunday 25th December 2022** - Christmas Day
- **Monday 26th December 2022** - Boxing Day
- **Tuesday 27th December 2022** - Bank Holiday
- **Wednesday 28th, Thursday 29th and Friday 30th December 2022**
Designated holidays taken from annual holiday entitlement (3 days) – If you have not accrued sufficient holiday to cover this period, this will be unpaid.
- **Saturday 31st December 2022** - New Year's Eve
- **Sunday 1st January 2023** - New Year's Day
- **Monday 2nd January 2023** - New Year's Day Bank Holiday
- **Tuesday 3rd January 2023** - Return to work

Should any of these arrangements cause anyone any concerns, or difficulties, please do not hesitate to contact your Line Manager or HR and individual circumstances will be considered.

Christmas Jumper Day

On Thursday 8 December, millions of people up and down the country supported a great cause by simply wearing a Christmas sweater. As usual, we took part in raising money for this cause, and invited staff to join in by wearing their favourite Christmas jumper to work. We have raised a fantastic total of £145.87 so far – thank you all for your involvement.

A few ways to reduce energy bills this winter...

We know times are difficult, and you may be worried about rising energy prices. We want to remind you of some of the ways you can meaningfully reduce your fuel consumption – and your family's heating expenses.

Here are some of the approximate annual savings to be had by making small lifestyle changes:¹

- Turn down your thermostat a couple of degrees (£100)
- Block any draughts with a draught excluder (£50)
- Swap the tumble dryer for an airer (£117)
- Switch off the lights when you leave a room (£27)
- Take shorter, cooler showers (£317)
- Consider using localised heating (see below)

Localised Heating

Despite headlines of rising gas and electric tariffs, it can be very economical for you to use a stove or fire for heating just the room you are in – as opposed to running your central heating to heat the whole house.

A gas fire could cost you as little as 99p to keep the room warm for a whole evening, and an electric product isn't a great deal more.² It is worth considering using a localised heat source during the colder months – to help further, we have been compiling some running cost data for a national campaign – take a look at www.gazco.com/howlittle to find out more.

If you don't already have a stove or fireplace, don't forget as an employee, you and your family do benefit from low cost-covering staff prices on all products.

1. Source: <https://www.moneysavingexpert.com>

2. Source: <https://www.ofgem.gov.uk>



'How Little' Marketing Campaign



We've been running a 'How Little' marketing campaign, to help customers navigate their concerns over how much a gas or electric stove costs to run. In the face of the energy crisis, this campaign is designed to showcase that high-efficiency gas and electric stoves are not as expensive as common perception to run in an evening, and also offer an excellent zonal heating solution to provide localised heat.

In other words, instead of heating the whole house, heat only the room you intend to occupy, using a gas or electric stove to keep energy usage low.

A huge amount of work has gone into this across the business, including: a visual campaign that was mailed physically and digitally in the form of Point of Sale to our network of UK retailers; online presence across our web and social channels; support from our R&D departments to make the relevant references on the materials; plus the recent Winter Warmer Sale that followed the same identity as the campaign along with relevant price lists – also delivered to the Republic of Ireland.

The Winter Warmer Sale supported the zonal heating messaging, with social media content reaching over 116,000 people.

This campaign is now also present in our printed PR and Advertising efforts, including blog content, articles, and dedicated adverts that you can find in the likes of January's Ideal Home and Period Living (on shelf in December!).

Commenting on how the campaign has been received in the industry, Ian Kingscott, Group Technical Director, said:

"I must admit to being sceptical when first hearing about the 'How Little' campaign, especially coming during such a volatile period with energy prices rising constantly. I was, however, surprised, and must admit to having to eat some humble pie when hearing of the positive impact the campaign has had not only with our retailers, distributors, and customers, but also with our competitors! The success of the campaign has been discussed amongst our competitors at a recent meeting of the Heating and Hotwater Industry Council (HHIC) to the extent that you now see frequent copies of the campaign on social media posts by various competitors. It also appears to have been adopted by other members of the NIBE Stoves group. As such, I will stick to technical matters and avoid passing comment on marketing campaigns in the future!"

