

KICK OFF TO A NEW SEASON



September was a good month all around. We finished on budget, with Stovax helping to the tune of £40k – well done to all. This leaves us very close to budget for the full year and therefore it is now in our hands to deliver the last three months. With the huge amount of change we have gone through this year, this would be a fantastic achievement.

I really feel as though the Gazco manufacturing teams have embraced the changes, and are well placed to exceed our stretching targets. Following a Kaizen event with the warehouse

team, in addition to increased hours and further resource we will be feeding the lines what they need, when they need it. They are more than set to deliver – again thanks to everyone for working so hard in the off season to set us up to deliver for our customers.

The season has kicked off well in Gazco, but a little patchily for Stovax. Despite this the sales teams are continuing to bring in record orders! Our order book remains at an all-time high despite getting significantly more out than we did last year – thanks to them and keep going.

The warehouse teams are now getting busy – it was great to see everyone pulling together last month. Centurion is set well and Lee sounds pretty confident on winning his double or quits bet with me this month – I will happily pay up!

My key message is to ensure we are all pulling together to achieve our budget for this year!

- Alistair



THE FIGURES

Overall, we have had a very strong month in September. Our margins held up, but we are still facing some significant cost headwinds: currency, rent and development cost for a North American order all hit our bottom line performance. October is looking to be a challenging month, with the order book slightly down at Stovax and with some delays across the group in regards to new product availability. Gazco must over deliver to give us a chance of getting to our plan – the order book is in place, and we need to make sure we deliver as much as possible.



I would like to let everyone know that Andrew is currently out of the business with a serious illness – I am sure you will join me in wishing him and his family well. We hope he makes a speedy recovery and a fast return to work.

PAY DAY RESULTS ARE IN!

Recently, we ran a poll on deciding if we would like to keep our pay date the same, or change to as close as possible to the 28th of every month. The results showed that an overwhelming majority would like to remain as we are currently, meaning there will not be any change. Thank you to everyone for participating in the poll and helping to make the decision that best suits us all.



NEW FORKLIFT TRUCK HELPS TO LIGHTEN THE LOAD

The newly-formed Production Engineering Team have been working on several projects, one of which has been to improve processes at Gazco, and thereby improve performance in health and safety, and productivity.

There has been an historical problem with loading heavy power press tool sets onto the Power Presses in the factory. Each tool set can weigh up to 400kg, and a need was identified to improve the safety and efficiency for how this tooling was loaded onto the machines.

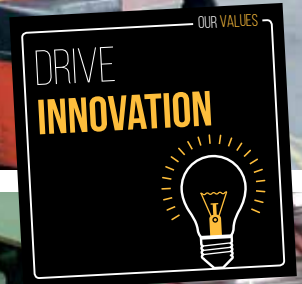
Production Engineer, Harry Lee, worked with Damian Caluori, Press Setter Operator, to devise and implement a better solution. Harry said: "First of all, I went about sourcing a new die handling truck to get a bench mark price. These came in around 18K, which made them far too expensive for the project. I then looked at having an attachment made for an existing pedestrian truck that we have on site. This turned out to be a dead end, as nobody was able to quote due to the bespoke nature

of our requirement. This led me to the second hand market where I found a few manually powered trucks, eventually finding the one now at Gazco at a press shop in Birmingham.

The truck works the same way as a normal forklift truck, with the addition of a beam that is powered along the length of the load bed. When this beam is fully extended forward and lined up with the tooling to be loaded, a chain is run from the beam, around the tooling and back to the other side of the beam. The beam can then be powered in, pulling the tooling onto the load bed.

The racking design and layout will need to be altered so that all tooling can be neatly and safely stored where the truck is able to reach it.

This machinery will enable the power press tooling to be unloaded and loaded in a fraction of the time that was spent doing so, and more importantly, it can be done in a safe manner."



Alan Titchmarsh with the Gazco Skope 85R

THUMBS UP FROM THE NATION'S FAVOURITE GARDENER

If you're an Alan Titchmarsh fan, you may have been watching series 2 of Love Your Home & Garden. We were thrilled to have been featured in Episode One of the new season, with a Gazco Skope 85R. One of the main concerns during this episode was to create spaces that inspire the senses – and this fire fits the bill perfectly!

Watch the full episode on the ITV Hub, and head to our blog to read more – the fire even get Alan's personal approval.



