



internal staff newsletter

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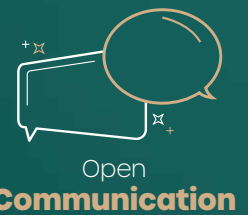
As we approach the end of the year, I want to take a moment to thank each and every one of you for your hard work and dedication. It's been a challenging year, but your commitment and ability to come together have been instrumental in supporting our business objectives.

There's a lot to be positive about as we look ahead. We've already seen great momentum with a raft of new product launches, award wins and making it to the finals – both for our innovative products and for our talented employees – and fantastic feedback from this year's roadshows. Seeing all our collective achievements brought together in this newsletter is a strong reminder of the work we've all accomplished, and there's plenty more of the same to come next year!

We hope you'll join us for festive rolls (see page 4 for details) and take the opportunity to connect with colleagues before the Christmas break.

I'd also like to personally extend a reminder that our door in HR is always open, whether it's for suggestions, ideas, or ways for continuous improvement. Please remember that Sharon, Linda and I are always available to hear any issues or concerns you may have, and will provide support or guidance to help resolve them. I am also really pleased to be able to highlight the new Employee Assistance Programme 'Help@hand', which now offers a vastly expanded range of benefits, designed to really supplement what we can offer as an employer for our valued staff (see page 24 for details).

We hope you enjoy this issue of the newsletter, and from me and all in the Senior Management Team, we wish you and your loved ones all a great, restful Christmas and a happy New Year! - Caroline



# Long Service Awards



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

<b>Zack Jones</b>	Technical Engineering Manager	5 years
<b>Lee Standen</b>	Team Leader	5 years
<b>Jonathan Myers</b>	Area Manager	20 years
<b>Francois Nogues</b>	Sales Representative - France	10 years
<b>Steven Grimstead</b>	Senior Technical Administrator	5 years
<b>Oliver Goodchild-Horne</b>	Team Leader	5 years
<b>Michelle Bowler</b>	Purchasing & Production Planning Director	20 years
<b>Daniel Myers</b>	Senior Web Developer	15 years
<b>Holly Wilson</b>	UK Customer Services Assistant Manager & Sales Coordinator	10 years
<b>Matthew Reynolds</b>	Production Operative	20 years
<b>Pavels Ivanovs</b>	Development Engineer	10 years
<b>Paul Anderson</b>	Warehouse Logistics Supervisor	10 years
<b>Rael Luffman</b>	Stock Controller	15 years
<b>Darren Wilson</b>	Production Engineer	15 years
<b>David Lindsey</b>	Quality Controller	15 years
<b>Daniel Bird</b>	Assistant Service Manager	10 years
<b>Julia Breban</b>	FXQ Customer Service Advisor	10 years
<b>Graham White</b>	Production Engineer	30 years
<b>Ian Mancey</b>	Facilities Manager	15 years
<b>Clive Milton</b>	Lead Electronics Engineer	5 years
<b>Gary Moorhouse</b>	IT Director	20 years
<b>Jamie Wengradt</b>	Creative Marketing Manager	15 years
<b>Shaun Neil</b>	Team Leader	10 years
<b>Peter Brown</b>	Area Sales Representative	5 years



# Significant Birthdays

A big happy birthday to the following staff who have reached milestone birthdays since the last issue.

## Turning 21...

**Billy Worthington**, who turned 21 in April.

## Turning 30...

**Sam Reeve**, who turned 30 in February.

## Turning 40...

**Ray Zutic** and **Jamie Govier**, who turned 40 in May; **John Myhill**, who turned 40 in August, and **Tom Wellington**, who turned 40 in September.

## Turning 50...

**Marc Berry**, who turned 50 in January; **Kwok Leung Wong**, who turned 50 in March; **Ian Padget**, who turned 50 in May; **Paul Whitehead**, who turned 50 in August; **Alex Sheldon**, **Jon Thompson** and **Steve Thompson**, who turned 50 in October; **Francois Nogues**, who turned 50 in December and **Chris Struthers**, who will turn 50 at the end of the year.

## Turning 60...

**Stuart Campbell**, who turned 60 in February; **Jonathan Myers**, who turned 60 in March; **Gary Moorhouse**, who turned 60 in October; and **Maria Leonard**, who turned 60 in November.



# Staff Suggestions

We 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.

Earn a potential  
**£25**

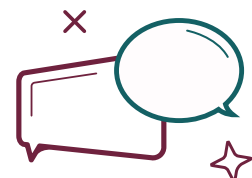
Therefore, not all approved suggestions will be awarded £25 and some will be £10 awards.

Name	Suggestion & Award
Mark Brookman	Have a published contact list for Sage usernames & contact details to identify who is in which program. (£25)
Ian Mancey	Marketing to produce A4 info sheet on our products, for visitors to have in reception rather than Customer Services coming down. (£25)
Andrew Parr	Whiteboard in Production, to note down issues with tool, electrical testers etc, to keep team leaders informed. (£25)

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



Value our  
**People**



Open  
**Communication**

# Sweet Success

In November this year, we hit our first £5m month since 2023 – a hopeful sign for an uplift in trading to come. To celebrate, we hope everyone was able to enjoy a sweet treat as a small thank you for the hard work in making this happen.



# Christmas Working Arrangements 2025/2026

A reminder of all Christmas arrangements, as already detailed in previous staff memos sent by HR:

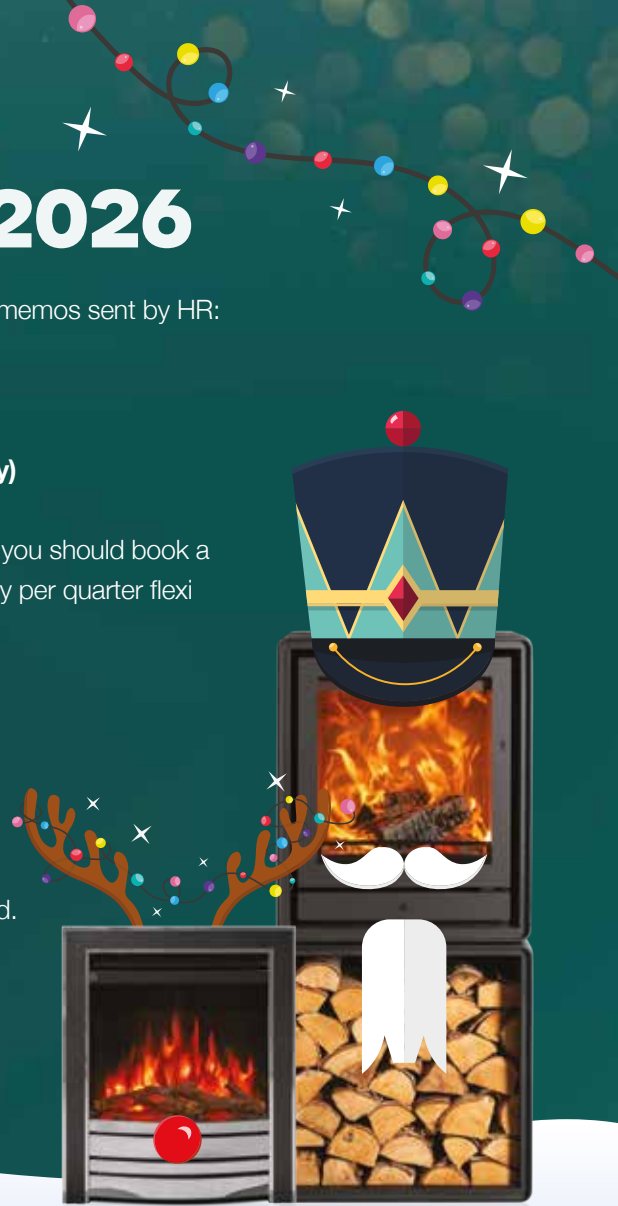
- **Tuesday 23rd December 2025: Normal working day and payday.**
- **Wednesday 24th December 2025: Christmas Eve**  
(The business will close at midday, and staff will be paid for a full day)

Please note that if you wish to take 24th December 2025 as annual leave then you should book a whole day's leave. Likewise for any Flexi, this would need to fall into the one day per quarter flexi allowance.

