



internal staff newsletter

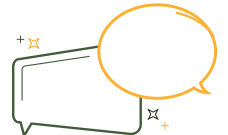
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I always seem to begin this summary with a comment on how fast the year is passing. We are now into the second quarter of 2024 and beginning to look at and to forecast the first half results – I cannot believe how fast time passes! Since the last newsletter we have clearly made huge strides forward, we completed our move from Sowton, carried out a stock check, begun embedding new processes and I believe have almost settled fully into the new premises, we have launched new products, won awards and shipped a large amount of product.

World events, wars in Ukraine and the Middle East as well as the cost of living crisis have all made trading extremely difficult – we have seen big swings in customer demand between fuel types which invariably means a complete change

to our focus and priorities. I sincerely hope that we can enter a period of stability and consistent customer requirement with a return to a ‘normal’ heating pattern. This would allow us to get back to focussing on our customers and our quality. In these difficult trading conditions we need a 100% focus on making ourselves the best and easiest company to deal with in the heating industry.

Looking ahead for the rest of 2024 and the challenges ahead, we need to ensure all spend is necessary and minimised. Whilst sometimes this is not always easy, I would like to thank you all for ensuring we do not waste any resource and also for the continued efforts in ensuring our customers see the value we add to their businesses.



Open
Communication



Value our
People



**New
Product:
Onyx
Eclipse
Gas**



Long Service Awards



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

Hans Bouter	Area Sales Manager (Netherlands)	15 years
James Brett	Development Engineer	20 years
Richard Ellis	Assembly Team Leader	10 years
Mark Dawson	Sales Representative (UK)	10 years
Keith Mills	Production Operative	10 years
Chris Glanville	Production Metal Shop Manager	15 years
Sean Warren	Sustainability Manager	20 years

Significant Birthdays

A big happy birthday to the following staff who reached milestone birthdays since the last issue, or are soon to come!

Turning 21...

Finn Murphy and Oliver Banwell, Warehouse Operatives, who turned 21 in January; **Tommie Drennan**, Warehouse Operative, who turns 21 in April.

Turning 30...

Panos Mylonas, Warehouse Operative, who turned 30 in October; **Jake Cowell**, Quality Controller, who turned 30 in February; **Joshua Altham**, Production Operative, who turned 30 in March.

Turning 40...

Nick Berry, Sales Representative, who turned 40 in February.

Turning 60...

Niki Sampson, Service & Warranty Co-ordinator, who turns 60 in April.

New Onyx Showroom & Atrium Tables



You will have noticed that we've spruced up the office first floor and second floor atriums with stylish new tables, perfect for casual meetings or socialising spaces with colleagues. These additions aim to enhance our workspace, making it more inviting and conducive to collaboration. In a more creative venture, Scott Kirkum and Jamie Wengrad teamed up to design an impressive bespoke conference table for the Onyx Showroom. This custom-built piece serves as a practical focal point, while seamlessly blending in with the surrounding high-end décor.

A small reminder:

The Onyx Showroom has been made 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 not applicable to the ReFuel Lounge side showroom which remains free to use at all times. The Onyx showroom can be booked like our other meeting rooms within Outlook. When creating a new meeting search for **Location: 4181 – Showroom Zone**

We're at the National Self Build & Renovation Centre!



New, Permanent Stand

The award-winning National Self Build and Renovation Centre is the UK's only permanent visitor centre dedicated to supporting self-builders and renovators through their real-life projects. Since opening their doors in January 2007, they have welcomed almost 250,000 self-builders, developers, renovators and home improvers, generating over 1.1 million leads for exhibitors. We're delighted to share that we now occupy a year-round exhibition at the National Self Build & Renovation Centre, designed to drive leads and capture this crucial audience.

This unique venue covers a huge 67,000 sq ft and features several full-size houses, interactive educational zones and a Trade Village with specialist exhibitors, which is where our stylish installation will be on show for visitors from all across the country, all year round.

Visitors are asked to fill in a questionnaire that summarises the project that they are working on and are issued a scanner which allows them to scan for information from the exhibitors. This information is sent directly to exhibitors to add to their own database allowing direct contact, opening the opportunity to garner leads that we can direct straight to our valued retailers.



MEET THE
2024
JUDGES...



Stovax & Gazco's PR joins Exeter Living Awards on the judging panel

Our very own Senior Communications & Public Relations Officer, Annabelle Carvell, was invited to represent Stovax & Gazco, taking part as a lead judge at the Exeter Living Awards this year. This event is a highlight in our city's calendar, shining a spotlight on the talent and businesses that make Exeter a vibrant place within which to live and work. This involvement with the judging panel follows on nicely from last year's success, with the company taking home winner of the Homes & Interiors category award.