How little does it cost to run a Gazco gas stove?



Sheraton 5 Gas

- ✓ Input: 4.7kW (high) 2.5kW (low)
- ✓ Output: 1.8kW - 3.8kW
- ✓ Maximum Efficiency: 90.6%
- ✓ Efficiency label: B

Cost per evening* 70p

How little does it cost to run a Gazco electric stove?



Vogue Midi Electric

- ✓ Input: 0.75kW (low) - 1.5kW (high)
- ✓ Output: 0.75kW - 1.5kW (depending on usage of heat & effects)
- ✓ Enjoy with or without heat

Cost per evening* 85p

How little does it cost to run a Gazco gas inset fire?



Logic HE Conventional Flue Coal Effect (Nat Gas)

- ✓ Input: 4.8kW (high), 2.4kW (low)
- ✓ Nominal Output: 3.8kW (depending on usage of heat & effects)
- ✓ Maximum Efficiency: 89%
- ✓ Efficiency label: B

Cost per evening* 90p

How little does it cost to run a Gazco electric fire?



eStudio Electric

- ✓ Input 1.0kW (low) - 2.0kW (high)
- ✓ Output 1.0kW (low) - 2.0kW (high) (depending on usage of heat & effects)
- ✓ Enjoy with or without heat
- ✓ Media Wall Compatible

Lighting Setting	Cost
4 hours - lights on only	3p
1 hour - on low continuous heating	34p
1 hour - on high continuous heating	10p
4 hours - on thermostatically restrained heating	63.3p

Cost per evening* £1.36

GAZCO





Production & Planning News



Laurie Bayliss, Production Director, offers an update from our Production & Planning and Warehouse & Logistics departments

It has been a very different and significantly reduced season for in-house manufactured gas products this year, which has meant cutting capacity at a time when we would normally recruit high numbers of additional temporary workers. We have worked to handle this as carefully and sensitively as possible, and, thanks to the use of temps, have managed to limit the impact on production staff to a three-week furlough for the assembly team during November.

Caused undoubtedly by Russia's invasion of Ukraine and the resultant escalation of gas prices and fears on availability, not to mention general cost of living pressures, we can but hope that this comes to an end soon, not least for the poor people of Ukraine.

At the end of November, we normally see quite a rapid drop in orders as installers are fully booked until the new year. This year, however, the manufactured product orders appear to be continuing for longer, which is very welcome and will help to reduce the high levels of finished goods stock and put us in a better position to start 2023.

During the last 5 months there has been a lot of training and learning amongst the new members of the Planning team under Magda's leadership, so we look forward to steady progress across all areas in that department over the coming months. The BOM Flattening project in particular, which we aim to complete in the next few weeks, should help save considerable time and improve accuracy.

The in-house production of the Huntingdon 30 and Futura 5 stoves continues in the metal shop, though the volumes we can make have been limited by the availability of castings from Dovre who have seen their demand increase dramatically, causing the lead time to extend. The limited supply means our

back orders with customers for these stoves is also high, and will take a few months to clear.

The Packaging Rationalisation project being led by Anthony Gurden and Keith Pike achieved a successful presentation to the SMT and is now in progress to be implemented. This will see a big reduction in packaging SKUs (98 reduced down to 12) with the number of pallets used reducing from 21 to 3! Most importantly, this will enable us to reduce the assembly lead time by bringing packaging in house and moving away from daily deliveries from APS.

Work to make some of the Stockton 5 stoves has been underway for several weeks and we are now very close to being able to start the first production batches, welding up the carcasses and assembling the finished stoves. This work is aimed to help provide more fires for our customers, in addition to those coming from the current eastern European suppliers, and if it goes well is hoped will become an 'ongoing' development.

Increasing the amount of in-house manufacture across all fuel types in the future will lead to greater flexibility to react to changing demand from our customers, reduce stock levels, and provide more steady demand for our production team for when customers swap from one fuel type to another. Excitingly, the new electric Veriflame that is to be made in the factory is planned to be launched in 2023 using the extra space afforded at Skypark.