- **Thursday 25th December 2025: Christmas Day (Bank Holiday)**
- **Friday 26th December 2025: Boxing Day (Bank holiday)**

In 2025: **Monday 29th, Tuesday 30th and Wednesday 31st December** are designated holidays taken from annual holiday entitlement (3 days) – If you have not accrued sufficient holiday to cover this period, this will be unpaid.

- **Thursday 1st January 2026: New Years Day (Bank Holiday)**
- **Friday 2nd January 2026: Designated holiday taken from 2026 annual holiday entitlement**
- **Monday 5th January 2026: Return to work**



## Leaving Your Vehicle On-Site



A reminder that if you wish to leave your vehicle on-site overnight, it should preferably be parked in the designated secure spaces circled in red on the plan below. Should there be no free spaces, please contact Ian Mancey or Sam Reeve from the Facilities team. We also ask that you inform Ian or Sam if a vehicle is going to be left overnight in any of the other car parks. Please also ensure you display your parking permit, or speak to HR if you do not have one.



## Wrapping Up with Festive Rolls

This festive season, we'll be serving up bacon and veggie rolls for everyone to enjoy before the year comes to a close. Further details will be shared around the business soon!

**Details coming soon!**



# Stovax Sheraton 5 passes government testing with flying colours!

The Office for Product Safety & Standards (OPSS) was born because of the Grenfell Tower disaster. Their scope is to ensure that construction products placed on the market perform as declared, and are safe for use in residential settings.

The Sheraton 5 Woodburner was chosen by the OPSS in the first round of testing solid fuel appliances, which are controlled by the Construction Product Regulations.

Solid fuel appliances, by the very nature of the fuel, are very difficult to achieve emissions results within a 10% difference from test to test, given the very strict limits imposed. It is with great pride that overall, the emissions measured during audit testing by the Danish Institute of Technology on behalf of the OPSS were within 4% margins, and overall – including efficiencies and outputs – were within a 2% margin.

This result is with great thanks to the teams that produce our appliances from the ground up, particularly to the laboratory team who ensured complete transparency of our results, giving us confidence with our end users that our appliances perform the way we declare they do.



## Christmas Jumper Day!

Thank you to everyone who donated to 'Save the Children' and took part in Christmas Jumper Day! There were some fantastic examples – donations are still being taken, so feel free to bring yours in to HR.



**Save the Children**





# How We Helped Bring Warmth to a Family in Need with DIY SOS

When BBC's DIY SOS put out a heartfelt call for help for a local build in Feniton, we knew we wanted to be involved. The project was for Georgie, a devoted mum of three whose life was turned upside down when her husband, Chris, tragically passed away mid-renovation. Chris, a skilled carpenter, had been transforming their fixer-upper into a family home when he passed away unexpectedly, leaving Georgie and her children in a half-finished property. On top of this unimaginable loss, Georgie is also caring for her mother, who has early onset dementia.

The DIY SOS team, led by Nick Knowles, stepped in to complete the renovation – but they needed the community's support to make it happen.



We were moved by Georgie's story and wanted to help create a safe, warm, and welcoming home for her family. Getting in touch with the team to be involved, we were accepted as part of

the appeal, and supplied a Chesterfield 5 Electric Stove, complete with a flue pipe for an authentic look, ensuring the living space felt cosy and inviting.

Jamie Wengradt and Annabelle Tucker (Marketing) attended the emotional final reveal, where Georgie and her children saw their transformed home for the first time. Interior designer Gabrielle Blackman personally thanked us, saying the stove "really made the room and looked so wonderfully cosy."



We're proud to have played a part in helping Georgie and her family find comfort and warmth during such a difficult time. The episode does not yet have an air date, but is predicted to be in early spring 2026.



## Seasonal Flu

Flu symptoms across the UK are on the rise, and so in order to protect the business and your colleagues, those with symptoms of a severe cold or flu should not attend work. If you are not well, please do not come to work, particularly with an illness that you could pass onto others. If you are staying away from the office to avoid infecting others, but otherwise feel alright, you MAY be well enough to work from home with the agreement of your Line Manager. If you are ill and need to rest or recuperate, you should be doing just that! **Please do not hesitate to contact HR for further advice. Sickness absence will be paid in accordance with company sick pay entitlements.**



# Operations Update

*Here's the latest from John Myhill, Operations Director, across the warehouse function and production.*



I can't quite believe 2025 is coming to a close; where has the year gone! Time seems to be flying, and 2026 will mark the third year we have been at Skypark, with the relocation now just a distant memory.

I do sometimes joke that the new building was built on an ancient burial ground, it feels at times like we have been cursed. Since being here, we have faced significant challenges, and it's a reality 2025 will close financially with the business performance sub our expectation. However, I do feel it's necessary to not let the financial performance cast a shadow over the many achievements made in 2025.

I still have a positive outlook: I think 2025 was a year in which we created many new building blocks to beat the curse, and hopefully create some of our own luck to drive 2026 to close successfully.

Across the core departments directly reporting to me, and working closely with the Development, Purchasing and Planning teams, we really have put the cat amongst the pigeons this year. It has been a huge transformation with very little being done the old way.

Production wise, we have re-written the rule book to provide a more appropriate method of controlling output without the need to continually flex staffing numbers up and down. This has provided a more stable production environment. I'm really pleased we have managed to keep away from any major backorder position, and we have seen a marked improvement in Quality standards. It has not been an easy year for either Assembly or the Metal Shop, but I believe the efforts made by these teams have provided solid foundations that are scalable should product volume increase.

The Lean team have supported a full overhaul of how the Metal Shop operates. Vast improvements have been made to our timings, scheduling and operator aids which have contributed to both Quality and output improvements. Focus will move to

the Assembly function next year where they hope to deliver similar objectives.

The Warehouse function have continued to build on the improvements made in 2024 and have taken us successfully through another season. My direct involvement in this department has significantly eroded. Occasionally, I'm trusted to ship the odd product, but Marc and the team have a really good grip on things. There have been some really busy days in the warehouse this year. With the market decline, we have seen our retailers often order single products, which, whilst reducing the value of invoice, does not reduce the count of actual pallets dispatched. Our measurement is a little crude, but I think one day in November we saw a record number of pallets dispatched – ever! This gives me real confidence the team can scale up to handle more value without too much pain in the future.

The Picking team have delivered consistently throughout the year, with a continued reduction in pick error. The Yard team have kept the operation supplied with pallets and empty bins, whilst maintaining a well organised yard - come wind, rain or sun. The Goods-In team have delivered a year with not a single day resembling the old days of chaos – this has resulted in a year of high stock accuracy. It's been a real pleasure to witness this department's embedded continuous improvement culture grow, and I'm keen to see what next year brings.

