



internal staff newsletter

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This year has been exciting, rewarding – and of course has come with its challenges.

The move process was all encompassing and everyone, across the entire business did their part ensuring a successful relocation.

Clearly with the move came significant change to routines, as well as tried and tested processes. We are working through the new processes, some easier than others, but in either case I am positive we will be fully on track in the coming weeks. We will then focus on the positive savings which should come from being in a modern single facility.

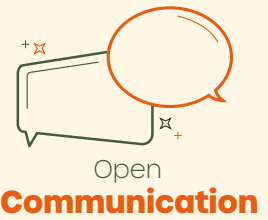
I would also like to thank everyone for helping us as we hosted our retail partners and for participating in press days to make the opening of the building a truly memorable moment in our history. Your professionalism and enthusiasm were evident, and it made a significant impact on our relationships and reputation – we’ve had excellent feedback from all manner of contacts following their visits here.

As we look ahead to the heating season, we have some exciting new product launches which will keep us at the front of our customers’ showrooms. Whilst there is a significant level of uncertainty

in the market we are still planning for a positive finish to the year.

Once again thank you all for the ongoing commitment and team spirit – hopefully most of us will be able to participate in the coming company BBQ (weather permitting) where the management team and I can thank you in person for the continued efforts.

Let’s all hope for a great winter season. Alistair



## Burgers, bangers or both!

As mentioned earlier in the year, we will be holding a staff BBQ in the coming weeks to celebrate our successful move into Skypark, thank everyone for their notable hard work during the move, and to mark the heating season being in full swing. As always, dates are weather dependent – but hopefully we will get a round of October sunshine.



Value our  
**People**



**WIN!**  
a bottle of  
prosecco or  
non-alcoholic fizz!

See back cover  
for details

**12  
Chances  
to WIN!**



# Step Inside!



**Opening our doors to retailers, suppliers and press, and your families.**

What a summer! Following the hard work moving us into the premises, and transforming it into the impressive space it is today, we cordially opened our doors across many weeks to retailers, suppliers, press, friends of the brand, and most recently welcomed your families.

## Dealer Days – 40th Anniversary Celebration.

**Celebrating our past, present and future**



Kicking off with our Dealer Day events, we saw an impressive turnout of over 400 individuals representing 200 UK retailer accounts, over 4 days in June. As our 40th anniversary fell during a time of uncertainty with COVID-19, we were unable to hold the splash that we would have liked, so these events doubled up as a huge belated celebration of our past, present, and future.

We had the opportunity of taking our retailers on tours of the premises, and welcoming them with friendly faces and excellent hospitality. From the lunches to their interactions with all staff they encountered, the days were hugely successful and allowed them valuable insight into upcoming products that they could register their interest in ahead of the season.

The Onyx showroom became a conference space, where they were able to enjoy a number of our videos as well as presentations and ‘thank yous’ from Martyn Allen and Matt Beckenham. The evenings were a huge hit, as we wined and dined them at four specific events designed to leave them feeling looked after, and a celebration of our valued partnership.



Putting our **Customer First**

Here are just a few of the fantastic comments left from various retailers:

*I wanted to thank you for your invite to the event, I was looked after by anyone from the group, and I had a fantastic time seeing the factory. I found the showroom very interesting, and I will return with some excitement to express to my team. The factory is something to be proud of and I hope our relationship only flourishes moving forward.*

*Thank you all for everything. With all that you are doing as a company it gives us much more confidence in your products and service, I can see we will have to do a lot of showroom changes in the future to add more product."*

*Don't think you could improve; the only thing is there is no option for ten stars! Excellent – thank you!*

*I just wanted to say how grateful we are for the opportunity to come down & see you all on Thursday 22nd June. It was amazing to see the impressive site your team have clearly worked tirelessly on; the scale of production was overwhelming.*

*We had a super time, and it was nice to get together and put faces to names. Ongoing we're confident that Stovax group will go from strength to strength. All the staff we met from sales, production and R&D are a real credit to the company and I'm pretty sure Alistair is fully aware of that."*

*We had such an informative day and an entertaining night! The whole visit was an extremely worthwhile experience and one we will not forget. The event mainly showed us the massive investment Stovax & Gazco have made, which has given us the confidence to promote you even more. The passion and motivation displayed by all the staff was so energising; you have the whole company behind you. This of course means we want to work even closer with you and expand our current showroom displays.*

*We also wanted to thank you personally for spending so much time with us & ensuring we had the best time. You already give us the best service compared to all our other suppliers, but you really do go that extra mile & you genuinely care about our own business & how we can improve together. You are a credit to Stovax & Gazco!*

The events were supported by everyone across the business, whether exchanging small talk, taking time away from your workspace to answer questions, producing marketing content, or offering retailers hospitality – a huge thank you to everyone across the entire company for doing our part in ensuring Dealer Days were memorable, a positive reflection of the company, and a huge hit!

Thank you especially to Emma Billings and the Internal Sales Team

for the hard task of organising all the elements that made up each day, from menu requirements and arranging hotel stays, to tote bags stuffed with gifts and marketing collateral, there was a huge amount of preparation and behind-the-scenes planning required. Well done to all!

**Marytn Allen - UK Sales Director**



# Ready for take-off! Grand Opening event – ‘Fizz, Fire & Factory’



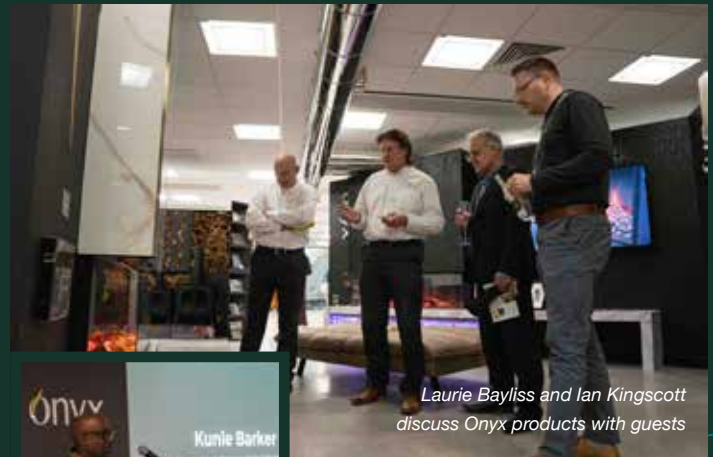
Ribbon Cutting by Property and Construction Expert Kunle Barker and NIBE CEO Gerteric Lindquist with Alistair Compton, and Head of NIBE Stoves Niklas Gunnarsson

Following on from Dealer Days, we held our official Grand Opening event ‘Fizz, Fire & Factory’ on 4th July. This was an opportunity to mark the formal opening of the building with a ribbon cutting ceremony, and was designed as a springboard for onward PR to share the exciting future for the business.