NEW CHANGES AND BENEFITS

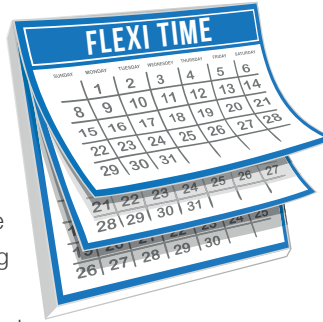
September saw a host of updates and improvements to our staff benefits that we'll know about by now. Amongst smaller amendments, such as dress down Fridays on the horizon, and using headphones in creative environments, our flexi-time policy and company sick pay were reviewed, giving us great improvements we can benefit from. As a reminder...



Flexi Time Policy & Procedure

The period of time when Flexi-Time can be accrued has been extended to 7.30am and 7.00pm. This will particularly benefit those of us who start work at 8.00am and have been unable to accrue Flexi-Time prior to the start of a normal working day.

The ability to accrue this Flexi-Time is dependent on there being a key holder on the premises, and therefore working until 7.00pm may not always be possible and will need to be in agreement with the key holder on site. Also, to remind everyone, we are permitted to take 8 hours per calendar month as Flexi-Time and can also take up to one full day per quarter in addition, provided the holiday embargo does not apply.



Company Sick Pay

Our company sick pay entitlement has been extended for those staff with over 60 months' service. Sick pay will now be paid for those staff at 6 months (132 days) at full pay and 6 months (132 days) at half pay.

The objective of this increase in benefit, is to provide support to those employees who are suffering from a long term condition. Short-term frequent absences will be dealt with through the company's normal Absence Management Policy and Procedure, and the Bradford Factor process.



ONE DIRECTION...

There is a one-way system at Centurion Mill, and to reinforce health and safety in the area, 'no exit' ramps have been installed at the entrance and exit. Driving across these ramps in the wrong direction will cause damage to your vehicle, so we all need to ensure we follow the one-way route!

FIVE MINS WITH...

LIZ KEELOR
Payroll Officer



How long have you worked here?

It will be one year on 21st November 2018... and I love it!

Describe a typical working day.

Busy... and as per my cameo in the careers video, it keeps me challenged! It starts with coffee at 7.30am, then sorting out emails and ensuring that everyone has sent their absence registers for the correct week. I also prepare input for payroll, record data on the HR database, prepare clock cards, deal with queries – the list goes on!



What's been your highlight of your working year so far?

My highlight so far this year, apart from carrying on after clever Karen left, has to be the pending implementation of the Pension module in sage payroll.

What do you find most rewarding from your role?

Definitely helping people.

Coffee or tea?

Coffee for me, but I would prefer a Martini!

Favourite TV programme?

Does anyone remember Flambards? That's the one for me!

If you had to swap bodies with a celebrity for a day, who would it be and why?

It would have to be Gemma Webb. If you know who she is, then you don't need to ask why! (She's married to Gary Numan)



NEW LOFT VIDEO

To bring in the Loft in style, a new dynamic promo video has just been launched and is now live across our social media platforms. Feel free to retweet, share or like and spread the word!

www.gazco.com/loft



WELL DONE & CONGRATULATIONS!

Dave Saunders has moved into his new role of Special Projects Engineer. This role focuses on specific tasks and reporting directly into the Group Technical Director. Dave's primary responsibility is the ownership and completion of agreed projects given "special project" status. Dave is responsible for all activities within the full cycle of each project utilising additional internal or external resource as deemed appropriate but essentially, will carry out all development and testing.

Emma Billings has been promoted to Group Customer Service Manager, and now has responsibility for Stovax and Gazco UK Customer Services, and Technical Customer Services. Tom O'Shea has been promoted to Team Leader for Gazco Despatch, and Sam Brooks to Team Leader for Gazco Spares.

Congratulations to Keith Pike who recently celebrated 25 years of service! As per the company length of service recognition, he was also presented with some bubbly. Enjoy!



IMPRESSIVE CUSTOMER SERVICE...

When we're dissatisfied with service or a product, it's all too easy to complain or leave a bad review. But how often do we let people know when we're pleased with our purchase, or the service we've received? Our Customer Services teams deal with problems and enquiries on a daily basis, taking care of matters with frustrated customers.