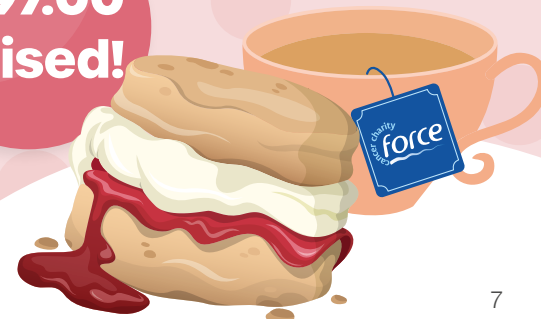


There are too many people to thank this year for me to call out individual names, so a genuine thanks to everyone. I truly believe when sales pick up we have an operation that will deliver.

## Raising Money for Force Cancer Charity

Thank you to everyone who helped raise money for Force Cancer Charity, by ordering and enjoying a Cream Tea! By simply purchasing a box and enjoying this sweet treat, we were able to raise £197.00.

**£197.00  
Raised!**



# Export Report: A Strategic Leap Forward with Flammation Live



Matt Beckenham, Export Sales & Marketing Director, shares the latest from the Export function.

As part of our continuous improvement strategy, the Export sales team have been refining our French market activity, leading towards our first ever Flammation Live event to support sales growth.

## Partnering with Retailer, Protat

Our journey with Protat began approximately 18 months ago, when we were

**PROTAT**  
Éconergie

one of the few manufacturers to support the owner despite his lack of a physical shop. Earlier this year, they acquired a new €1M+ two-storey showroom. Seeing the potential of this space, we negotiated hard to secure exclusive use of the entire first floor of their stunning showroom, as our first factory showroom in France.

This 300 sq. metre space offered us the opportunity to host product launches, invite retailers and prospects to view our full range of products, carry out technical training sessions, as well as providing year-round access to a fully equipped conference room and facilities – giving us a great

base for internal sales meetings. Their exclusive commitment to selling Stovax Gazco products makes this partnership a game-changer – offering only Rika's non-competing pellet stoves alongside our products. Close to both Geneva and Lyon

airports, the Protat showroom is positioned well for flight connections, and is only 40 minutes from Eurexpo – home to the Bepositive fireplace show. Furthermore, it's less than a 4-hour drive from Paris, 3 hours from Marseille, and under 2 hours from Geneva – so easily accessible by road.



## Flammation Live: A New Era of Engagement

This partnership has already delivered results, enabling us to host our first ever Flammation Live event this heating season. Taking place in the new and impressive showroom, between 3rd and 6th November, we welcomed 74 attendees representing 55 showrooms across France, along with distributors from Spain (Solartechnik) and Benelux (RV).

### Our objectives

Flammation Live was put together with clear objectives: to launch exciting new products, strengthen relationships with our partners, expand our electric network, and raise the Stovax Gazco brand profile across France.

The showroom itself made a powerful impression, finished with a stylish, contemporary look that perfectly reflects both our brand and our partner's vision. Attendees were quick to notice the attention to detail and market-focused design, which set the tone for the entire event.

## Measuring the success

Among the product highlights, the much-anticipated Stovax Riva2 Freestanding range drew enthusiastic praise, reinforcing our reputation for innovation and quality.

Equally, the Onyx Avita emerged as a clear favourite, captivating visitors with its sleek aesthetics and advanced features. With our objective set out to expand the electric network, this was a great goal-driven achievement.

These launches sparked lively conversations and genuine excitement, making Flammation Live not just an event, but a statement of intent for the future of Stovax Gazco in France.

**"This isn't the same Stovax we're used to. You guys have been working hard."**

*Antre Flammes*

**"I've never met a company who have such market-focused marketing"**

*AB Energies*

**"This is without a doubt the best showroom I've ever seen"**

*Multiple retailers*



Watch summary of the event!

## 3D-Printed Adaptor Sample

We have been aware of a recurring issue in France with flue adaptors. Our Export retailers have typically been sourcing or making their own adaptors, used for converting 130mm flue (standard in France) to suit our standard British 5-inch flue pipe. Seeing the potential for improvement, we worked with the Lean team to make a 3D-printed sample of our very own adaptor, to showcase to retailers and gather their feedback. Our goal was to demonstrate that we could eliminate the need to botch their own solutions, with a perfect fit. This was showcased at our event in France, and it was received well. The next phase will be to fully fabricate from steel.



# illuminate

## Taking Our Products on the Road

### Illuminate: Our First Exclusive Product Reveal Roadshows

Late summer marked a major milestone for us: our first product roadshow in many years. Instead of hosting retailers at a single location, we took our products on the road, bringing them directly to venues across the UK and Ireland. This bold move was all about accessibility, innovation, and strengthening relationships with our valued partners.



#### What came with us?

- Onyx Avita 120RW & 160RW
- FireFX Anya & Amara
- Onyx Mirage 40i
- FireFX Atmos 105R Venezia Suite
- FireFX Atlas 1 & 3
- Onyx Athos & Olympus
- Stovax Riva2 40 & 55 Freestanding
- FireFX Echo & Eton

The idea was simple but powerful: showcase our latest products in a way that was cost-effective, engaging, and convenient for retailers. By taking the experience to them, we removed barriers and created opportunities for meaningful conversations. Our goals were to showcase new products ahead of launch, secure pre-orders, reinforce our position in the market, and build stronger retailer relationships.

#### Designing a Clever Display

To make this possible, we engineered a clever display system that was as practical as it was impressive. Transportable pods were designed and made in-house – a collaboration of design between Marketing and Scott Kirkum. These clever pods made it possible to display our electric range in their inset application, while plinths showcased freestanding products. All were designed to easily pack up into a lorry for transporting between locations. This smart solution allowed us to create a professional, impactful presence, with many retailers even commenting that they'd like pods for their very own showrooms!



## Thank You for the Teamwork

The roadshow was a true collaboration across the business. From planning and logistics to unloading, setting up, and hosting retailers, everyone involved worked under pressure to bring the roadshow to life in a quick turnaround.

Each venue meant long days to set up, engage with customers, and pack down before moving on to the next location.

## Where we went

Our UK journey included Swindon, Newcastle, and Nottingham, with each stop offering retailers a chance to see and experience our products firsthand. At Swindon, we even hosted an exclusive Marketing Support Workshop, giving retailers practical tools to boost their own promotional efforts. These were a great success, with back-to-back workshops each day – each proving to be of great value for the accounts that attended. Thank you to Jamie Wengradt and Annabelle Tucker for hosting these, and providing our retailers with support.

Later in September, we took the roadshow over to Ireland for a two-day event that went beyond product showcasing. We curated a full evening of entertainment, including our very own in-house gameshow – hosted by none other than Matt Beckenham! The gameshow was completely designed and coded in-house, for truly bespoke entertainment for our retailers – thank you to all for the hard work in pulling this together. This was a fantastic way to reconnect with our Irish retailers.

As part of the gameshow, teams played for a great cause, with a Catchphrase Bonus Game, raising €300 for charity Oscar's Kids Ireland; the main quiz champions winning €600 for the Irish Cancer Society; and of course, an individual winner taking home a giant teddy!

## Measuring the Success

Since then, Customer Services have been busy processing all pre-orders, while the entire business has worked hard to get new products ready and out of our doors to market. This heating season has seen a raft of new products launching, so thank you to everyone for playing your part in making this happen and supporting the closing quarters of 2025.

Over  
**100**  
retailer accounts  
attended

**52%**  
placed orders  
on the day  
they saw the  
product

See page  
**22**  
for product  
launches



Watch summary  
of the event!