Joining us on the day were members of the NIBE Stoves Board, local dignitaries, press, prominent figures in the self-build, homes, and interiors sector, as well as key suppliers and contributors to the build itself.

We had the honour of hosting Kunle Barker, a renowned Property and Construction Expert, Writer, and Broadcaster, who attended to speak on the day, and cut the ribbon at the opening ceremony. During his speech, Kunle shared his history with Stovax & Gazco, saying: “My first editorial piece about Stovax & Gazco’s fireplaces was actually my first real paid journalist job; I was working for Grand Designs at that time. I am delighted to be able to continue to talk to the company about their onward trajectory.”

Our guests enjoyed their behind-the-scenes tour, meeting many of us around the business along the way, plus a sneak preview of our new product portfolio for the season ahead. Here’s some of the feedback from the day itself – a huge thank you to everyone across the business for making our guests feel welcome.



Laurie Bayliss and Ian Kingscott discuss Onyx products with guests



Kunle Barker



Laurie Bayliss gives factory tour

*"Thanks so much for yesterday. I had such fun; seeing the factory and all the fantastic products was excellent."*

*- Kunle Barker*



*"I would just like to say how much I enjoyed the Stovax & Gazco Celebration. You put on an incredible event. The hospitality from start to finish was flawless. I was made to feel very welcome by every member of the team. It was nice to get a full understanding about the company - where it started, how it's grown and where it's going, all of which I found very admirable. I also felt a great sense of passion from everyone: passion for their work, products, and care for the environment and the well-being of your employees."*

*- Future Publishing*

*"A hugely impressive 'statement of intent' that shows huge confidence in your product and future and wonderful to see investment in the South West. Superb to see the investment and thought too in the environmental credentials not only of the products you make, but where you make them. All of this was more than matched by the warmth, enthusiasm and expertise of every single member of the Stovax & Gazco team I managed to talk to and spend time with."*

*- Greg Penn, @manwithahammer*

*"It was really fascinating to learn more about the innovations Stovax & Gazco are making in your industry from your new factory/premises here in East Devon. The tour was really insightful, and you could really feel the dedication to creating eco-friendly, sustainable products and the research that goes into finding new ways to achieve this."* - One Magazine



Alex Galan and Holly Wilson

Stovax SkyPark Ribbon Cutting

Kunle Barker



**New Manufacturing Facility Brings Opportunities for the South West**

Local leading stove and fireplace manufacturer, Stovax & Gazco, last month celebrated the opening of their all-new, state-of-the-art facility at Exeter's SkyPark. The 205,000 sq ft facility, equipped with cutting-edge technology, will serve as a catalyst for growth from the heart of the South West, creating jobs, fostering local partnerships, and fueling economic development. With a 40-year history in Exeter, the company continues to innovate, with a long-term goal to build their own hydrogen development and test facility to further influence the decarbonisation of the UK. The premises move comes with a renewed intention and commitment to hiring local talent too, with new opportunities soon on the horizon, and fostering strong relationships with local people and businesses. Caroline Carr, HR Director commented: "At Stovax & Gazco, we are committed to becoming an employer of choice in the local area. We believe that our employees are our most valuable asset, and we strive to create a welcoming environment that encourages personal development and rewards hard work." Look out for future recruitment opportunities at [www.stovax.com](http://www.stovax.com)

**GRAND OPENING**

Stove and fireplace producers Stovax & Gazco recently celebrated the grand opening of their new premises at SkyPark with property expert Kunle Barker marking the occasion at their ribbon cutting ceremony. The new 205,000 sq ft building has been designed to be environmentally sustainable and meets the BREEM 'Excellent' standard, promoting employee well-being and protecting natural resources. [www.stovax.com](http://www.stovax.com)

Images by Stevie Nickells



Sharon Pagano and Catherine Harris

Guests watch the Grand Opening welcome speeches



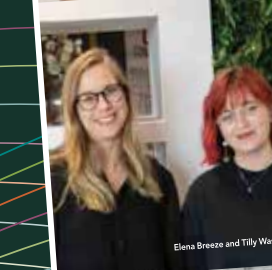
**STOVAX OPENS EXETER FACILITY**



Last month Stovax & Gazco opened a new 205,000 sq ft facility at Exeter SkyPark - purpose built to develop a diverse range of high-quality woodburning, multi-fuel, gas, and electric stoves and fires. Following the grand opening of the facility, Ian Kingscott, pictured, Stovax group technical director, said: "Today marks a huge milestone for us, and this new facility sets the stage for our continued growth and innovation. We are excited about the opportunities ahead as we strive to deliver sustainable heating solutions and contribute to a greener future."



Nick Gillam & Emily Batesmith (Build It Magazine)



Elena Breeze and Tilly Washerr



Factory Tour



Handshakes with Kunle Barker

Stovax & Gazco team with Greg Penn

# Alistair Compton & Stovax Heating Group feature in Business Insider South West!



Whilst our press efforts are always ongoing, with broad coverage across a multitude of sectors, a particularly notable feature was recently made possible. Editors from Business Insider's South West edition visited us to talk to Alistair about the Group's past, present, and future following outreach regarding the new premises. Our lasting impression on them, along with some eye-catching photography work from the Marketing team, has resulted in a front cover position, plus a significant article that shines a positive light on the company's operations. Thank you to all those involved – perhaps Vogue is next...!