Despite the low orders on manufactured fires, Despatch have been very busy due to the exceptional increases in solid fuel demand, and currently group despatches achieved are 2% ahead of budget. This has enabled some staff to be permanently transferred to the Warehouse teams from Production, and it is great to be able to retain this talent in the company.

The move to Skypark is stepping closer, and taking place from March onwards, so is currently planned as requiring a two-week closure for the metal shop move, and one week for assembly in this window.



Pink Day!



For Breast Cancer Awareness month, we held a fundraiser on Thursday 20th October for the Wear It Pink campaign. Thank you to everyone that donated, baked, and helped us raise money for this worthy cause – the total raised was £228.66. Thank you all!

Staff Charity Involvement

We're always delighted to hear of the various charity events our employees get involved with. If you have taken part in, or are soon to be involved with, a charity event, please do feel free to send photos and information to Annabelle Carvell in Marketing (acarvell@stovax.com) for potential inclusion in future issues of Ignite.

Certainly Wood – Green Britain Promotion

A small reminder, as communicated within our latest issue of Ignite sent to retailers, our Green Britain promotion in partnership with Certainly Wood has now come to an end, and over time is being removed from all relevant brochures.

This is by no means a closure of our positive partnership with Certainly Wood, with plenty of other exciting initiatives and PR in the pipeline for future. It has been a great opportunity to raise public awareness for the environmental benefits of burning wood responsibly, by aligning two key industry names in our respective fields.

As per our terms and conditions, this promotion came to an end on the 30th September 2022

5 mins with...

Ian Mancey Group Facilities Manager

How long have you been working for Stovax & Gazco?

I started on 1st August 2010, so it'll be 13 years in 2023.

Describe a typical working day

I arrive at 7:00 and open Stovax offices for the cleaners. From there, it's about dealing with any outstanding emails, raising orders, booking maintenance requirements, and then visiting all sites at 8:00. I'll meet and greet any contractors, and react to maintenance issues – which there are plenty of – such as leaks, blocked toilets, doors/locks sticking, chairs broken, moving scissor lifts – the list goes on. Additionally, I'll take care of arranging pool cars and ordering stationery, to name but a few daily tasks.

What are you most looking forward to from 2023?

The big one has to be the move to Skypark and getting settled in, along with new equipment and building services – exciting!

What has been your biggest challenge this year so far?

2022 has been a challenge with the delays, that are out of our control, with the move to Skypark.

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

Passion in all we do! It may sound silly, but I love my job and coming to work! I am passionate about what I do, and take great pride in getting the job done and making a difference. I hope that comes across to my colleagues too.

You're at Tesco – what's your meal deal of choice?

Ahhh, it depends! But most likely something Indian! I do like Indian food.

What does the festive break look like in your household?

My Wife says I am BAH HUMBUG! If I had my way, we would put the decorations up on Christmas Eve and take them down on Boxing Day! But we do things slightly differently in our house...

We have our Christmas meal on Christmas Eve. Then, on Christmas Day we open our presents, take the dog for a walk to either watch the Exmouth Swim or find a nice pub. But now that we have grandchildren, I now love the excitement of Christmas again! On Boxing Day, it's football! We are Exeter City fans, so we'll be off to St James Park!



Sustainability Updates

Sean Warren, Sustainability Manager, updates us on the company's progress and journey towards a more sustainable future.



The amount of waste that we generate is monitored as part of two of our objectives:

- 90% of total waste to be recycled / reused
- Continue to reduce waste tonnage against hours worked and sales

To help us achieve this, we regularly check that we continue to dispose of our waste correctly. It is important that we do this, not only to ensure this is correctly processed

and managed, helping to protect the environment, but also so we don't incur additional charges from our waste disposal providers.