# Stovax & Gazco on Trustpilot



Rated 'Excellent'

When it comes to choosing the perfect fire or stove for your home, nothing speaks louder than the voices of real customers. We're proud to share the numbers that reflect our commitment to quality and service. Here's how we stand out on Trustpilot.



Real Customers. Real Reviews. Genuine Trust.



**4.6**  
Stars

Average Rating



**1,100+**  
Reviews

Trusted by real customers



**Actively  
Managed**

We respond to all feedback

What does the Trustpilot overview say?



Reviewers overwhelmingly had a great experience with this company. Customers consistently praise the service provided, highlighting the professionalism, knowledge, and helpfulness of the engineers. Consumers appreciate the thoroughness of the service, with engineers often going above and beyond to ensure the fire is working perfectly and providing valuable advice. The booking process is also commended for its efficiency and clarity. People express satisfaction with the solutions provided, even when mistakes occur. The customer service team receives accolades for their caring and professional approach. Reviewers frequently mention specific engineers by name, emphasizing their punctuality, politeness, and attention to detail. Overall, individuals feel valued and well-cared for by the company's representatives.



These insights are based entirely on the real content of real customer feedback, so this is a hugely positive reflection on the wealth of individual comments shared by our customers. **A huge thank you to our teams – your excellent service plays a vital role in upholding the Stovax & Gazco name and delivering outstanding experiences to our customers.**

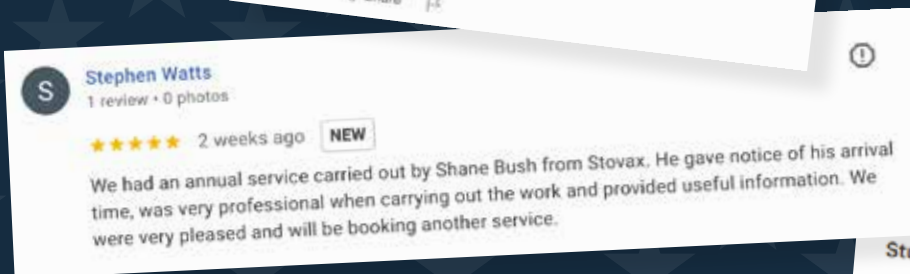
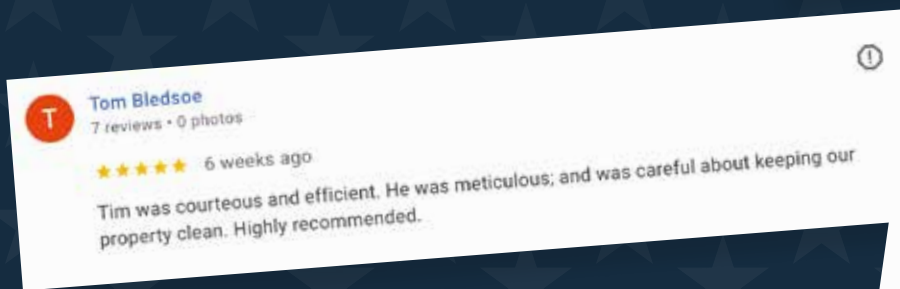
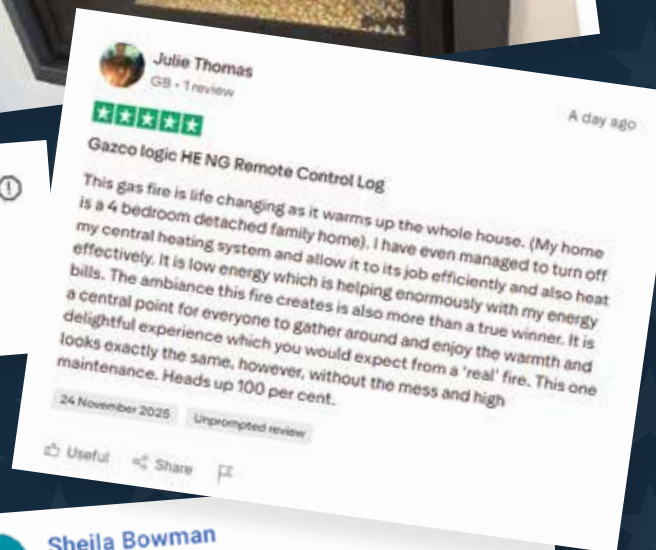
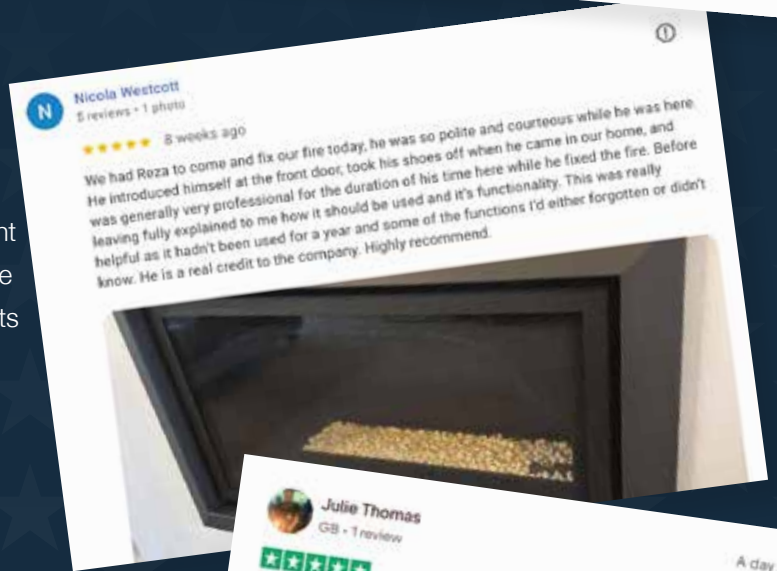
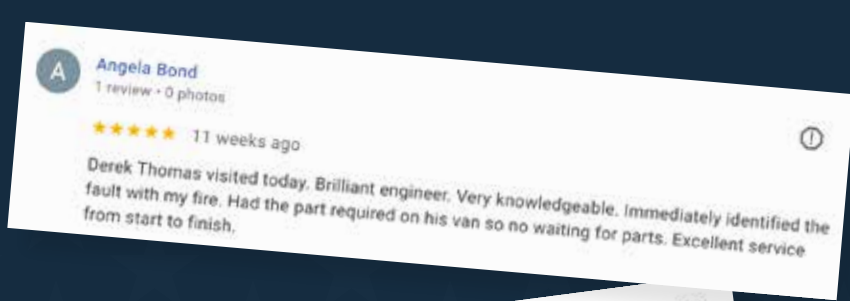
View all our reviews at [stovax.com/trustpilot](https://stovax.com/trustpilot)

# Super Service

We appreciate the consistent effort and quality service provided by our customer service teams and engineers.

We have had some fantastic feedback, especially on the quality of our engineers, as well as more reviews with compliments about our office staff, feedback on our fires/stoves (which are always difficult to get via Trustpilot, as we don't sell directly) and reviews about our Expert Independent Retailers. This gives us opportunity to send the review to the retailer, complimenting them on their work and how it reflects positively on us both.

Below are some of the positive comments from customers that have contributed to our reviews on Google and Trustpilot.



# Awards & Achievements



## Winner of the Build It Awards Onyx Athos & Olympus Stoves

We're thrilled to share that at the prestigious Build It Awards, we took home top honours, winning with our Onyx Athos and Olympus stoves in the Best Stove category.