Read the full article at [flickread.com/edition/SWBI](https://www.flickread.com/edition/SWBI)

## All aboard! Welcoming your families to your workplace

Following our retailer and press events, we offered our staff the opportunity to bring their families to enjoy a tour of the new building, and gain insight into where we all work. The turnout and feedback has been very positive, with 140 people joining us across two successful days, both accompanied by lunch courtesy of the company.



We hope everyone enjoyed their visit; we are delighted to have been able to host your families here with us, with the events a reflection of both the company's achievements and how we value our people.



# Long Service Awards



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

<b>Matt Beckenham</b>	Marketing Director	15 years
<b>Pat Coggins</b>	Production Operative	15 Years
<b>Lucy Cadbury</b>	Customer Services Advisor	15 Years
<b>Lionel Mathe</b>	Country Manager (France)	15 Years
<b>Natalie Boyce</b>	Senior Customer Services Advisor & Company Trainer	25 Years
<b>Andrew Doe-Goodman</b>	Senior Gas Development Engineer	15 Years
<b>Martyn Allen</b>	UK Sales Director	30 Years
<b>Stuart Needs</b>	Design Manager	30 Years
<b>Keith Pike</b>	Production Assembly Manager	30 Years

# 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 30...

**Isa Justo**, Customer Services Advisor, who turned 30 in August; **Peter Szabo**, Warehouse Operative, who turned 30 in June

## Turning 40...

**Richard Moore**, Service Engineer, who turned 40 in April; **Florin Babanescu**, Warehouse Operative, who turned 40 in May; **Darren Wilson**, Production Engineer, who turned 40 in August

## Turning 50...

**Adam Southern**, Driver, who turned 50 in June;

## Turning 60...

**Nicky Elliott**, Buyer, who turned 60 in March; **Bev Gaisford**, Senior Customer Services Advisor, who turned 60 in May; **Johnathan Gale-Walker**, Production Operative, who turned 60 in May and **Michael Van De Burgt**, H&S Officer, who turned 60 in August; **Peter Hodge**, Warehouse Operative, who turned 60 in January.

## Turning 65...

**Hans Bouter**, Area Sales Manager, who turned 65 in August.

# WEAR IT PINK DAY OR BAKE IT PINK!

For Breast Cancer Awareness month, we're hoping you will join us in a fundraiser on Thursday 19th October for the Wear it Pink campaign. The official date is Friday 20th October but to capture more of us we thought the Thursday 19th October would be best.

Please Wear it Pink and/or bake some yummy cakes to raise much needed funds. Last year we raised £230 which was very much appreciated by the charity.

Thursday October

# 19th!

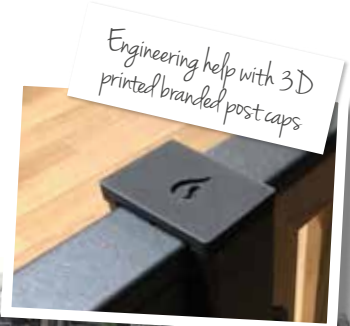


# Your ReFuel Lounge and Showroom

**Matt Beckenham, Marketing Director, walks us through some details behind our spectacular ReFuel Lounge & Showroom build.**

I think we can all agree that the first impression when you enter our showroom is truly impressive, a fitting reflection of the incredible amount of passion and commitment from many individuals into bringing it to life. I'd like to say thank you to everyone involved for going above and beyond their usual day-to-day to get stuck in. A tremendous amount of hard work went into making this possible, supporting the Marketing team in making our designs a reality.

The keener eyed amongst you will have no doubt clocked some of the more subtle design touches, such as our 3D printed post caps or our logo incorporated into the ReFuel signage and space dividers. But even if not, I'm sure you'll have appreciated the overall designer flair and cohesion that has been achieved across these spaces. Every element has actually been fabricated in-house, a great collaboration with Chris Glanville and Scott Kirkum from the Metal Shop team to showcase their engineering craftsmanship! Everyone's hard work paid off and we now have an impressive and versatile space for showcasing products, and for staff to enjoy on their breaks.



Engineering help with 3D printed branded post caps



Scraps of paper with doodled ideas were common place!



Wood & metal proved challenging to combine



The ReFuel Window is in



The 'Halo' goes up



Freshly Punched Metal Work



One of the few Ikea trips for plants!



The "Presentation Station"



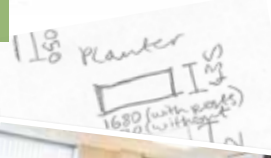
The new Onyx Showroom is not merely a product display area; it has been designed to serve as an adaptable space for hosting and entertaining guests, for presenting, and as an impressive meeting and collaborative area for both external and internal events. The addition of a modern kitchen allows us to demonstrate how an electric fire can be incorporated into different areas of a home, as well as being an extremely useful space for hosting.

The Showroom and ReFuel Lounge project illustrates what can be achieved with a collaborative mindset and a shared goal. It's a prime example of how pooling resources and expertise from across the business can lead to something truly inspiring that benefits us all.

**"The cross-departmental collaboration was a key driver in meeting our objectives for this project."**



Scott Kirkum & the metal shop team were critical in bringing all the metal work to life including 'modulogs'



## Booking the Onyx Showroom

Following several successful dealer events and of course the grand opening, it has become clear that the second showroom (Onyx branded side) is now a very valuable and much in demand space for other purposes.

As such we have now made this a bookable space which means it is no longer to be used as a thoroughfare from either the factory floor or R&D labs, nor to be used at lunchtimes. Please note that this is purely the Onyx side, and is not applicable to the ReFuel Lounge side showroom which remains free to use at all times.