Exeter Living
AWARDS

The Exeter Living Awards cover everything from the arts and education to business innovation and community projects, reflecting the diverse interests and passions that thrive in our city. Annabelle's role in the judging process was a fantastic opportunity to raise the company's profile on a community level, while recognising the very best of Exeter.

Latest Awards & Achievements



Manufacturer of the Year - Made in the South West Awards

Annabelle Carvell (Senior Communications Officer) & Matt Beckenham (Marketing Director) receive award



We're thrilled to share our win at the Made in South West awards, where we were crowned Manufacturer of the Year for companies with a turnover of over £25 million. This prestigious accolade is a testament to the entire company's hard work, innovation, and commitment to excellence – along with our ongoing commitment to manufacturing, with our new premises designed for bringing more in-house. It's an honour to be recognised among the best in the South West, and this victory reflects our dedication to setting the benchmark in manufacturing.



As a winner of the regional awards, we are now also automatically enrolled as a finalist in the national Made in the UK Awards 2024. Winners are announced in June 2024 at a ceremony in Liverpool – fingers crossed!

Finalists at the Esteemed H&V News Awards!

We are honoured to have been finalists in the 'Domestic Heating Product of the Year – boilers, heat pumps, and emitters' category at the prestigious H&V News Awards 2023 with our Stovax Futura range.



The H&V News Awards represent the pinnacle of achievement in the heating and ventilation industry, celebrating outstanding technologies and organisations that contribute significantly to the sector.

Onyx fire shortlisted for Best Stove 2023 at the Build It Awards!

We're pleased to share that the Onyx Avanti Gas made it all the way to the finals at the esteemed 2023 Build It Awards.



The Build It Awards, revered for over a decade, are celebrated for being a gathering of the industry's best and brightest. The ceremony took place on the 24th November, and saw architects, manufacturers, and key figures all coming together to celebrate innovation and excellence within the self-build home sector.

With over 25 award categories covering all aspects of a home building project, being shortlisted in these highly competitive awards is a huge achievement. We're extremely proud that the Onyx Avanti Gas fire wowed the judges to this final stage.

Although we didn't take home the trophy this time, this recognition highlights our commitment to excellence in design and innovation.



Sustainability and Health & Safety Updates

SAFE ATTITUDES • SAFE PLACES • SAFE PEOPLE

Sean Warren, Sustainability Manager, shares the company's progress and journey towards a more sustainable future, along with health & safety updates.



In December an audit of our energy usage was completed by a team working on behalf of NIBE. Their report was generally positive and highlighted some of the energy saving benefits being at Skypark has brought.

They were also able to identify areas where we could reduce our energy usage, mainly within our Production area. Our Production and Facilities teams are currently working through this to see what actions we can take.

Whilst this should help reduce our energy usage and costs, we still saw higher energy consumption at Skypark at the end of 2023 compared to the combined usage in the same quarter of 2022, so we will continue to look at ways we can reduce usage.

2023 was clearly a year like no other, but was positive in many ways from a health and safety perspective. We have

seen our incident rates fall by 14 against the previous year, a reduction in Forklift truck incidents, which fell from 34 to 12, and investments in lift equipment in the warehouse and metal shop.

If you have recently been in one of the round tables, you will be aware that we have been looking at ways in which we can reduce incidents further. At the end of January, we introduced four Safety Group members into each of our high-risk areas: Scott Kirkum, Production Improvement Engineer, for the Metal Shop, Anthony Gurden, Production Technician, for the Assembly area and Carl Tootell and Jose Heras Meleos, Warehouse Operatives, for the Warehouse.

Working with Michael Van De Burgt, they will help us to identify hazards, assess risk, support better decision making using their knowledge of their own roles and the business, and also check that our controls are in place and happening (e.g RPE/PPE being used). We will also continue focussing on our warehouse operations, where more of our incidents tend to occur, looking specifically at handling and the way we move our stock around the site.



Hi-Vis Reminder

As we have settled into the new building and the contractors are now largely off-site, we have reviewed the requirement for staff in the factory and warehouse area to wear high visibility clothing.

Staff now only need to wear high visibility clothing in the Trumpf area, warehouse, and yard area. First aiders will continue to wear the orange high visibility clothing.

Coat racks have been positioned at the entrances to the high visibility areas for staff use.

Free Sanitary Products at Work

In our ongoing efforts to support the health and well-being of our employees, we were pleased to announce that the company now offers free sanitary products to our staff.



Respective restrooms are equipped with newly installed dispensers, providing access to sanitary products at no cost to the employee. This initiative includes a selection of tampons and pads, ensuring that essential personal care items are readily available to those who need them during working hours.

While we may not be able to cater to specific brand requests, our goal is to accommodate the needs of our staff as best we can.