The Build It Awards hold a respected place in the self-build, renovation, and homes & interiors sectors, celebrating excellence across the industry. This year, we were proud to have several products shortlisted, including the Onyx Avanti Gas, the new Stovax Riva2 Freestanding collection, and the upcoming Onyx Mirage 40i electric fire.

Commenting on the Onyx Athos and Olympus, the judges said: **“This UK-made range offers style and efficiency in abundance, is available with direct air supply functionality for modern homes, and in either traditional or contemporary designs.”**

In addition to our product success, we were delighted to also sponsor the Best Oak Frame Home category, with Matt Beckenham representing us on stage to present the award to its deserving winner.



Oak frame homes appeal strongly to precisely the audience that values premium stoves and fires. By sponsoring this category, we positioned our brand alongside high-quality craftsmanship and aspirational home design, reinforcing our relevance in the self-build and high-end interiors market.

## H&V Awards – Winners! Onyx Avita Electric

We're delighted to announce that we have won the Domestic Heating Product of the Year (System or Standalone) at the prestigious H&V Awards 2025! This recognition celebrates innovation and excellence across the entire HVAC industry, with a huge audience and fierce competition across all categories.



We were shortlisted with the Onyx Mirage and the Onyx Avita, in a diverse and strongly contested category that spanned various heating products – from radiators to heat pumps. We were over the moon that the Onyx Avita impressed the judges and secured the top spot, following a successful submission and pitch to the panel.



Commenting on the Avita, the judges said that it was chosen because it was **“easy to install, flexible in application, and well-suited to the modern market. Avita shows commitment to usability and efficiency.”**

To celebrate the recent wins of the Build It Awards and the H&V Awards, and to maximise the value from these accolades, we have sent eye-catching point of sale material to our retailers, to support their in-store sales of these fantastic new ranges. Read more about these awards on our blog: [onyxfires.com/blog](https://onyxfires.com/blog)



# Say hello to our Development Team



*Ian Kingscott, Technical Director, shares what the Development Team are involved with to bring our products to market.*

The past year has been pivotal in bringing new products to the market, to support our sales teams in both the domestic and Export areas. The Development team along with the Design and Engineering departments, take an idea described in a product brief, from paper to a physical appliance – providing a focal point in customers' homes (and keeping them warm now that the temperatures have dropped!).

The Development team provide input into the design; they then take the first physical prototype and develop the flame and fuel effect to provide a decorative appliance. This may go through several iterations before achieving all the requirements of both the brief, and the applicable European standards.

When all of the test work is completed, and the final model signed off by the sales team, the Development team is responsible for obtaining full certification by a notified approval authority either in the UK, Europe or beyond, which then enables the company to display a CE or UKCA mark on the appliance providing our customers with the reassurance that they have been thoroughly tested.

Following on from this, they will help the Design and Engineering teams finalise the project to ensure a smooth

transition into production. They will work with the Technical Authors to produce an instruction manual that supports the installer and customer in the safe installation and use of the appliance ensuring that all the relevant information is included.

They also ensure the seamless integration of changes to both new and existing products that materialise from the standards authorities or the European commission where there is a continued drive to improve both the efficiency and emissions of products sold within our sector.

The team carry out all these tasks in the knowledge that they are responsible for the safety of our customers and, therefore, are meticulous in ensuring that not only do our appliances meet the requirements of the standards, but also that our testing methods go well above and beyond these requirements.

I would like to thank the team for their supreme effort in ensuring that all the product launches have been achieved, and the excitement that these launches are generating with our both our dealers and their customers.



## Putting a face to a name

### **Alex Sheldon**

Gas Product Development Manager

Alex began his career at Gazco as a development engineer back in 2002 having learnt his craft in product development at the historic home of gas fire manufacturing at Valor Heating in Birmingham.

His expertise took him to China, where he spent three years testing and CE certifying gas products, before returning to Gazco in 2012 to assume his current role. With 28 years' experience, he is an expert in the field of gas appliance development and testing. Outside of the office he is an avid builder of all things Lego.



### **Andrew Doe-Goodman**

Senior Gas Development Engineer

After a career change from catering – where 90-hour weeks became a bit much – Andy joined the company 17 years ago. Starting out at Redfyre as a production operative, he later moved to Gazco's Goods In department before becoming part of the first dedicated QC team under Sean Warren. His journey then took him to R&D, where he worked his way up to Senior Development Engineer.

With a comprehensive knowledge of almost every gas fire made at Gazco, and hopefully those yet to come, he is one of the longest-serving members of the R&D team. Outside of work, he has a passion for all things food, whether eating or cooking.



## Steven Marshall

### Gas Development Engineer

Steve is a former merchant navy engineer who liked the idea of going home one evening, so joined as a technician... and then accidentally got good at developing gas fires. Outside of work, he is starting an events catering company with his wife for weddings, birthdays, corporate events and the like.



## Pavels Ivanovs

### Gas Development Engineer

Pavels has been with the company for ten years, starting as production operative and progressing to his current role as development engineer.



Currently he is studying part-time for a BSc in Computing with Electronic Engineering. Outside of work and study, Pavels enjoys variety of sports, such as football, open water swimming and MMA (often returning on Mondays with a new weekend injury to prove it!).

## Michael Coke

### Biomass & Electric Development Manager

With a diverse work history, Mike joined the company in 2018. His career has ranged from fine art and antiques to renewables – and, of course, stoves – but one constant remains: his remarkable enjoyment of navigating bureaucratic paperwork and spreadsheets. Alongside his main role at Stovax & Gazco, he chairs the British Standards Institute's committee for Residential Solid Fuel Room Heaters. With his wife, Mike is currently renovating their 1930s home, and loves searching for fossils along the Jurassic Coast with his son or going for long walks with his dog, Digby.



## James Brett

### Development Engineer

James has been a steady presence at Stovax & Gazco for the past 23 years, witnessing the company's exponential growth. From field engineer and quality inspector to his current role, he is now most often found by a cosy fire in the solid fuel laboratory. Always willing to help both on and off the job, James does everything he can to uphold the good name and reputation of our brands. However, his true passion lies not with fire but with water – he dreams of one day sailing the open seas with his loyal dog by his side.



## Clive Milton

### Lead Electronics Engineer

Clive's extensive expertise in electrical matters is unmatched. During his career, he has witnessed mobile phones evolve from bulky, suitcase-sized devices – almost as heavy as a small elephant – to pocket-sized gadgets, and then expand again to accommodate an increasingly impressive array of features.



## Lee Cheeseman

### Electrical Development Engineer

Lee joined the company after leaving Dana – not to be confused with the Israeli Eurovision performer. Dana TM4 UK specialised in electric motors, a rapidly growing sector in electric propulsion. When the company was considering closing its Chudleigh facility, Lee made the decision to move on, bringing with him practical skills, deep electrical knowledge, and a straightforward approach that have been invaluable in advancing the Mirage project. In his spare time, Lee enjoys tinkering with electrics and is constantly undertaking home improvement projects.



Ironically, despite these advancements, Clive mainly uses his smartphone just for calls. At home, with his supportive wife and pet cat, he much prefers tuning into Ham Radio, experimenting with the Internet of Things, and developing electronics for fellow enthusiasts.



# Introducing... **FireFX**

Scan the  
QR codes to  
watch the  
videos!

Earlier in the year, we officially launched FireFX to our retailers! This exciting new brand introduces a range of low-cost, high-quality heating solutions designed for simple installation and stunning visual appeal.

Alongside the launch, we unveiled an attractive, user-friendly website to support retailers with everything they need to showcase FireFX to their customers. This marks a major step forward in expanding our offering and strengthening our presence in the market.