The showroom can now be booked like our other meeting rooms within Outlook. When creating a new meeting search for **Location: 4181 – Showroom Zone**



# Welcoming Ian Padget, Finance Director

Ian Padget joined us in May as our Finance Director. Ian is a Chartered Accountant and brings with him a wealth of experience from finance leadership roles in both UK and US listed companies. Ian recently returned to the UK following an assignment working and living in Sweden where he was the Nordic Finance Director for a financially driven, US S&P 500 global diversified industrial corporation. Ian prides himself with a supportive and collaborative working style whilst maintaining a backbone of integrity and respect. He has consistently driven financial performance in challenging and changing environments, by maintaining a close proximity to the underlying businesses, developing strong teams and focusing on value creation.

Ian commented: "It feels great to have joined Stovax & Gazco. I am grateful to have received such a warm welcome from the whole team that has clearly achieved a lot over the years, for which everyone should be very proud. I am looking forward to being part of our journey going forward."



## Sustainability Updates

As you may be aware, we are currently updating the management of health and safety to bring it in line with the requirements of ISO45001:2018 Health and Safety Management. This standard specifies requirements for an occupational health and safety (OH&S) management system, and gives guidance for its use, to enable us to provide a safe and healthy workplace by preventing work-related injury and ill health, as well as by proactively improving OH&S performance.



We recently had our Stage 1 external assessment with no issues raised, and we are due our Stage 2 certification assessment at the beginning of September. This will be an in-depth five-day assessment looking at all areas of health and safety within the organisation. As part of this assessment, you may be asked some questions by the external assessor whilst they are on site, relating to the health and safety aspects of your work. This is nothing to worry about and you will be supported by one of the team if you are approached.

Following the move to Skypark, improvements have been made in the way we manage our waste. We have two large compactors, which has significantly reduced the number of lifts being completed by our Waste Contractor. Because our waste will be collected in bulk, in the future it is important that we remember to correctly segregate our Dry Mixed

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



Recycling and General Waste and new colour coded bins around the site should also help with this.

Also, as we are now on one site, the three 7.5 tonne lorries that were going between our old sites have been decommissioned, reducing our transport emissions. We are also expecting to see improved energy efficiency thanks to the investments we have made in new plant and equipment and the overall efficiency of the new building.

During July we held the Management System review with the Senior Management Team. This meeting looks at how we are performing from a Quality, Environmental and Health and Safety perspective and was generally positive. We did spend some time reviewing the accidents and incidents that have occurred on site since the beginning of the year and particularly our Lost Time Incidents. This review gives the Senior Management Team the opportunity to discuss what lessons have been learnt, actions taken and also agree any further changes that should be made to reduce the likelihood of similar incidents occurring.

Your input and feedback is also vital to help us continually improve and we encourage you to discuss any concerns or suggestions you may have with your line manager, supervisor, Michael Van De Burgt, Health and Safety Officer or any member of the management team, so these can be considered and implemented, where appropriate.

# Important Reminder: Safety Guidance on Site

## Be Aware of **HGVs**

With a factory and warehouse on site, please always be aware of your surroundings and follow the other guidelines listed here.



## Watch out for **Forklifts**

Please be aware that there are forklifts on site, and follow all guidance to ensure your safety.



## Always use the **Walkways**

Stick to the designated green walkways in the factory and warehouse.



## Wear the appropriate **PPE**

Always wear the appropriate PPE when necessary.



## Look out for **Slip and trip hazards**

Take care at all times and report any hazards immediately.



## Remember the **Accident Book**

Report any accidents, incidents or near misses to aid future prevention.



## Know your **First Aiders**

Always ensure you know where your nearest first aiders are.

## Free Employee Flu Vaccinations

The company is pleased to advise that free flu vaccinations will be offered to those staff who wish to take them up again this year – at £20 per person, this is a significant investment into the health and welfare of our valued staff, that we are providing entirely free.

The date the vaccinations have been booked for is 24th October 2023. If you would like a free flu vaccination, please let Caroline Carr (HR Director) know, so that you can be added to the list.

Please note that these will be provided on a first come first served basis.



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# We want to hear from YOU!

Roundtable meetings have proven to be a useful forum for us all to get together, to share how the company is doing, what we are focussing on and the challenges we are facing. It also gives a chance to share your thoughts, opinions and suggestions with us, to give us the opportunity to make improvements and ensure your experience at work is a positive one.

We have decided that going forward we are going to get bigger groups together to help break up any silos, give you the opportunity of mixing with others in the company, and also to be able to hear their concerns and thoughts too.

We are going to introduce a small team building exercise into the start of the Roundtables. Whilst you are doing this activity, some paper and pens will be provided and we ask that you give some thought to specific questions that you'd like to raise during the Roundtable (anonymously if you prefer) and we will collect these up and address

these following the team building exercise where we are able to.

We respect and value your opinions, and so there will be forms available for completion before you leave where we will be asking for feedback on the top 3 things you think we do well as a business, and the bottom 3 (and again this can be anonymous if you prefer) and then we can look to further expand on the good, and improve the not so good!

We'd ask that you keep the suggestions/comments etc respectful in line with our company values.



## Staff Suggestion Updates

We continue to encourage you to submit your suggestions to improve business practices and potentially be awarded £25 or £10.

The amount of award 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.

Name	Suggestion	Award
Julie Ryder	Incorrect Instructions on Liberty 85 stove. They need to be clearer.	£10.00
Adam Mullen	Orbis Alert for receipts outside margins.	£10.00
Carl Farmer & Karen Muff	A statement should be added on all export shipments to Eire to use the companies Irish TAN Deferral account.	£25.00 (each)
Alice Wickham	A yellow label on fragile parts telling the customer to inspect for damage immediately.	£10.00 (QC to investigate Additional £15.00 to be paid if implemented)
Jamie Wengradt	Include latest edition of Ignite in all new employee contract packs.	£25.00
Reece Tripe	Palletising slow moving stock vertically to make it easier to pick.	£25.00
Christopher Connick	Adding auto email acknowledgements to the Tech/Warranty teams emails and with new online consumer facing warranty/service booking form - add a message to advise on busy time of year and upfront ETA.	£25.00
Paul Kendall	Replace 2 screws on Stockton 5 fires with smaller size	£25.00

**There is now a Staff Suggestion postbox with forms to submit any suggestions of general company feedback in the ReFuel Lounge.**

# Making the vision a reality

John Myhill shares his thanks for all the hard work and input into bringing the building to life.