John Myhill promoted to Operations Director



In October, John Myhill was promoted to the role of Operations Director. John has successfully managed largescale change projects (relocation etc) as well as the Lean function and brings his known level of knowledge, enthusiasm and problem solving to the role.

As well as maintaining his existing functions, John is directly responsible for all aspects of the warehouse function. Since the Skypark relocation, the warehouse function struggled to adjust, culminating in the need for the stock take last year.

Due to the ongoing difficulties with adjusting our systems and processes to the new environment, it became clear that we needed to provide increased focus to ensure we quickly implement process change and improvements.

With John assuming responsibility for the warehouse operations, Laurie is able to fully focus on our planning and manufacturing processes/teams, continuing with the drive to insource and to deliver to our customers what they want, when they need it.

Warehouse Update

Here's the latest from John on his new role, and an update on the warehouse function:

Since beginning my new role as Operations Director, my focus has been driving change across the warehouse function. I'm pleased to say the promotion of Marc Berry to Warehouse Manager, coupled with the support from the supervisory team and Abbie Grange, has kicked off a transition to a much-improved warehouse function.

Whilst it's still early days, there is a new hunger across the department to exceed our targets, and there have been some positive changes. The goods-in team take pride in making sure the output from the metal shop and assembly teams are promptly collected and put away, alongside processing the daily deliveries of our bought-in components. The focus now is on increasing the number of deliveries the team can accept without compromising the stock accuracy.

The picking team are consistent in picking the production orders, and with

the continued support of Laurie and the production team, we are now focusing on increasing both the quantity and the quality of the picks, ensuring the production teams get what they need on time, and correct. The despatch and spares function are driven to clear the available orderbook each day, and have totally changed the process they work in to aid this. The emphasis now is on improving efficiency of the function with some layout changes, and to look to reduce the company-caused damage in transit issues and prepare us to deliver during the season.

It had been a turbulent time with a workforce once largely made up of new or temporary staff, facing a long stream of complex challenges. I'm really pleased to see the now much more experienced workforce familiarise themselves with our processes. This has prompted a calm across the warehouse function, allowing us to focus on making the changes we need to ensure we can deliver to our customers, internal and external.

Huge Stock Take

In an impressive display of teamwork and collaboration, our entire company came together for a significant undertaking in October: the big stock take. This event was testament to our collective spirit and working together towards a common goal.

With thousands of items to account for, members of staff from several departments across the business pitched in, breaking down a large task into manageable parts to meet customer demands for the season. From early planning stages to the final count, the commitment to support each other and get the job done was evident. Thank you to everyone involved, and even exceeding our expected deadline by completing the task early.



Production & Planning

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



Since I provided an update in Ignite last August, we have been through the main 2023 season. Frustratingly the 'news' has been the significant difficulty producing enough product for our customers.

This was initially down to ongoing struggles picking orders in the Warehouse following the relocation, and this prevented the usual ramp up in pre-season stock provision.

As the stock location accuracy in the warehouse worsened, the need for a stock-take of all components became unavoidable and was carried out in the week following Friday 13th October.

This was a considerable challenge involving a lot of planning by John, myself and others and there was a significant cross-company effort to complete the exercise, which in itself was very successful, so many thanks again to all who contributed.

Since that resetting of component locational accuracy, there were still some challenges with achieving the required picking output levels and this led to the need for considerably more focus to

improve warehouse processes. As a result, a change in responsibility for the Warehouse passing from myself across to John was made, to provide the resource and focus needed.

Just as "green shoots" started to be seen in the picking process the inability of our FI0014 paint supplier to source suitable resin hit the company with little notice, and as one of the main paints we use, this caused considerable impact. Following trials and much discussion and testing, a change over to FI0059 was approved, and urgent orders placed for the paint needed.

What's clear is how during these periods of adversity, good teamwork, adaptability and hard work is critical in delivering solutions to problems. Through this adversity we become stronger, and all are striving to get back to the previously good levels of customer service that we enjoyed.

Some other changes to report: we wish Steve Cain all the best as he pursues a new career in the Production Engineering team, and we welcome Steve Collinson

who started on the 12th Feb in the Metal shop supervisor role.

Also, Catherine has left the Planning team for pastures new, and Joe has stepped up into the vacant Planner role which I am sure he will fill well and we welcome Jagoda who has joined us to complete the team.

As we approached Easter we moved on from the usual, though somewhat subdued, "second peak" in orders of Feb/March and are now approaching the quieter summer period, and hope to have the remaining back orders resolved very shortly. These are mainly down to the final parts affected by the paint change which are due from external suppliers and have impacted the Logic fires in particular, and also the new Huntingdon 20s and 40s solid fuel fires, handed over in late January and coming into stock now.