There are various types of waste that we produce, and across our sites we have skips, bins, containers, and barrels where waste is stored before collection:



Type of Waste	Where does it go?
Cardboard	There are pallets with collars and bins etc across the sites. These are then baled either behind D1 or in Centurion. Our aim is to bale 100% of the card for reprocessing.
Dry Mixed Recyclables <ul style="list-style-type: none"> • plastics • bubble wrap • plastic bottles • drinks cans • all other items marked with recycle symbol 	Green DMR bins at all our sites. Green bins are provided in canteen / kitchen areas.
Metal	Waste metal should be placed in the metal skips at Osprey Road. There are three different kinds of metal waste: clean stainless, brass, and mixed metals. Items such as drinks cans can also be placed in the mixed metal skips as well as empty paint tins, etc. (but not aerosols).
Aerosols <ul style="list-style-type: none"> • spray paints • spray penetrants • spray lubricants 	These must be treated as hazardous waste and MUST NOT be placed in any other bins. There are specified aerosol-only yellow lidded bins placed in production and warehousing prior to being transferred to secure aerosol drum.
Oily waste <ul style="list-style-type: none"> • hydraulic or lubricating oil • used spill kit materials • oily rags • any other oily waste 	This must be placed in red lidded bins and transferred to drums at the rear of Osprey Road.
Printer Cartridges	To be held within printer recycling bins for collection by approved contractor.
Stone	To be placed in the marked skips behind D1 and Osprey Road
Glass	To be placed in the marked skips behind D1 and Osprey Road.
Batteries	Batteries to be collected in the specific containers and disposed of as hazardous waste. The barrel is held at D2.

Type of Waste	Where does it go?
Fluorescent tubes	Black corrugated pipes for fluorescent tubes are at Osprey Road, Falcon Road and behind D1.
WEEE waste • electrical equipment	IBCs are provided for WEEE waste other than computers behind D1, Osprey Road and Falcon Road.
Hazardous Waste • paint dust • paint thinners • waste from Turbex unit when cleaning • full / partial paint tins • refractory ceramic fibres	Placed into marked hazardous barrels located at rear of Osprey Road.
Wood	Wood to be placed in segregated wood skips / and collection points at Osprey Road and behind D1.
General waste • polystyrene • polyfoam • non-recyclable strapping • paint booth filters • loose paint powder e.g. if swept up after a spill • food waste • any other non-hazardous waste	To be placed into General Waste bins across all our sites.



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)
- **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.

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**

LOG IN AT **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



Super Service

Incident highlights for 2022 (Jan 1st to October 31st 2022)

- We continue to have a very good H&S reporting culture
- 19 incidents required first aid treatment, all were of a minor nature and which as always, were completed professionally by one of our 42 first aiders
- We have only had three 'slip or trip' type incidents, which means we are 24% below the national HSe average



All employees have many H&S responsibilities, here is a reminder of one:

'All employees must report any hazardous defects in plant and equipment, or shortcomings in the existing safety procedures and arrangements, to a responsible person without delay'.

In order to help us all do this, we recently informed everyone about an improvement on how to report any hazards or defects that you may see, and how you can also make a suggestion by using the new H&S/Environmental Suggestion Reporting form.

You can locate this on your device by using the QR code, or access hard copies of the form available around all our sites. The completion and submission of the form can remain completely anonymous.



Quiz Time – Training:

For just over a year, we have been using 'i-Hasco' for a range of employee training, predominately for health, safety, and fire, but also for customer service, GDPR UK and equality, diversity, and inclusion.

But can you answer the following questions?

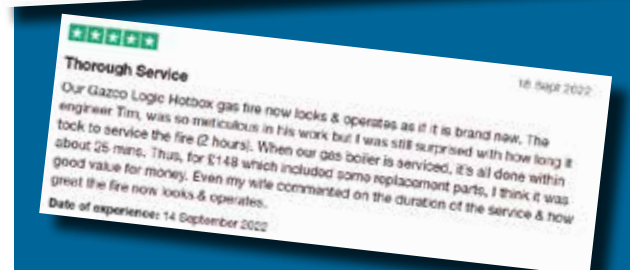
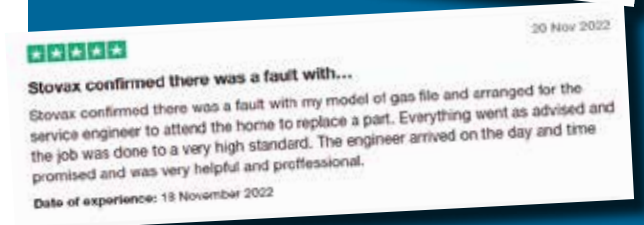
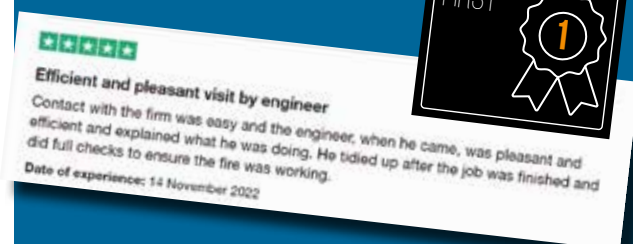
1. How many actual training hours have been undertaken?
2. How many certificates have been awarded?
3. Out of 100%, what is the average pass rate score?