We have now been in our new premises for a few months, and it's fair to say we have encountered a some teething problems which we are working hard to fix. However, considering the vast scale of the relocation, I'm happy to be where we are today, and I hope you all are also.

The relocation was originally scheduled to take place over a 6-month period, but delays caused by the contractors (combined with a very fixed exit date from our original premises) resulted in the bulk of the relocation schedule being reduced to just 3 months. Not only did we relocate in such a short period, but we delivered a lot more than was originally planned. I'm pleased to say we completed the project within budget, so I've dodged the job centre again.



I look back on this project in a really positive light. When I walk around and see the warehouse and production areas, or the laboratories that were once just drawings on a screen now made reality, I'm still taken aback by what's been achieved. The work that was completed to enhance the offices, showroom and ReFuel lounge again is spectacular. It's really transformed our working environment – can you imagine being back in our old premises now?

When thinking who to thank it simply comes down to all of you. I felt 100% support and engagement throughout this project and there is no way we would have been where we are today without that. So many of you got involved in assisting with the works needed to both get our new premises ready, and the old ones empty, which was great to see. Alongside the physical works, so much was done behind the scenes to make sure you were all ready to start working here – from the IT preparation, the Health and Safety planning, to the printing, programming and issuing of our new employee cards. It really was a huge amount of work. It has been fantastic to work with you all on such a milestone project.

## 5 mins with...

### Natalie Boyce Senior Customer Services Advisor & Company Trainer

**How long have you been working for Stovax & Gazco?** It was 25 years in May



**Describe a typical working day.**

Answering customer enquiries mainly by email, webchat and occasionally by telephone. I also offer product support to the Customer Services Team and anyone else who needs help – particularly on solid fuel appliances which are well and truly in my blood.



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**What is the most rewarding aspect of your job?**

It sounds corny but I actually like helping people. I love investigating problems, identifying random parts and getting resolutions for people.

**Which of our company values do you most relate to, and why?**

Value People – I believe in treating people with respect whether it is work colleagues, customers or people you meet in your day-to-day life.

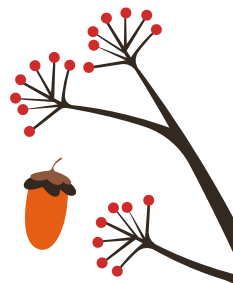
**It's the 90s. What song is at the top of your playlist?**

I like everything – I was lucky enough to work in a job that meant I got to see lots of live music. My playlist included everything from Oasis to Take That.

**What makes the perfect holiday to you?**

Sunshine and quiet.

# Hosting the Hydrogen South West Quarterly Meeting



We were thrilled to have hosted the quarterly members meeting for Hydrogen South West on 12th September. A diverse range of businesses and innovators driving the development of hydrogen infrastructure and technology attended, establishing connections and presenting their current projects, research and next steps for the future.

It was an exciting opportunity to showcase our stunning new facilities, including our Hydrogen-ready paint ovens and fully equipped Research & Development labs, to demonstrate our commitment and forward thinking into the future decarbonising of some of our production, and exploring the decarbonisation of the domestic gas grid.

This was an important step to continue to strengthen the South West's position as a hub for hydrogen research and development, supporting our long-term company goal of obtaining funding to build our own Hydrogen development and test facility.



## BUPA HEALTHY MINDS EMPLOYEE ASSISTANCE PROGRAMME



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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](https://bupa.co.uk/health-information/mental-health)

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.

# Export Weather Report

For our European retailers, summer was their time where many retailers close for two-three weeks. In line with this, our outbound deliveries to our direct markets in France, ROI, Netherlands and Belgium slowed until the end of August.



Japanese distributor as a welcome gift. We keep our fingers crossed for a long and fruitful future together.

At the same time, our retailers in the southern hemisphere are in their winter seasons and are keen to ensure further orders are being despatched via containers. August saw more orders being shipped to Australia and New Zealand with a mix of solid fuel, gas, and electric products.

On the other side of the pond, we also see two new electric products being launched in North America and Canada, the Ei25 and Ei33. These are inset Heath Electric Fires – unique to this market and developed by

Nik Gardner. Two containers left, and we hope to see these two markets as key markets for growth over the coming years.

In September, we were pleased to be able to welcome our New Zealand distributor, The Fireplace, on their visit to us here at Skypark, and of course we were delighted to be able to show off our new premises and manufacturing facilities. Both Geoff and Dave from The Fireplace were last in the UK five years ago – Teams video calling has allowed us to keep in regular contact, but it is always nice to catch up face-to-face, and in the same time zone!

Our long and continued work with a new potential Distributor in Japan has been successfully achieved and starts a new market for us. Japan follows a season similar to the UK, and their market is keen on solid fuel products. Our newly in-house manufactured Futura and Huntingdon are top of their list, with further products including Vogue and Stocktons. Our first order has now been shipped in two container loads and we look forward to their retailer launch in Tokyo and Osaka this October, and hope for further repeat orders.

In particular, Mike Coke and Pilar Alcocer-Garcia have been great ambassadors in ensuring all the testing, technical and instruction manuals have been produced and translated into Japanese. Additionally, Abbie Grange has been instrumental in producing a 3D-printed Futura 5 which will be presented to our new



3D-printed Futura 5 inside the real thing

The approaching season ahead for our direct markets remains uncertain with the impact on rising inflation and cost of living, but we remain cautiously positive.



## The heart of the... hive?

It looks like Stovax & Gazco products are at the heart of every home, with a hum of bees found in one of the crates on the yard at Skypark. The crate created the perfect environment, with the hole in the side of the box forming the perfect entry point for a Queen bee and her colony. Making this their home, they were able to build a nest and even make honey!

The bees were safely removed by John Myhill's father who is a renowned local bee keeper, and have since joined a new hive elsewhere.