Here's looking forward to a calmer and more positive 2024, and hoping for some increased orders as the market regains normality in the run up to the 2024 season!

New 'Little Library' in ReFuel Lounge

A big thank you to Scott Kirkum, who has crafted a new metal bookshelf for the ReFuel lounge. Feel free to bring in books you no longer need, and borrow your next read from the collection. It's nice to see this is already getting some use, and that the shelves are filling up steadily.



A Feathered Guardian

Every day, from the vantage point of our office windows, a special sight graces the skies. Jon Lee, among others, has become quite familiar with the daily appearance of our resident kestrel. Hovering and hunting with precision over the adjacent scrubland, this magnificent bird has become a part of our workday scenery.



If you haven't had the chance to spot our feathered guardian yet, keep your eyes peeled next time you are standing by a window!

Staff Suggestions

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
Shaun Hunt	Placing 1 or 2 First Aid boxes outside in case First Aiders forget to bring theirs with them in an evacuation (£25)
Annabelle Carvell	Unwanted board games and card games for the ReFuel lounge (£25)
Finn Murphy	Reinforce cardboard to be used to prevent product damage and allow easier and safer stacking of product (£25)
Chris Simmons	Manufacture a platform to place at door of container when moving products ready for removal by forklift (£25)
Peter Buff	Tweak Online Service Request Form so that people are clear regarding charge for servicing (£25)
Jamie Wengrad	Add savoury options to the vending machines (£10)
Martin Smale	Dedicated trainer to cover all aspects of new starter induction and training (£10)
Sioned Kania	Ensure Russian steel is not being used on metal clasps on banding pallets & products (New policy of declarations) (£25)
Joseph Wollerton	Install umbrella stands next to each coat rail for employees to dry their umbrellas (£25)
Karen Muff	Install a book case in the ReFuel lounge. Employees can donate books and swap books to take home. (£25)
Will Hawkins	Update Sage Sto + Sage Gaz so that status 1 orders are converted to status 2,3,4 or 5, 3 months before the 'Date Required' is reached. (£25)

Submit your staff suggestions to the postbox in the ReFuel Lounge, or general company feedback.



5 mins with...

Marc Berry, Warehouse Manager

How long have you been working for Stovax & Gazco?

I've been with the company for 29 years now, which is soon to be 30 in April.



Describe a typical working day.

A typical day would be to manage a team of supervisors to ensure all deliveries are processed in a timely manner, production is fed with all parts required to manufacture products from the production stores, as well as UK and Export customer orders picked and despatched efficiently on a daily basis.



What is the most rewarding aspect of your job?

The most rewarding aspects of the role are when we achieve our targets, and the teams pull together to make this happen. We especially enjoy breaking records when exceeding daily sales targets.

What are you most looking forward to from 2024?

2023 was a challenging year, adapting to new surroundings. Looking forward to 2024, we are now settling in, and new processes are in progress to ensure we can run our department more efficiently and effectively.

Which of our company values do you most relate to?

I relate to all the company values but if had to pick one that suits me best it would be 'Fuelled by Passion.'

What makes the perfect holiday to you?

I love holidays in the sun. My ideal holiday is somewhere hot – usually Cyprus – where I can just relax by the pool or beach with a cold beverage, but also somewhere that I can explore a bit to take in the culture etc.

You're buying a meal deal at Tesco. What's your perfect combo?

Perfect meal deal would be an all-day breakfast sandwich, salt & vinegar crisps, and a can of coke. So healthy!

Weather Report



Having exceeded Export budgeted sales for 2023, the overseas markets are starting to slow down as per our home market.



January and February combined performed in line with budget predictions, but March slowed considerably, and our back orders are now being depleted.

Solid fuel remains key in our export operation and the welcomed new market in Japan, via Dutchwest, continues their expansion of our Stovax product range. We are pleased that we received another considerable

follow-on order for x2 40ft containers and an additional 20ft container and with the start of this new order being despatched in April. Remaining containers are for despatch in June, which will include our new Huntingdon 40 model as manufactured here at Skypark.

Our main export market for electrics continues to grow in North America (inc. Canada) and February hosted two of the biggest trade shows in America.

EXPO 2024 was hosted in Nashville, Tennessee, where Regency Fireplaces (our account) attended with their show stand for the first time in many years. Built into the stand were our

electric products: eStudio, Onyx Avanti and the Ei Inset Range, specifically designed for the North American market.

The show was a great success with new retailers being signed up, and new electric orders being placed.

My concern, going forward however, is all

manufacturers now have electric products as an offering within their product ranges and the competition is increasing.

The second, and more major trade show, was the International Builders Show (IBS) hosted in Las Vegas, where there was

over 1.1m square feet of exhibition space, just vast.