Well done to everyone and we will continue to look at i-Hasco training opportunities, especially when we move to the new premises at Skypark.

SAFE ATTITUDES – SAFE PLACES – SAFE PEOPLE

Answers: (1) 515 hours, (2) 1033, (3) 92%.

Thank you to our engineers for their continued hard work and excellent service – here are just a few of the nice comments made by happy customers, positively contributing to our reviews on Google and Trustpilot.



STOVAX & GAZCO
SERVICE & SUPPORT
ENGINEER TEAM



BEST STOVE AWARD WIN!

We are delighted that the Stovax Riva2 woodburning range was chosen as winner of the esteemed Build It Awards, in the Best Stove category!

The Build It Awards commends the very best in the self-build and renovation sector, awarding those that excel in their field. The Riva2 was selected for its Ecodesign Plus and DEFRA-exempt performance, high-efficiency burn, plus a special mention of the compatibility with a warm air ducting system to heat up to two additional rooms.

This is already splashed across our marketing mix, and will be directly communicated to our retailer network along with POS to make the most of our winning entry. A huge well done across the business – this is a fantastic reflection of our position as a market-leader, and our dedication to innovating in a competitive sector.

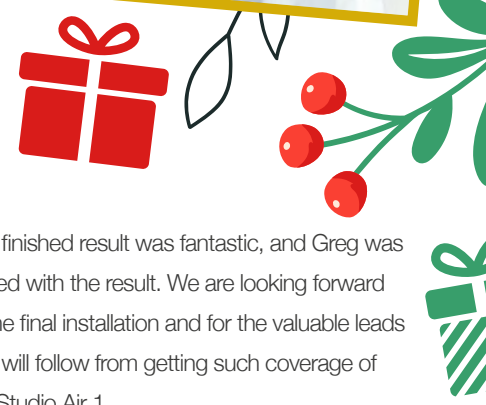
Huge well done and congratulations to everyone!



Annabelle Carvell and Chris Connick receive award



Custom Bench for Influencer Collaboration



Greg Penn, one of our trusted influencers, contacted us regarding the next phase in the renovation of his impressive ex-naval Georgian property, Admirals House. This five-storey property already houses a Dovre Vintage 50 and a Chesterfield 5 Wide, and in the new year will be home to a Studio Air Freestanding, and another Dovre Vintage 50.

As a big supporter of the Stovax & Gazco brands, Greg asked if it would be possible for him to purchase a custom-made bench, made in-house, to fit the Studio Air 1 Freestanding into the recess he was looking to fill.

Greg has 183,000 Instagram followers, and his presence is growing considerably in the world of interiors. Being involved with this project offered a huge PR opportunity – a huge thanks to the following staff for getting this one-off

product designed, made, and shipped out of our doors:

- Stuart Needs (Group Design Office Manager)
- Craig Williams (Prototype Engineer)
- Ben Cannon (Group Senior Design Engineer)
- Loic Watson (Team Leader, Metal Shop (Production))
- Nicolae Saulea (Senior CNC Programmer)
- Tony Dye (Prototype Engineer)
- Kevin Carter (Team Leader, Metal Shop (Production))
- David Mardon (Group Warehousing & Logistics Manager)
- Steve Cain (Metal Shop Supervisor)
- Lee O'Donnell (Group Warehouse Despatch Supervisor)
- Paul Anderson (Warehouse Projects & Improvement Supervisor)

The finished result was fantastic, and Greg was thrilled with the result. We are looking forward to the final installation and for the valuable leads that will follow from getting such coverage of the Studio Air 1.