# Production & Planning

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



What an exciting and busy period since our last Ignite at the end of 2022!

We have all moved into Skypark, with some fantastic new investments coming on stream for the 2023 season, and staff settling into their new place of work, the new facilities, and ways of working.

Having the Planning office on the first floor close to my office, Jack Knightly, the Purchasing and Freight teams, HR and now H&S – plus a great view of the airport runway – is proving to be very interesting. The informal communications are providing a real benefit, and the occasional viewing of the Red Arrows is also a bonus!

The Planning team have come to terms with seeing daylight, and following the recent changes in roles and new starters, has settled in really well under Lisa Lashbrook's capable management. The planning process itself has become quite challenging over recent weeks due to the picking issues in the Warehouse but the team really does seem well placed to reach new heights once things settle down.

Will MacLaurin left us to take up a new role as buyer in Purchasing, so we thank him for his significant contribution over the last few years and wish him well and will try not to ask him too many questions!

The physical move in of the Production areas was a real team effort and on the whole went very well, although it did seem to take a lot of effort to finally shake off the dust from the various premises in Sowton.

working, and most of the snags now addressed by Trumpf, was a big relief, and we are looking forward to the Season and the chance to "test out" the new facility!



The new paint lines and auto shot blaster, now with the lifting equipment and T-load rollers on the degreaser, are significant improvements and just need the "trial of a busy season" to iron out any wrinkles yet to be identified. Many thanks to our Engineer colleagues in Production Engineering.



Assembly has more space than it would appear we need at the moment, but with the increased Stovax in-house manufacturing strategy, and the new electrics set for later this year, we are eagerly awaiting seeing a serious number of finished assemblies flowing into the warehouse daily.

The warehouse, scene of a lot of blood (metaphorically), sweat and tears, is full of stock, new VNA fork trucks, PPT trucks, and people. We are striving to address the current significant issues around stock location accuracy and picking process. These issues are proving challenging and are currently preventing us from delivering the planned steady increase in production output levels, and stock build for the coming season. Several other departments have been giving significant help to the warehouse team to try to resolve the issues – so our thanks to them.



We are very frustrated that the normally solid customer service that we provide, in terms of suitable stock provision, is being very stretched at the moment – and in some cases upsetting our customers – so we continue to strive to resolve these issues as quickly as we can and ask your forbearance.

Hopefully this year will see a more normal season with high levels of activity, enabling us to settle down our processes across the board, and helping us to live up to the expectations we have of our own performance, through increasing productivity and customer service.

# Engineer Training Days

We recently held a series of engineer training days, giving us the opportunity to communicate in person to the entire team and promote the quality of work expected from an engineer as a representative of our brands. The sessions included laying out goals, as we head towards peak season. Our team leaders Derek and Richard, along with Daniel Bird and Robin Brice all put in a great deal of effort to organise and run various training sessions across the week. Key areas of the agenda covered:

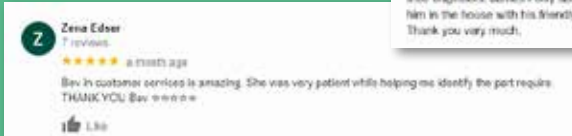
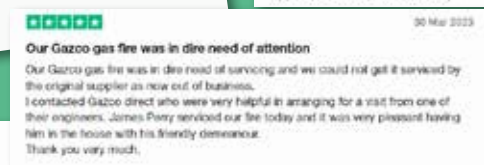
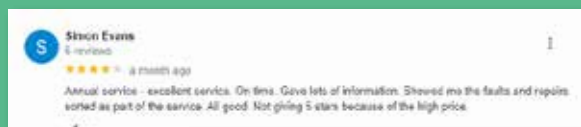
- Full site tours
- Company procedures and quality of work
- Hands-on fault-finding training with all the gas control systems
- New product training
- Quality and expectations of annual servicing across all fuel types
- Solid fuel Airwash repairs
- IT systems training (Concur, Safepoint, Microsoft)

Thank you to all 16 engineers for engaging with these sessions – we look forward to welcoming another engineer who starts with the business shortly.



# Super Service

Thank you to our customer service teams and 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.



# Latest award achievements!

## Winner of Exeter Living Awards 2023



We were thrilled to be announced as winners of the Home & Interiors Category for the Exeter Living Awards! These awards are a major highlight in Exeter's business calendar, celebrating innovation and excellence, and showcasing success stories from all four corners of the city. We were honoured to be crowned winners and to be recognised as an award-winning stove and fireplace manufacturer.

## DNA Paris Design Awards 2023



The DNA Paris Design Awards 2023 hold a prominent position among the most influential global design awards. These prestigious accolades are dedicated to honouring designers whose exceptional work distinguishes them, creates a significant impact, and merits international recognition.



We are delighted to have won an 'Honorable Mention' – this category honours designs in the disciplines of architecture, interior design, landscape design, graphic design and product design, awarding the best designers worldwide. Our very own Gazco eReflex 195RW has been selected, with an honourable mention of Ian Kingscott as a representative of the brand for his expertise in design and development.

We will be attending the official ceremony later this year, and will be making the most of the win across our various marketing channels.

## Global 100 Award 2023 – 'Best UK Stove Manufacturer'



Stovax & Gazco are proud to have been announced as a winner of the Global 100 Award, crowned Best UK Stove Manufacturer 2023. Chosen through a meticulous evaluation process based on comprehensive criteria, we stood out for our product portfolio and strategic brand presence, setting us apart as industry leaders.

## 2023 Global Excellence Awards 'Best Electric Fires Manufacturer'

We are delighted to confirm we have been awarded UK's Best Electric Fires Manufacturing Company 2023 in the Global Excellence Awards. All award winners are chosen via a merit-based system, with research carried out by their own impartial teams rather than external nominations. The achievements are awarded to companies that demonstrated a clear commitment to innovation in a given field - we're thrilled to have been recognised for this!