Again, for the first time, Regency Fireplace attended, with a slightly reduced stand area to the EXPO show, but still included all our electric product. This was also a successful show with orders being placed.

I am pleased to announce that from these two shows Regency Fireplaces has now increased their forecast for 2024 by an additional \$800k, and we have more containers being despatched in April.



Home Ground Report

It was fantastic to be able to welcome our retailers last year for our opening event, giving us a real opportunity to show them our drive and vision for the future. Our move to Skypark was always going to be a mammoth task by nature, and while we did whatever we could to plan for minimised disruption, unprecedented issues did affect our ability to build the fires they needed, and uphold our side of delivering what they want, when they want it. We've openly communicated with our retailers about the challenges we've faced, reminding them also of our commitment to continue investing in new machinery, R&D, IT and service improvements.

The last few years have been difficult to manage for the whole fireplace industry, as the huge swings in the market have led to changes in the supply chain, and, in part, created the perfect storm. We all were witness to the upsurge in demand for electric products during the pandemic, followed soon after by a drive for solid fuel, propelled by Putin's war and the energy crisis that unfolded.

This, coupled with supplier issues, especially related to Logic Fires and paint, caused us grief at a time where the season was busiest, and impacted our ability to be able to provide the first-class supply and service the retailer network expects from us.

This transparency with our retailer network was crucial in maintaining open communication with them, and respecting our partnerships.



Looking ahead, we're excited about the future and the opportunities for innovation and growth. We're eagerly anticipating a raft of new product launches, and continue to focus on driving sales leads and footfall to showrooms. Although we're at the tail end of the season now, we're continuing with improvement projects, including development of the Retailer Portal to include more features, and a better view on deliveries, dates, current orders, credit, and more. We hope to be in a position to share more updates on this that we can highlight during Summer/Autumn.

Thank you to everyone for the commitment to work through the transition of the move and the challenges we've faced, and thank you to our frontline who deal with retailers day-to-day in communicating these. Here's to a more settled 2024.

Say hello to our Research & Development Design Office

We spoke to Stuart Needs, Group Design Office Manager, for an update on who's who in the team, and what they do!



"We sketch, design, create 3D models for new products, and specify pretty much everything the company needs to make or buy to manufacture and assemble all our solid fuel, gas and electric heating products you see in our showrooms today.



The design team supports all aspects of the business. That means everything from brand new product concepts, 3D renders to support new product briefs for sign off, right the way through to prototype, test series, zero series and final 2D production issue drawings.

Typically, we are asked to support most departments including new product 3D concept renders, 2D draft and cutaway views for brochures, simplified models for marketing and export, plus also export models for technical publications instruction manuals.

We also support new product drawing packs, resourcing packs for purchasing, product in-sourcing, engineering change requests (ECRs) from the shopfloor and engineering."



Putting a face to a name

R&D Design Office Manager

Stuart Needs

Stuart's background and experience spans several engineering disciplines including structural engineering, bespoke architectural metalwork design, commercial granite and marble, shopfitting design, new product design and management.

Stuart reports directly to the R&D Group Technical Director Ian Kingscott, and heads up the talented team of three Senior Design Engineers, six Design Engineers, two Technical Administrators and two Prototype Engineers, across all three fuel types.

"I've been with the company over 30 years now and it's fair to say we have come a long way from when I started in '93. My first job when starting with the company was to jump in a van to buy and collect my own A0 size drawing board for old style manual sketching and engineering draughting.

It's fair to say we could not do what we do without the knowledge and support of all the other departments, including the development

labs, engineering, prototype, technical administration, technical publications, purchasing and of course production to name but a few. I thank you all!"

Stuart loves: Golf, Chelsea FC fan, architecture, cultural city breaks, gardening, coastal, moor walks in a straight line, when without that golf stick thingy!

R&D Senior Design Engineers

All three of our Senior Design Engineers have a varied and wealth of design engineering knowledge and experience, and are key in mentoring the other design engineers to help their development and career progression.

Matt Joslin

Background: Product Design, engineering (various roles), sheet metal, machining, castings.

Matt loves: Football, F1, cycling, music, cosmology, watching documentaries.



Dan Padfield

Background: Product design, sheet metal, machining, castings, injection moulding.

Dan loves: Cake and biscuits, (always first in the queue), sport, football (Man United fan), books, film/TV, spending time with family.



Maciej Kanadys

Background: Industrial water chillers, heat exchangers, sheet metal fabrication, castings, machining. **Maciej loves:** Traveling around the world, good food, whiskey, camping, fishing, gaming, hiking



R&D Design Engineers

Our talented new product design engineers also support the production shop floor and engineering with any in-sourcing work, and any requested production shopfloor efficiency changes and improvements.