The bench will not be referenced in his social media sharing, given it is not a stock item, but was essential to ensure that Greg could choose a Studio Air 1 to physically fit the space, and not a competitor product in this great PR opportunity.



Skypark Bench Project

We have been looking at fabricating the workbench requirements for Skypark in the Metal Shop. This was a project that Chris Glanville commenced initially in the metal shop, rapidly moving from a basic idea to design a modular solution for our various requirements to a collaborative project between Production Engineering and Production.

Zack Jones (Manufacturing Engineer) has been pivotal in taking this from rough and ready conceptual designs and prototypes, into a more polished CAD based product with full shop floor support – including programs for press brakes, and chasing suppliers for the powder coats to achieve the colour schemes. The images shown are for the 1.8 metre weld bench, and there will also be a 1.5 metre standard bench for the assembly areas.

The aim of this project is to firstly produce these benches at a potentially considerable cost saving as opposed to purchasing them, but to also gain other benefits such as:

- Modular design for easy modification – enabling us to use this design in a variety of settings across the business
- Reducing lead time – we will not be beholden to supplier availability and delivery times and charges
- Custom designed and made to fit around our business requirements
- Customised colour coding to Stovax & Gazco RAL colours/codes
- Standardised benches across the business
- Perforated panels included in design (usually purchased separately)

- Greater control over the costs, and future savings if we require more for expansion

- Not subject to the design changing or becoming obsolete as it is our own design
- The modular design can be quickly adapted for use to fabricate anything, from picking trolleys to storage or equipment benches

The first prototype bench and colour scheme can be seen in the photos, and is currently in the rivet line weld bays to test and gain operator feedback. Once feedback has been received, we will collate this and make any necessary design changes.



The benches haven't received official sign-off, but initial feedback has been positive from all parties. We would also like to look at some tasteful branding/logos to go with these eventually.

New Product Launches!

A huge thank you to everyone for their hard work in getting the following products out of our doors and into our various markets!

New Generation eReflex RW range

Following the launch of the 55RW, 75RW and 150RW, the remainder of the new generation eReflex collection was released in late summer, including the 85RW, 110RW, 135RW and 195RW. All of these models have been refreshed with the new generation engine, and are now available with our all-new flame and log effects, app control, plus optional mood lighting kits.

Additionally, our Export markets were soon to follow the UK and Republic of Ireland, launching in autumn to our retailers overseas.





Launch of UK Outdoor Brand **DRAGONFLY**

In November, we were proud to be able to launch Dragonfly – an all-new outdoor brand available to the UK market, encompassing our outdoor division. Dragonfly is designed to offer a designer collection of outdoor fires and barbecues, that can be viewed on one dedicated website (yourdragonfly.com) with its own branding and identity. The Dragonfly website also plays host to the Nordpeis outdoor products, so that we can cross-sell our outdoor collection easily in one place.

Dragonfly launched with its own debut product – the Firenze. The Firenze range comprises four contemporary Plancha Barbecues, offering two different heights and finishes, as well as models with or without integrated log storage. An optional solid oak ring can be fitted to the plancha plate, making for a stylish dining area, plus an optional grill opens up further cooking alternatives.

Along with a stunning new website showcasing both this new product range and the Nordpeis outdoor collection, a full suite of support materials were made available to selected retailers, including an eye-catching brochure, in-store point of sale display card, launch video, and price list.

Well done to everyone in their pivotal part to play in getting this launched and out into market.



NEW Social Media Channels!

Show some support for the new Dragonfly brand launch by following our new social media channels @dragonflyrange



Home Ground Report – UK Sales



As we reach the end of 2022, it has been pleasing to see a seasonal uplift in interest on both gas and electric fires and stoves, with the team pushing both the 'Winter Warmer' offers and the 'How Little' campaign. We are certainly sharing the right message to consumers seeking viable options to reduce their overall energy consumption and costs.