## Shortlisted for the H&V News Awards 2023

Stovax & Gazco are delighted to have their entry to the Heating & Ventilation News Awards shortlisted! Our Stovax Futura range has been shortlisted and is now a Finalist in the Domestic Heating Product of the Year 2023 category. A leading resource for news and insights in the industry, we are proud to receive this recognition from them and are optimistic for the final stage of the judging process!



## Shortlisted for BKU Awards

The BKU Awards has firmly established its position as the ultimate scheme for the recognition of excellence in the sector and the key networking event in the calendar of all bathroom and kitchen professionals.



With Stovax & Gazco's versatility, we entered this award in the 'Best Heating Brand' category, and are pleased to share that we were confirmed as a finalist. Likewise, Onyx was also selected as a finalist for this category. Although we did not win this award, the kudos associated with the shortlisting provides exposure in a key sector for our business.

## Shortlisted for Livingetc Awards 2023

We were delighted to have been nominated for the Livingetc awards, with the Stovax Futura and Stovax Riva2 ranges put forward for brand representation, along with the Onyx Liv.3.



Livingetc is one of the UK's most influential homes brands, so despite not taking the crown this time, we're thrilled to have made it so far for this year's award nominations.

# Christmas Working Arrangements

## When will I be paid?

As payday falls on 29th December this year, staff will be paid early on Friday 22nd December 2023.

## When is the shutdown this year?

Christmas Eve falls nicely for us this year on Sunday 24th December. Employees are required to take 3-4 days holiday between Christmas and the New Year when the business closes for the Christmas break, and this year we will require Employees to take 3 days holiday as we will be closing from Friday 22nd December. Staff will be permitted to leave from midday on 22nd. Please note that if you wish to take this day as a holiday then you will need to book a whole day's leave.

This will give everyone a break from Friday 22nd December until return to work on Tuesday 2nd January 2024. These 3 days are automatically deducted from holiday allowances.

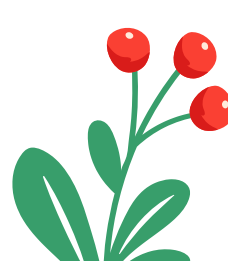
## Dates for 2023/24

<b>Fri 22nd Dec 2023</b>	Normal working day (Midday Close)
<b>Sat 23rd Dec 2023</b>	Normal weekend day
<b>Sun 24th Dec 2023</b>	Christmas Eve
<b>Mon 25th Dec 2023</b>	Christmas Day (Bank holiday)
<b>Tues 26th Dec 2023</b>	Boxing Day (Bank holiday)

## Weds 27th, Thur 28th and Fri 29th Dec 2023

Designated holidays taken from annual holiday entitlement (3 days) – If you have not accrued sufficient holiday to cover this period, this will be unpaid.

<b>Sat 30th Dec 2023</b>	Normal weekend day
<b>Sun 31st Dec 2023</b>	New Year's Eve
<b>Mon 1st Jan 2024</b>	New Years Day Bank Holiday
<b>Tues 2nd Jan 2024</b>	Return to work



# Say hello to our IT team

Our IT team plays an indispensable role, seamlessly interweaving technology with our daily tasks. Be it the efficiency of the warehouse scanning software, the reliability of our online sales portals for retailers, or safeguarding our systems from external interference, they ensure smooth sailing.

This section sheds light on the diligent efforts of our IT wizards that keep us up and running and enable every part of our operations!



*Gary Moorhouse, IT Director, gives us an update on who's who in the IT team, and the projects they have been working on.*

**Did you know?**  
Over 75,000 suspicious emails are blocked or quarantined each week

## Putting a face to a name

### **Chris Pritchard – Junior IT Technician.**

Chris cares for all the small things with flashing lights and a plug that sit on your desk. Prides himself on his customer service despite being a United fan.



### **Jacob Cherian – IT Systems Developer.**

The quietest and most polite member of the team and a wiz at web software development. Often seen with scanner in hand and heading for the warehouse. A new-born son hasn't caused him to take afternoon naps, yet.



### **Sam Grabham – Junior IT Systems Developer.**

Sam has an analytical approach to his work and has been integral to some recent improvements to production systems. His farm is a veritable industrial / technological museum. Ask him about it sometime.



### **Rodney Pearman – ERP Applications Manager.**

Rodney is going to revolutionise the working lives of colleagues by replacing Sage 1000 one day (an in-joke he'll appreciate). The beard is house trained.



### **Dakoto Ayasemale – IT Network Engineer.**

Dakoto helps stop naughty people doing naughty stuff and ensures the good guys and gals can do their jobs effectively. The newest member of the team and a fitness / health guru to balance out the rest of us slackers.



### **Kevin Ferguson – Senior IT Systems Developer.**

Kevin lives and breathes SalesLogix and mentors our Sys Dev team with all coding work. He once auditioned for the IT Crowd but was deemed too geeky.



### **Louis Glanville – IT Infrastructure Engineer.**

Louis is responsible for all the big things with flashing lights and a plug that live in our server rooms. Ex-military, so all the equipment does as he says... or else.



### **Gary Moorhouse – IT Director.**

Tries not to get in the way but sometimes can't help himself.



**Did you know?**  
3,800 support tickets have been dealt with in the last 12 months

# The Skypark Project

The Skypark design and planning exercise got off to a quick start, but a mixture of construction delays and global IT hardware shortages meant we had a long wait to the end of 2022 before we could really get hands-on. A new virtual network design and advanced hardware solutions have given us improved data storage options and a 10x internal network speed increase with the potential to go to 40x in the future. The bandwidth of our external comms (e.g. internet connections) is 8x greater than before with a managed failover option for business continuity. The challenge of being on a single site has been designing out any single point of failure. This will continue to be at the forefront of our systems operations.

**Did you know?**  
Over 80Tb (terabytes) of data are backed up each day



Skypark's state-of-the-art server room



The Falcon Road server room was cramped and outdated

The server rooms are now well laid out, easier and safer to work in and to maintain and upgrade the equipment in there. There is sufficient capacity for growth over the decades to come.