## **FireFX Atmos**

The first product to launch from the new brand was the Atmos electric range – designed to deliver a flawless built-in fireplace centrepiece. The Atmos offers spectacular flame and ember visuals, with multiple sizes available to suit a range of homes and installations.

These new electric fires prioritise ease of installation with a slot-in design, ultra-slim depth, and integrated frame for a clean and tidy finish, whilst preserving maximum floor space. With effortless control, customisable visuals, and Ecodesign energy-saving features, the Atmos is the perfect choice for media walls or suites.





FireFX Atmos 105R  
shown with Venezia Suite

## Venezia Suite for Atmos 105R

Shortly following the launch of Atmos, we revealed a new stylish Venezia suite – made specifically for the 105R. The suite combines a stylish oak-effect finish and durable hard-wearing construction with a flat-wall-fix design that's ideal for customers wanting the ultimate in easy setup. What's more, the Venezia Suite can also be paired with a TV above for an instant media wall centrepiece. The Atmos fire itself fits seamlessly into the space provided with pre-drilled holes delivering a simple slot-in installation.

## FireFX Anya & Amara

Two new 16-inch electric fires joined the FireFX collection! The Anya and Amara are stylish electric fires that each satisfy the gap in the market for quality meets low-cost. Remote control operated, and coming in a variety of finishes, these fires are easy to use while offering a beautiful fireside ambience.



Amara in Chrome & Black



Anya in Chrome

## FireFX Atlas

We were delighted to be able to bring the Atlas to market. Cylindrical, tall and captivating, the Atlas collection blends Scandinavian elegance with British practicality. Crafted from robust steel and cast iron, there are three models – Atlas 1, 2 and 3 – each of which combine enduring performance with striking presence.

With up to 82% efficiency, Ecodesign compliance, and DEFRA-exempt certification, the Atlas range delivers powerful convected heat. Meanwhile, features such as concealed log storage and integrated external air connection for direct air supply add thoughtful practicality to this modern design.



Atlas 1





# Discover our Onyx launches...



## Avita Electric

We were thrilled to introduce the Onyx Avita recently to our retailer network. This electric fire collection delivers warmth, atmosphere, and the character of a real log fire – but with so much more. Designed to bring the most immersive experience yet, the Onyx Avita next-generation electric fire brings evocative realism, with or without the heat, and delivers a spectacle to rival even the real thing. This premium new showroom-exclusive collection also includes our first ever fan-only mode, for air circulation in the height of summer.

At the heart of Avita fires are highly realistic oak log-effects, brought to life with internal log lighting, a glimmering crystalline ember bed, and a host of lighting options that create a multi-dimensional visual that's as mesmerising as it is customisable. A crackling fireside sound-effect setting introduces a new sensory element, while a host of energy-saving features make it the perfect fit for the modern energy-conscious household.

What's more, this electric fire range has just been recognised for an industry award! Read page 14 to find out more about our win at the H&V Awards.



## Athos & Olympus

We're delighted to have launched Athos and Olympus stoves - the first solid fuel products to join Onyx's portfolio of premium stoves and fires. These stoves mark an exciting and much-desired new chapter, delivering our decades of solid fuel design, engineering and manufacturing expertise into the Onyx collection. These stoves were also crowned winner of the Build It Awards! Read page 14 to find out more.



**Onyx Avanti Gas Balanced Flue Models Also Launched!**



COMING SOON...

# MIRAGE 40i ELECTRIC FIRE

The brand-new Onyx Mirage 40i was previewed at the Illuminate roadshow, where it drew plenty of interest from retailers. This 16-inch electric fire showcases our patented Mirage Virtual Flame System, delivering a breathtaking illusion using real woodburning visuals of the various stages of the burn cycle, from an ember glow to vivid flames. The exposed, hand-painted, log-effect matches and is precisely modelled on the firewood shown in the flame visuals, enhancing the feeling of depth and natural movement.

The Mirage combines striking realism with smart energy-saving features, making it ideal for modern homes or replacing inefficient open fires. It is also fully designed and manufactured entirely in-house from start to finish!

We have recently soft-launched this to a select base of retailers, with a full marketing launch coming in January.

## Behind the Scenes: How Mirage 40i Was Put to the Test

But what you might not know is the level of testing that went into making sure Mirage 40i meets the highest standards.

One of the stages of development involved testing in a fully anechoic chamber. As Mike Coke explains:

“It is important when testing an appliance that there are no outside influences that might corrupt the testing results. The chamber prevents electronic (and sound) waves from entering and reflecting within the chamber. Anechoic more-or-less means ‘without echo.’”

The anechoic chamber has a revolving floor, while auto adjusted antennae takes readings from every angle of the appliance. This is something we cannot do in our own labs, so there may be small surprises that require little tweaks at the test house for full compliance. From the chamber test results, the team also had to make sure that electrical pathways were as short as possible, with as few changes in direction as possible.



The Mirage was also subjected to testing of electro mechanical interference from other electronics, over voltage / surge situations, physical / mechanical intervention (the appliance is subjected to a good beating!), electrical consumption and the all-important safety. We had to satisfy the following regulations: Ecodesign; restriction of the use of certain hazardous substances (RoHS); electromagnetic compatibility; Low Voltage Directive, Radio Equipment Directive; and, as it can be connected to the internet, the very new cyber security regulations.

# New product launches...

## Stovax Futura

### Long Legs & Highline Logstore Base Models

We were thrilled to introduce new additions for our contemporary and well-loved Stovax Futura woodburning and multi-fuel stove range.

Responding to market demand, we've evolved the Futura range to now offer a selection of taller profiles and stylish log storage. Longer leg models are available now, with the Highline models following closely in January.



Futura 5 Highline



**Futura 5**  
Long Leg  
Model

**Futura 5**  
Highline  
Model

**Futura 8**  
Long Leg  
Model

**Futura 8**  
Highline  
Model

## Stovax Vogue Medium New Highline Log Store Base

The Stovax Vogue Medium is now available with a sleek new Highline Log Store Base. Designed to meet market demand for this popular stove in a taller format, this stylish new option elevates both the flame view and the Vogue Medium's impact.



Vogue Medium  
Highline

## Stovax Huntingdon New Longer Leg Kits

In response to customer demand and retailer feedback, long leg kits are now available for the iconic Stovax Huntingdon Solid Fuel Stove collection. Long leg kits can either be selected at point of purchase, or can also be swapped on existing installations – including showroom displays – as a retro-fitted replacement. Enhancing its traditional aesthetic with added height and presence, these elegant longer legs bring visual impact by elevating the stove by 50mm.



Huntingdon 40 with Long Legs



## Gazco Logic Streamlining & Simpler than Ever

Earlier this year, we streamlined the experience of choosing a Gazco Logic, to make things easier both for our retailers, and the end-user. Thanks to internal efficiency improvements, we have been able to bundle the fires and frames of a refined Logic collection. This comes with an easier-to-follow structure, and lower pricing to reflect the efficiencies.

## Stovax Riva2 Freestanding

A striking evolution of our iconic showroom exclusive inset range, we were pleased to expand the Stovax Riva2 collection with the new Freestanding models.

These stoves combine the award-winning Ecodesign credentials of inset Riva2 fires, now with bold freestanding presence. Mirroring the same attractive line-up as the inset collection, Riva2 Freestanding models are available in all four sizes: 40, 50, 55 and 66, with the Riva2 40 also offering capability to burn smokeless fuels.

A choice of cast iron or walnut-effect hardwood feet offer each stove a nod to traditional design, while sleek log box options in every size elevate the view of rolling flames – marrying form with functionality. Log boxes can also be paired with the optional feet, if desired.