John James

Background: New product development, bespoke sheet metalwork **John loves:** My time is mostly spent trying to renovate my house, repeatedly finding out five-minute jobs do not exist! With what free time I have left, and depending on the weather, I'll be out on my motorbike or watching the F1.



Bradley Discombe

Background: Product design engineer (from Aerospace & F1 to architecture & Dragons' Den inventions and everything in-between), CNC programmer. **Bradley loves:** Nearly all sports, both watching and playing, F1, West Ham FC, anything automotive, especially performance cars, DIY. Very family focused.



Joseph Wollerton

Background: Product designer, mechanical engineer, CNC programming. **Joseph loves:** PC gaming, food eating, all technology, watching movies and listening to music.



Joshua Hurrell

Background: Machinery design, freelance CAD & photorealistic rendering. **Joshua loves:** Bouldering/climbing, paddleboarding, baking, bad puns, hiking, watercolour painting, travelling, and just generally being active to balance out the desk life.



Edward Freer

Background: Product and furniture design/ bespoke furniture (Farlam Airframes). **Edward loves:** video games, flying drones (free style/ stunt and photography), technology, furniture, cooking, tracking with bloodhounds and sleeping.



Alexandra Farkasova

Background: Mechanical engineering/solar designer-domestic/commercial. **Alexandra loves:** Reading, ice hockey, ice and inline skating, gaming, hiking/traveling, gardening, spending time with my rabbit Bumpkin and many other interests.



R&D Technical Administrators

Our R&D Technical Administrators provide key support on everything to do with new product setup and current production maintenance, including new part number setup; export; support admin of in-house production bills of materials; route cards; material usage and timings.

They provide great all-round help and support with current production efficiency enhancements, in-sourcing and new product development, and export setup.

Steve Grimstead

Background: Medical devices manufacturing/service & repair/maintenance of ISO Quality Accreditations AU & NZ. **Steve loves:** Travel, motorcycles especially older two strokes, aviation in general but flying light aircraft when I can, musical theatre, Man Utd.



Steve Collins

Background: Chemistry, electro-ceramics. **Steve loves:** Photography, walking, fishing, currently trying (and failing!) to get a good photograph of a Barn Owl.



Group R&D Prototype Engineers

Our two prototype engineers can turn their hands to any engineering prototype request, rolling steel, CNC milling, lathe turning, tig, mig (weld) cut and shut, castings – anything we need from first prototype to pre-test series production feedback, to single widgets or large firebox assemblies in any of our three fuel types.

No job is beyond their skill set – they make the BBC Repair Shop craftsman look like amateurs! Understandably sometimes prone to mood swings if jobs are particularly complicated...

Tony Dye

Background: Originally from Hampshire Hog, moved to Devon in his teens after many roles. Has 35 years+ with the company, and now a time-served prototype engineer. **Tony loves:** Self-confessed petrol head, some say more cars and motorcycles than Jeremy Clarkson! It's a full-time job keeping number plates up to date and logged with HR!



Craig Williams

Background: Exile of Yorkshire settled in Exeter ever since attending university. Time-served prototype engineer, 30 years+ service with the company. **Craig loves:** Rugby League fan, cycling (MAMIL- Middle aged man in Lycra!)



Match Ball Sponsorship at Exmouth Town Football Club



In a blend of nostalgia and sport, Stovax & Gazco recently sponsored the match ball at the game between Exmouth Town and Willand Rovers on Saturday, 30th March 2024, where Exmouth Town clinched a 3-1 victory. This sponsorship reflects a long-time friendship of a group of former colleagues from Stovax/Gazco/Original Style from the early '90s, who have made it a tradition to reunite at an Exmouth Town game annually.

Above, you'll see an old team photo, taken in circa 1997 at the Exmouth Town Football Club. Taking advantage of bringing people together socially, there were football teams for both Stovax and Gazco, as well as a few cricket matches.

Ian Wright reminisces: "we used to hire out the pitch midweek to play local sides, such as Devon Air Radio, and even held matches against Gazco. The hire was £15 per game, including use of the floodlights!"

The kit was also once sponsored by Stovax, and pictured in the original team photo you might spot Ian Wright, Marc Berry, along with Mark Thomas (who still works for Original Style today). Some of us that have been here for some time may also recognise Shaun Clarke, as well as former Managing Director, Guy Brook.

Ian continues "training was held in the car park of W1 Falcon Road every lunchtime, using a goal fabricated out of old racking!"

Today, years on, Ian keeps up the commitment of local support, looking at the next season's fixtures, and choosing a game around March/April each year. Ian concludes: "There is a real community feel at the club with many local companies sponsoring matches, match balls, advertising hoardings and events."