We'd like to commend them for the following complimentary thank you from an end-user who was having issues with their Riva2 F670:

"I just wanted to say how impressed with the service that I have received from the team assigned to my call. The engineer was superb, and although he didn't manage to fix the issue on the first visit, he very quickly arranged a follow-up visit as soon as he found

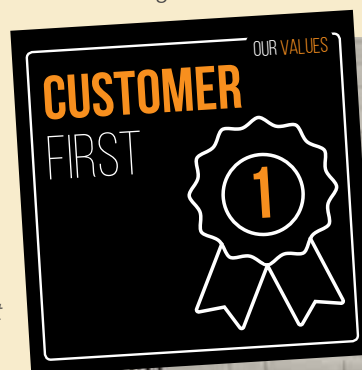
out the issue was still present. He went above and beyond to ensure that the fire was definitely working and handled himself in a very friendly and professional way. I apologise I didn't make a note of his name but was very pleased with the service he offered.

"I'd also like to say a thank you to Chris Haddrell in the Technical Services department who tried trouble-shooting the issue. He was very thorough, trying to get as much information as possible to ensure that the engineer didn't have a wasted trip and chasing up the retailer that we bought the fire from.

"I was also impressed with each of the Customer Service team members that I spoke to, who were all very friendly and apologetic for the issue. It's nice to know that the after-

sales team are top notch. I'm also incredibly impressed with the new fire now that it's all up and running."

Well done to all involved in ensuring this customer left the phone lines happy.



END OF SUMMER BBQS

Warm weather and blue skies might now seem a distant memory, but we kicked off this season with a company-wide BBQ in September. They were a big hit, and hopefully we all had the chance to enjoy a burger, banger... or both!



NICK KNOWLES AND THE DIY SOS TEAM TAKE TO THE COTSWOLDS

In more TV news, we also featured in firm favourite, DIY SOS: The Big Build. In this episode, the DIY SOS team pitch up in Avening to help a family that have all been affected by a freak accident on holiday. Ben, father of two and partner to Ella, was on holiday with his family in Cyprus in 2016 when his life was changed dramatically. Slipping and falling head-first into the shallow end of a swimming pool, Ben broke his neck in three places which left him with injuries that have restricted him to use of a mobility chair. His house also became completely inaccessible for him, too.

Ben's story clearly had an impact on many people from the Avening community and beyond, who all got together to make it possible for him to be able to live back at home, with his family.

Centre to his new living room is a Dovre Vintage 35, which suited the warm, earthy tones perfectly. We were thrilled to hear his partner say, 'look how comfortable it looks and how snug it looks' when describing the room. Coupled with the grey tones and the wood echoed on the walls, the Dovre Vintage 35 makes a wonderful statement in this room, helping to create a cosiness that we hope the whole family can enjoy.



Our PR Officer, Annabelle, with Nick Knowles and the DIY SOS team

GETTING MUDDY TO RAISE MONEY

Recently, Craig Marks and Gary Cole (XQ) took part in the 5K Royal Marine's Commando Challenge. All funds raised went to the very worthy cause of the 'Devon Air Ambulance'.

Craig said, "a few years ago, my father was involved in a nasty accident after a glider flight which left him fighting for his life and being airlifted to hospital. Gary Cole had also put himself forward this challenge due to a motorcycle accident resulting in the Air Ambulance being called out. Both my father, and Gary, are still alive – thanks to the Air Ambulance."

Craig added that for him, the challenge was about proving something to himself: "A few years ago now, as some of you may recall, I was also very poorly with Ventricular Tachycardia. Although I didn't need the Air Ambulance, I did need five operations so wanted to prove that with determination, anything is possible."

"The Commando challenge itself was fun, but definitely a challenge! I know 5K doesn't sound all that far, but when you are running through rivers, crawling through tunnels, going under cargo nets and being fully submerged and pulled through a small tunnel, it certainly makes you realise how fit and skilled the Royal Marines really are!

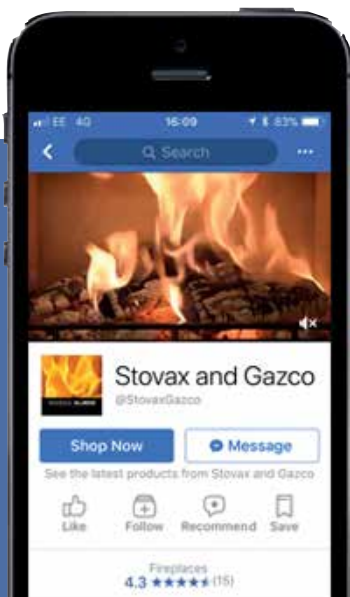
"I'd like to say a quick thank you to my friend Jonathan Dymond who although doesn't work for Stovax also took part, and only has the use of one arm, and also Jessica Lock from Credit Control who signed up but unfortunately couldn't be there on the day."