Plus, each Riva2 Freestanding fire is compatible with our existing contemporary steel stove benches, offering a sleek and modern alternative to a hearth-mounted installation by raising the stove for enhanced presence.

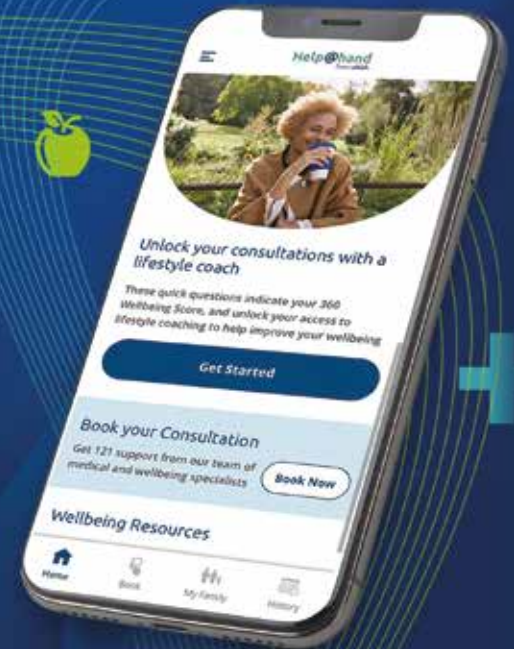


# NEW & IMPROVED **Help@hand** from unum

## Employee Assistance Programme!

Looking after your wellbeing is important to us, and we're always looking for ways to improve the support we offer. Previously, we partnered with Bupa for our Employee Assistance Programme, but after reviewing our options, we're excited to introduce a new provider that offers even greater benefits.

Our new scheme, Help@hand by Unum, is available free of charge to all employees, their partners, and children under 18. It provides confidential support for both personal and work-related challenges, whether that's stress, mental health, financial concerns, or family matters.



## But that's not all.

Help@hand also includes a range of health-related benefits, such as:



### 24/7 helpline

The 24/7 UK freephone helpline puts you in touch with support staff who can provide immediate assistance or point you to services that can help, including local resources or a healthcare professional.



### 24/7 Remote GP access

Speak to a GP quickly wherever and whenever suits you with a convenient video consultation. Get an appointment with a UK-based GP at any time, day or night — 24/7, 365 days a year.



### Physiotherapy

If you've got a niggling pain or want to discuss a physical issue with a qualified professional, Help@hand provides direct access to physiotherapists.



### Medical second opinion

Medical second opinions are available either in person or via video consultation with UK-based private consultants, following a final diagnosis.



### Wellbeing coach

The Help@hand wellbeing area includes up to date and verified content, bitesize articles signposting to reliable resources. You can even pick and choose the content you'd like to see.



### Lifestyle coaching

You can chat about your current health, fitness and lifestyle habits and work with a dedicated coach to set achievable goals you can sustain over time, helping you to stay motivated.



### Personal Training

Get up to six sessions per year, delivered via video consultation, with ongoing access to a trainer and your personalised digitally delivered programme.



### Nutritional Support

Get 1-2-1 access to a nutrition consultant for advice and education to help you understand nutritional information, review your dietary habits and develop personalised plans to improve your diet as part of a healthy and balanced lifestyle.



### Savings and Discounts

You, your partner and children can easily access valuable discounts and money saving deals to support your everyday finances.

# How can I access the new scheme?

Access the new scheme by downloading the app onto your phone, or access via a computer. You'll soon be receiving details on how to do this via email, at the same address you currently use to receive your payslip. Do look out for this in your inbox, and note that it is not spam.

For anyone that is currently accessing help through the Bupa Employee Assistance Programme, any ongoing assistance will continue.



## Completely Confidential

It's really important to note that the service is entirely confidential, and nothing is reported back to the business. Please speak to HR if you have any concerns or queries.



Read further information on the PDF!

# Congratulations Brandon!

Brandon Stow, Warehouse Operative, took part in a darts tournament in Romania earlier this year. He delivered an outstanding performance, reaching the final after a strong semi-final win. Along the way, he achieved a remarkable milestone by defeating a former WDF (World Darts Federation) World Champion in the quarter-finals. Although he narrowly missed out on the top spot losing to an ex professional player, his achievement is truly commendable. Congratulations to Brandon on this fantastic accomplishment!



# Credible Collaboration

## The Tortoise

In today's competitive landscape, authentic voices and independent reviews hold immense power in influencing customer decisions. There are a number of ways in which we leverage this potential, from influencer partnerships to an ongoing relationship with well-known YouTuber – Gabriel, known online as The Tortoise.



With a previous background as a full-time stove retailer in the family business, Gabriel has been quietly positioning himself as a credible stove reviewer – known for his honesty and independent stance. His platform was modest, generating only minimal advertising revenue that barely covered his costs. Yet, his passion and credibility made him an ideal partner for harnessing the independence aspect of his review coverage.

Coming up to two years ago, we invited Gabriel and his wife for a personal visit and tour. From that meeting, a mutually beneficial partnership was born. We proposed that he review 6–12 of our products annually, supported by our extensive web and social media expertise to amplify his visibility and grow his following.

Gabriel embraced the opportunity, and over the past year or more, has reviewed numerous products for us – many of which are now live and actively promoted.

His enthusiasm for our brand is genuine – and the subtlety of the collaboration helps him to thrive in a way that he can retain his credibility. We integrate Gabriel's reviews across multiple touchpoints, from our website, to social channels and brochures.

You'll find his reviews included across product pages on our website, to build buyer confidence and support decision-making. They also support launch campaigns - for example, Gabriel received a prototype of the Huntingdon 40 ahead of its release, enabling us to maximise impact at launch. This form of digital marketing generally adds authenticity and trust to our messaging.

These partnerships take careful strategy, planning, and ongoing work to maintain good relations – but the reward pays off. Working with The Tortoise has proven to be one of our most successful marketing strategies to date. It demonstrates how collaboration can create value for both parties – strengthening our brand while supporting an independent voice in the industry.



## Well done Tracey!

A big well done to Tracey Lewis, who has raised over £350 this year for Tommy's, the pregnancy and baby charity, by holding bake sales and selling savoury scones. Tommy's funds medical research into the causes of premature birth, stillbirth and miscarriage.

**Over  
£350.00  
Raised!**



# Burgers, bangers or both!

Earlier this year, we hosted a fantastic BBQ which saw a great turnout. It was wonderful to see everyone coming together, enjoying good food and great company. Hopefully, everyone had the chance to enjoy a burger or two. Here are some pictures from the day!



## 5 mins with...

### Abbie Grange Lean Engineering Manager

**How long have you been working for Stovax & Gazco?** 4 years.



**Describe a typical working day.**

My days are so varied, nothing is typical! The Lean role is very much about driving cross-functional business improvements alongside leading the Production and Quality Engineering teams. So, I can be doing anything from stock control projects in the warehouse, to new product development and everything in between. I'm currently working on how the planning system affects what we build on the shopfloor, which was an operational blind spot for me so I'm finding that really interesting.

**What's your favourite way to switch off after work?**

A long walk with my dog Max, followed by rotting on the sofa with snacks and Netflix.

**What's one thing your colleagues might be surprised to learn about you?**

I'm restoring a 1971 VW camper that I inherited from my late mother. It was her first car and is a bit of a family heirloom!