Wear It Pink Day!

Our collective effort during the Wear It Pink Day at the end of last year saw not just a vibrant display of pinks across the office but also a heartwarming demonstration of our team's commitment to making a difference. Thanks to everyone's generosity, we are thrilled to announce that we raised a total of £313.61.

A huge thank you to everyone who participated, donated, and helped spread awareness.

**Over
£310
raised!**



**WEAR IT
PINK** **BREAST
CANCER
NOW**

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!

Onyx Fusion 150RW

The Fusion joined the Onyx collection at the end of 2023, launching to the UK and Republic of Ireland. It brings the market our Authentic Flame Technology, which delivers a crystal-clear, immersive display of real flame footage, coupled with advanced electric fire design. Following its success on home ground, the Fusion has now entered the wider Export markets.

Onyx Avanti Gas

Designed with elegance and convenience in mind, the Onyx Avanti Gas fire range joined the portfolio last year – luxurious inset feature fires that complement all manner of contemporary interior styles. Avanti Gas fires feature sophisticated burner systems producing wrap-around rolling flames.

Onyx Eclipse

Another new product to the Onyx collection is the eagerly-awaited Eclipse 60HL, a pinnacle in gas fire innovation, with its state-of-the-art ImmersiFlame technology and realistic Split Oak log-effect. This new gas fire serves as a beautiful focal point that suits both contemporary and traditional settings, thanks to its versatile design that allows for hearth mounting.

Stovax Huntingdon 20 & 40

Two new sizes have joined our popular Stovax Huntingdon woodburning and multi-fuel stove range. Following the popularity of the 30 model, these new sizes seamlessly blend the range's iconic stove design with state-of-the-art performance and open up consumer choice.

Gazco eStudio 60R and 165R – Export

Newly introduced to our Export markets are the 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.

Onyx Luxury Logscape – UK

Recently launched is the brand-new Onyx Luxury Logscape. All Avanti Electric fires are now available as Luxury Logscape models, featuring a real woodland log set that brings the outdoors in, and elevates the electric experience of this fire to new levels.

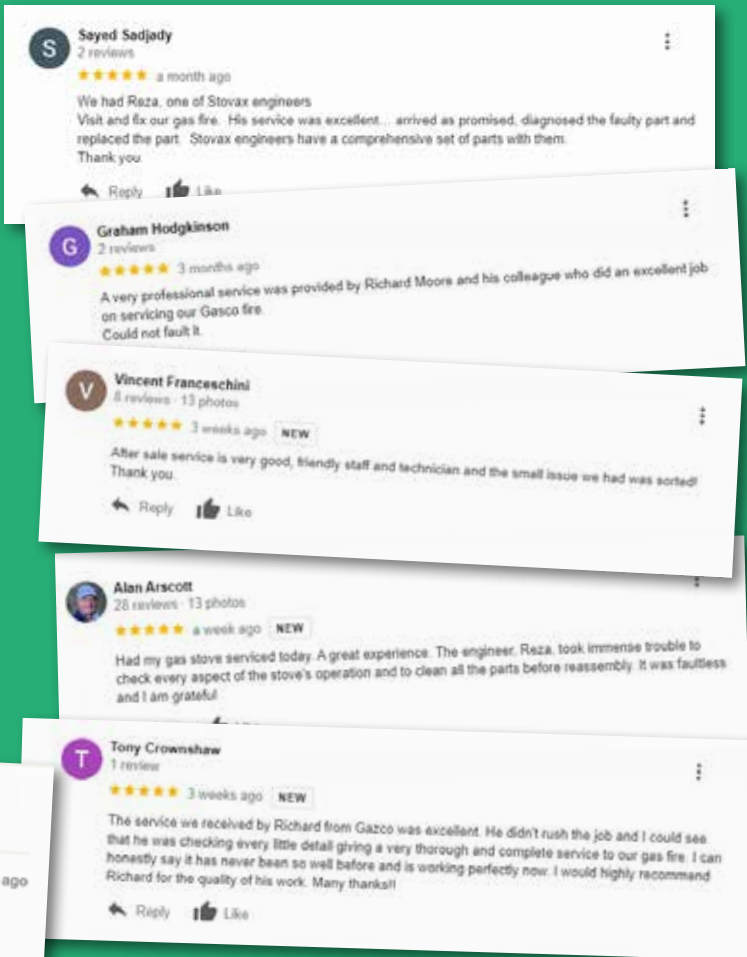
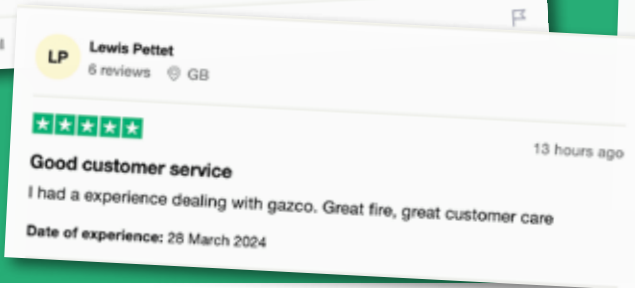
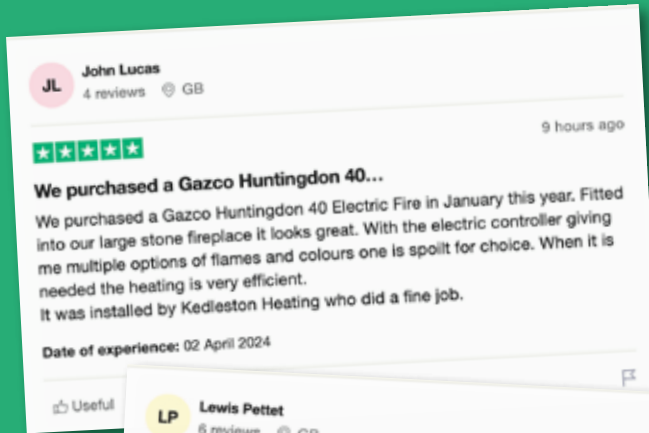
This is currently available to UK customers, with Republic of Ireland coming soon.