New products such as the Onyx Orbit have been creatively displayed by retailers, and have started to attract some real interest from consumers, and even more deliveries both for showrooms and consumers should be leaving us before the end of the year. As we head into 2023, we are unfortunately still in very uncertain times for gas and electric appliance sales and the ongoing energy cost increases will certainly still be a challenge throughout next year. However, with everyone's efforts in the field, and all involved here in Exeter, we continue to grow our presence in stores with innovative and exciting new products which

should help us to grow our market share in a tougher market than we have seen for a number of years.

Woodburning and multi-fuel stoves continue to sell well, and, considering the short window of time we have had to increase our orders and deliveries from suppliers, we have managed to make the most of this uplift in sales. Whilst we will head into 2023 with a substantial back order, it does appear that we are keeping a better pace on delivery than some of our competitors, which should certainly give us the rewards during the early months of next year.

It is great to see new products such as the Futura 5 and Huntingdon 30 being assembled here in Exeter, and as we look ever closer to moving to Skypark, this capability to flex our production across all fuels will be of huge benefit to the business. We also welcome the launch of a new brand 'Dragonfly', where our new outdoor ranges will be presented. The first to arrive is the newly-launched Firenza, which, whilst early days, has had a favourable response from some of our retailers already involved in this sector. The Firenza offers something different in a congested BBQ

sector, and, as a few of you may have seen during the first firing at the D units, is capable of cooking for quite a large crowd. Matt and I hope to continue these demos in the new year (hopefully when the sun does finally come out!)

I hope everyone enjoys their Christmas break. 2022 has been quite a tough year for all of us, and whilst 2023 will challenge us all again, we are well positioned as a team to grow our market share and keep moving forward.



Onyx Orbit Retailer Installs

Export Weather Report

We continue our year in very changing circumstances with the global markets still experiencing all the cost-of-living pressure we have in the UK. The reaction to these pressures has been greeted differently by many of our global markets, and alongside a prolonged warm autumn, this is resulting in our traditional winter season being very unpredictable.

ROI has sadly seen a big decline in demand for gas and electric, added to the government banning the burning of turf (peat). That said, the government has made a u-turn during this energy crisis and turf can now be used for personal consumption only.

France continues to see a high demand for solid fuel. Pellet burners have always been very popular, but pellet manufacturers are struggling to cope with demand and shortages of supply. Due to this our retailers are now diverting their customers to buy log burners, contributing to growth in solid fuel stove sales and, in particular, a continued increase in 5kW stoves. Francois Nogues is also working hard with our Aasgard retailer group in expanding their showroom displays of our products.

Our expansion for electric products into Europe has been aided by our Marketing Team, running an electric promotional offer and incentive for our retailers, with some pleasing results – in particular, our Huntingdon Electric stove range has proven very popular. Thank you to Caroline Harris in Marketing as well, who has also been actively involved in promoting our electric range with the collaboration of 'influencers'.

Our markets in the Netherlands and Dutch-speaking part of Belgium, looked after by Hans Bouter, continue to evolve, with electric sales under pressure but demand for solid fuel growing. The same is for the French-speaking part of Belgium, looked after by Curtis Dockree. Curtis is also responsible for a huge territory of France, which is growing in sales due to his efforts.

Dominik Blazewicz continues to promote our range of products with the recently agreed supply of our Onyx Electric products into Regency Fireplaces, Australia.

Following our visit to the United States earlier in the year to explore the American market, last month also welcomed a visit from our



NIBE partner, Regency Fireplaces International, based in Canada, who also cover all of North America. This visit was to help cement the hard work from Nik Gardner and his R&D team in developing a bespoke electric fire for their market, with their first order for this product now secured for two container loads – a great effort in helping expand our global reach. Regency is also committing to selling an expanded range of our other electric products including Gazco eStudio, eReflex and Onyx.

Curtis Dockree visits our first ever French influencers @Bestjobers to install their electric Huntingdon 30 and solidify our collaboration's relationship.