**What project or achievement are you particular proud of this year?**

Am I allowed to say my promotion? I've been in this industry 10+ years so it feels great to start putting that experience to work in shaping Production and Quality Engineering here at Stovax Gazco.

**Tesco meal deal of choice?**

Chicken katsu dragon rolls, Kinder Bueno and smoothie all day long!



# IT Security – Keeping Us Safe Online

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



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

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

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

Do not reply to any suspicious email. If you have to send an email, create a new one using your Company email account and add the recipient to the email so you know you are emailing the real mail account.

The rapid emergence and sophistication of AI now increases the threat levels beyond a simple phishing email, where video

and audio fakes are designed to make targets more relaxed and likely to engage.

Personal social media and email accounts should never be used to conduct Company business. The use of Company equipment for personal purposes does not guarantee your personal activities or transactions are safeguarded.

Whilst we can monitor all work communications, should you suspect any fraud or phishing attempt on your personal social media or email accounts, then here are some useful links where you can take action:

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



## What you can do for IT security

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

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

## Check the 'from' address

The sender's name may look familiar but the associated email address may be unusual.

## Check branding

Real companies spend a lot of time and money in this area and there are often subtle differences in the official branding from legitimate senders compared to the phishing version.

## Trying hard to be 'official'?

The use of supposed ID or account numbers and messages shouting 'official!' is a common trick. Check your own records to verify any details.

## Is the greeting impersonal or inappropriate?

Is there poor spelling, grammar and presentation? Scammers are getting better at this but there is often a clue in the way they address you and the format of the email.

## Check if the linked website is legitimate

Do not click on links that ask you to check an urgent message on your account. Go to the official site via a web browser and log in that way.

## Trying to rush you?

Exclusive and time-sensitive deals are designed for you to drop your guard. It's better to miss out on a genuine deal than risk compromising your personal details or money.

## Check contact information and other weblinks

Hover your mouse over any weblinks to see where the link will take you if it was clicked on. Contact information on these emails may also be incorrect.

## Asking for personal, security or financial details?

Official and reputable company emails will never ask for personal or security details via email. Google their phone number and call them if unsure.

## Social Media

Reading articles and searching for information declares your interest in something. Don't be surprised if you start getting targeted ads and emails. In fact, tread more carefully.

## Spotlight: Badminton Horse Trials

Badminton Horse Trials is one of the UK's largest sporting events, attracting over 100,000 visitors each year. Craig Marks (Sales) attended this horse-riding event, alongside RW Knight & Son, a long-standing retailer based near Chippenham, just a few miles from Badminton itself. RW Knights have been the only stove company at the show for many years, showcasing an impressive stand featuring live working displays from leading brands, including competitors Charnwood and Jotul – who also attended the stand.

This year's highlights included live demonstrations of the Reflex 75T, Futura 5, and Onyx Orbit, along with cold displays of the Riva2 50, Stockton, and Chesterfield. Our presence on the stand allowed visitors to connect directly with manufacturers, generating valuable leads and even securing sales during the event. These conversations drive results during the show, but also create opportunities throughout the year.



# What have you missed on Social Media?

If you follow us on social media, you've probably seen some of the fun and creative campaigns we've launched to keep retailers, end-users, and potential customers engaged. Here's a quick recap of what's been happening.

## Halloween Campaign

Tapping into the retail calendar with spooky, seasonal content to keep engagement high.

## Hopping on the Stranger Things Trend

To jump onto the buzz surrounding the final season of this Netflix hit, we've showcased a couple of our products in the eerie world of the Upside Down...

## Christmas Campaign

Bringing warmth and character to the festive season! Selected stoves are transforming into charming Christmas characters – think Nutcracker and more...!

## Award Win Celebrations

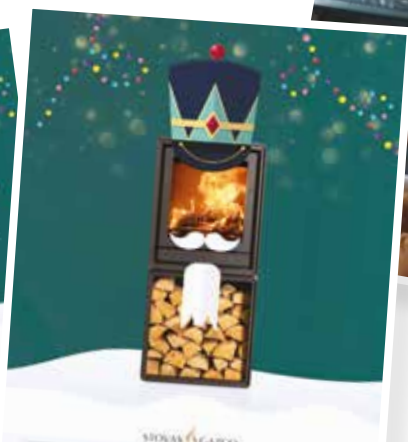
We proudly shared our recent achievements, making the most of our award-winning status. (See page 14 for full details)

## Influencer Collaboration

A new series of short videos featuring Greg Penn, offering fresh perspectives and inspiration. (See page 31 for more details).

...And of course, we've continued with consistent, high-quality posting to maintain visibility and interaction across all platforms.

Follow us  
@StovaxGazco



# Marketing Videos Projects for Retailer Support!

The Marketing team continues to develop a wide range of video resources to support our retailers and strengthen customer engagement. These assets play a key role in highlighting product features, offering helpful guidance, and enhancing our online presence – here are some of our latest video projects, designed to maximise our support offering as part of our customer first initiative – outside of the usual raft of product launch videos.



Watch this video online at [stovax.com/howtolight](https://stovax.com/howtolight)



## Customer Support Content

A newly refreshed How to Light Your Stove video provides practical, step-by-step guidance for customers using the top-down method. This content not only adds value post-purchase but also reinforces our commitment to user care and product satisfaction.



## 'Things We Love' Video Series

Earlier this year, we launched a Things We Love video series in line with seasonal campaigns. Following fantastic feedback on this series, this was expanded and made available via the Retailer Support Area. Designed to be easily shareable, these short clips spotlight some of our most popular ranges, and make for watchable, engaging online content.

## Influencer Collaboration: Greg Penn



We've collaborated again with interiors content creator Greg Penn, (@manwithahammer) who you may remember from previous issues of Ignite. Completing the full circle on this project, we have produced a new feature filmed in his period home.

In this video, Greg talks through his choice of Stovax and Dove stoves – including the Studio Air and Huntingdon – providing authentic context for customers planning their own spaces. Greg really is an excellent brand ambassador, with his real-life setting offering a relatable and engaging way for viewers to connect with our products – bolstering our brand through strategic collaboration.



You can watch the videos now on our website and YouTube channel!

# 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.**



Since the last edition of Ignite, we have continued to make lots of improvements across the organisation. When we look at this from an Environmental and Health and Safety perspective, a couple of highlights include:

- The number of incidents recorded has reduced almost by half, particularly around forklift and stock movement and handling related injuries
- Completed noise assessments and continued to improve our hand arm vibration controls
- Installed new air handling units in the weld area and by the paint line
- Continued with good waste recycle rates
- Increased health and safety monitoring across the site
- Worked with our electric appliance manufacturer to eliminate polystyrene from new products, moving to more recyclable packaging, reducing the amount of material potentially going to landfill

Whilst we see our incident rates reduce, we do still have a lost time incident rate higher than the NIBE target. Each incident recorded is investigated to understand what has gone wrong, and what measures we can put in place to prevent a similar incident occurring. This helps us continually improve, but it is also important that we get your feedback and suggestions so we can continue working safely together. If you don't think something is right or if you have an idea on how to make something better or safer do speak to your line manager, a safety rep or raise a staff suggestion for which you may get up to £25. (See page 3)

Although we are maintaining a good recycle rate and our yard team work in all weathers to segregate all our waste, please do help them out by making sure you place the right waste in the right bins. Don't forget we also have food waste bins in the kitchen areas and the ReFuel lounge for all your food leftovers, including apple cores, orange skins, bread crusts and tea bags.



## Have a story for Ignite?

Contact Annabelle in Marketing  
on [atucker@stovax.com](mailto:atucker@stovax.com)