Scan
QR codes
to watch
launch
videos

Super Service

We appreciate the consistent effort and quality service provided by our customer service teams and engineers. Below are some of the positive comments from customers that have contributed to our reviews on Google and Trustpilot.



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)

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.

What have you missed on Social Media?

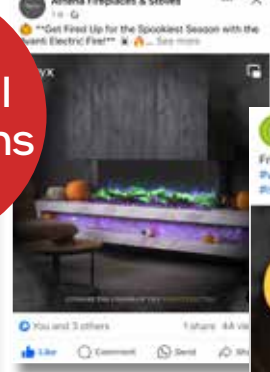
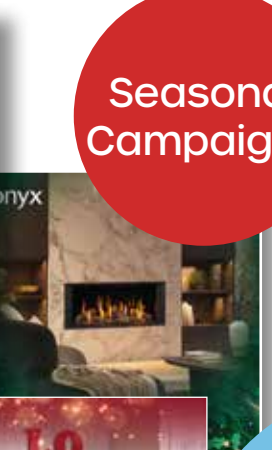
In case you haven't been keeping up with us on social media, our channels have been buzzing with activity, celebrating the seasons, special occasions, and showcasing our product portfolio through various themes and engaging competitions. Here's a quick roundup of some of the eye-catching campaign graphics we've been providing our retailers, to help them share good, quality content online too:



Seasonal Campaigns

Follow us @StovaxGazco

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How Little Does It Cost?

We've been keeping up with OFGEM and the cost of energy, and have been supporting retailers periodically with fresh media packs to help them share the good news of how little it can cost to run one of our gas or electric stoves or fires.

Solid Savings

Our fantastic Solid Savings sales promotion has seen extensive marketing presence, both online and in print. See page 16 for more details.

Garden Glow-Up

Ahead of this spring, we launched our Garden Glow-up promotion, offering great discounts across a number of our outdoor products for customers looking towards their spring renovations.

Solid Savings Promo Event

In a push to warm homes across the country with a selection of our solid fuel products, we launched the Solid Savings Event – an initiative that not only promised substantial savings for end-users but also equipped our retailers with a full suite of marketing tools to maximise the promotion's impact. Here's what we did to support this initiative and consumer engagement:

In-Store Posters: Eye-catching posters were distributed to participating retailers, designed to make a strong visual impact, and draw customers into the promotion in-store.

Online Graphics: To ensure our promotion resonated in the digital space, we supplied retailers with a variety of social media graphics. These ready-to-use visuals were tailored for different platforms, enabling retailers to easily share the promotion with their online communities and drive traffic both to their websites and physical stores.

Dedicated Web Page: We created a dedicated web page for the Solid Savings Event, featuring product highlights, and clear journey to direct customers to their nearest approved retailer.



Keeping the promotion alive



To further enhance the promotion and capitalise on key points in the retail calendar, we introduced themed variations of the Solid Savings Event, including a specific Valentine's Day content pack, Easter content pack, and St Patrick's Day content for our Irish retailers.

These updates to the assets not only provided retailers with fresh, engaging content to share but also helped maintain momentum for the promotion, keeping it relevant and exciting.



Have some news for Ignite?

Send your submission to Annabelle in Marketing for consideration!

Email acarvell@stovax.com • Ext 1904