Once the physical installation was complete, the transition of the staff, systems and stock could be started. Relocating all of our stock while it is still being used for production and sales was a challenge. Working with the warehouse teams, essential changes were made to the barcode scanning and stock management processes to optimise this whilst trying to retain control and visibility. Other improvements will be delivered as operations find their feet and the preferred processes become clear. There are exciting plans beyond these short-term actions as well.

With the additional capacity, we will also have separate development and testing areas for systems development and new applications projects.

**Did you know?**  
Over 40km of data cabling went into Skypark

As with those who have done so much to make Skypark a workplace to be proud of, all of the IT team were really focused on getting this project right so that our colleagues and their functions could move with as little disruption as possible. All of this whilst still doing their day jobs of course and in some cases, very new to the role and the Company. So I want to extend huge thanks and appreciation to each one of them, and to you for your patience, as we continue to make sure we keep this revolution on the right path.

# New Product Launches



## Enhancing choices for Gazco eStudio!

We recently introduced our latest additions to the Gazco eStudio electric fire range: the 60R and 165R models. These inset electric fires offer enchanting visuals and uphold the eStudio collection's alluring effects, user-friendly functionality, and quality design.



## Ferleon - All-new gas patio cooker range

We were thrilled to be able to launch Ferleon earlier this year under the Dragonfly collection – a brand-new premium range of gas-powered patio cookers! The Ferleon offers both convenience and style for dining with family and friends on the terrace.

Comprising the compact Single cooker, larger Double cooker, and various plate options, customers can enjoy multiple modes of cooking. You can combine these cookers with perfectly-sized portable trolleys for an easy designer setup.

Ferleon launched with a dedicated brochure, plus all the usual trimmings to encourage our retailers on board, ahead of the summer season.

## Back to the Futura!

Complementing the popular Stovax Futura range are two sizes the Futura 4 and 8. These new sizes open up exciting new options for adding the Futura's minimalist aesthetic into smaller and larger living spaces.



## Hestia - Deluxe outdoor heat & cook wood stoves

Latest to the Dragonfly portfolio is a collection of outdoor woodburners – the luxury Hestia Heat & Cook collection. Delivering great performance, style, and cooking capability in equal measure, this range makes every al fresco gathering memorable.

The Heat & Cook Grill 50 is an outdoor woodburner with an integrated dual-depth grill, side shelves, and an innovative baffle system for directing heat – creating a truly authentic open-air barbecue experience. Alternatively, the Heat 50 model offers solely the enjoyment of an outdoor wood stove. Thank you to everyone that helped on a quick turnaround for getting this product range launched to our retailers!

# Flying high...

If you're a fan of the Sidmouth Regatta Airshow, or plane spotting in general, we have a super vantage point right here in our offices to see various aircraft, including the Red Arrows – one of the world's premier aerobatic display teams. Brad Discombe, Design Engineer, is part of a plane spotting group and took this fantastic photo – including our impressive building as the backdrop!



Photographer: Mitch Walker  
Instagram: @mitch\_w\_photography

## Sepsis Awareness

September marked Sepsis Awareness Month. The UK Sepsis Trust says that in the UK alone, 245,000 people are affected by sepsis with at least 48,000 people losing their lives in sepsis-related illnesses every year.

### What is sepsis?

Sepsis is the body's life-threatening reaction to an infection, and is the number one cause of preventable death in the world. It is an indiscriminate, deadly condition that occurs when the body's immune system – which normally helps to protect us and fight infection – goes into overdrive. Sepsis always starts with an infection, and can be triggered by any infection including chest infections and UTIs. It is not known why some people develop sepsis in response to these common infections whereas others don't.\*

### How can you do your part?

Simply spreading the word of the signs of sepsis so that everyone is aware of the five key symptoms helps to save lives and improve outcomes for sepsis patients. Sometimes, simply asking the health professional 'could this be sepsis?' is enough to trigger quicker treatment.

### What are the Symptoms of Sepsis?



very high or low temperature



uncontrolled shivering



confusion



passing less urine than normal



blotchy or cold arms or legs

Other symptoms can include: Fast or difficult breathing, rapid heartbeat and feeling dizzy or faint.

\*Information from The UK Sepsis Trust. Find out more at [www.sepsistrust.org](http://www.sepsistrust.org)



## STAFF DISCOUNT 15% OFF

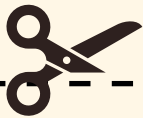
Get 15% discount for Stovax & Gazco employees on tattoos and men's haircuts at local barber's, Reeves. Take advantage of this discount by simply presenting your employee ID card on your visit.

To make an appointment, download 'Booksy' on the app store and enter a local postcode to find 'Reevos', or alternatively give them a call directly.

[reevosbarberlounge.co.uk](http://reevosbarberlounge.co.uk)  
01392 347200

# Elevating our workspace

Our revamped interior also now proudly displays updated and enhanced graphics showcasing our company's core values, along with vibrant breakout spaces. The visuals seamlessly integrate into our workspace, adorning the walls and spaces where we collaborate. The interior design across our offices not only reflects our company ethos, but also breathes life into our workplace environment, communicating our values effectively and resulting in a creative atmosphere for everyone who walks through, whether staff or a visitor.



Cut out and submit into the NEW staff suggestion box in the Refuel Lounge



# WIN!

a bottle of prosecco or non-alcoholic fizz!

12 Winners will be selected at random. Closing Date: Oct 25th

Complete the wordsearch with your details below and **submit into the NEW staff suggestion box in the Refuel Lounge**

**12 Chances to WIN!**



**Find the following brand or value related words:**

- Accountability
- Communication
- Customerfirst
- Dragonfly
- Environment
- Gazco
- Innovation
- Integrity
- Nibe
- Onyx
- Passion
- People
- Respect
- Skypark
- Stovax
- Values

I T W T U U N Z L O W C T K J J F D Q E M A K  
 O J V X M B Z F P A S S I O N T J O N M L U L  
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 W V I N N O V A T I O N B U Y T I R G E T N I

Name .....

Department .....

Prize Choice  Prosecco  Alcohol free fizz