Craig and Gary are already suggesting the idea of a larger team next year, so if anyone is interested in taking part in this intense challenge, get in touch with them.

A huge well done to the team for completing the course in 90 minutes, and raising almost £500 – this truly is a commendable achievement!



Craig and Gary from the Pro XQ team along with a friend took part in the Royal Marine's Commando Challenge



FACEBOOK PAGE REACHES 12,000 FOLLOWERS!

Stovax & Gazco's Facebook page now has 12,000 followers since launching in October 2017. This page is designed to increase awareness of our products and, of course, our Expert Retailer Network. It features installations by leading interior designers, case studies, projects, and tips and advice for end-users to get the most out of their stoves and fires.

Visit our page here: www.facebook.com/StovaxGazco and please like and share!

THREE PRODUCTS SHORTLISTED FOR BEST STOVE OR FIRE!

Last year, we entered the Build It Awards, with four of our products making it through to the shortlist. Determined to take the crown, we have entered again this year and are thrilled to announce that three of our products have been shortlisted for the Best Stove or Fire category. The esteemed awards see architects, manufacturers and key industry figures come together in recognition of 'innovation and excellence in the custom and self-build home sector.' The winners will be announced in November – we're keeping our fingers crossed!



SHORTLISTED
Best Stove or Fire

The three selected products from the group are:



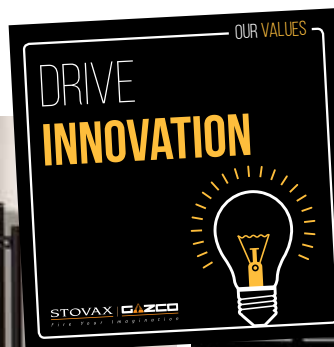
GAZCO VOGUE ELECTRIC



LOTUS JUBILEE 10



GAZCO REFLEX MULTI-SIDED



STOVAX & GAZCO WORDSEARCH

Can you find the 12 Stovax & Gazco product families listed below?

- View
- Radiance
- Logic
- Studio
- Reflex
- Stockton
- Skope
- Huntingdon
- Elise
- Vogue
- Riva
- Brunel

R	C	A	R	E	E	X	V	N	A	Z	C	I	Z	C
I	X	Y	I	V	R	N	Y	L	O	G	I	C	M	G
V	X	C	I	C	T	N	V	J	W	P	O	L	B	G
A	J	E	H	C	R	S	K	H	O	B	R	Z	J	I
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STOVAX | GAZCO
Fire Your Imagination

BIG CHRISTMAS RAFFLE!

WEDS 19TH DEC • 12.30PM • D3 ASSEMBLY AREA

As previously communicated, this year we are foregoing the usual Christmas Party and instead doing something a little different - adding a little excitement and fun in the run up to the festive break in the form of a Christmas Raffle.

There will be over 50 great prizes up for grabs from Gift Vouchers to Games Consoles, Fitbits to Flying Lessons and Treatments to Televisions - and of course nobody will leave empty handed as there will be the obligatory tins of chocolates for all in attendance.

The raffle will take place at **lunchtime on Wednesday the 19th December in the Assembly Area in D3**. To facilitate this, we will all down tools at 12pm, switch on the answer phones and then make our way safely to D3 for the raffle where a festive turkey roll will await. We are aiming to **start the raffle at 12.30pm** and we anticipate this taking no more than an hour. Once finished we can make our way back to our work areas.

Whilst we would like to see everyone there, we appreciate that you may be off that day or be a non-exeter based member of the team, so the raffle will be held for all employees – present or absent. In the event that you win but are not present at the event, your prize will be held for you. Late shift workers are encouraged to come in early and enjoy the event in person, although again this is not required.

There is one more exciting prize up for grabs, specifically for those who attend. WIN CHRISTMAS! One lucky person will win a fantastic bundle of festive farmhouse fair. Not only will this include a large fresh turkey with all the trimmings for the day, there will be loads of festive meats, sweet treats – and enough indulgent nibbles and boozy tipples to see you right through into the new year!

Looking forward to seeing you all there!

Alistair

