

Summer 2006

INVESTMENT PAYS

Stanair Industrial Door Services and Shire Security are celebrating following the announcement that they have both been re-recognised with the 'Investor in People' award for investment in staff development.

Winning any business award is a great achievement but one that

recognises staff development carries greater significance for both the company and its employees.

Investors in People is a business improvement tool designed to advance an organisation's performance through its people. Developed in 1990 by a partnership of leading businesses and national organisations, the standard helps organisations improve performance and realise objectives through the management and development of their people.

The process covers all aspects of the business requiring participating companies to plan, do and review all areas of staff development and apply it to their business strategies.

For Stanair the investment has helped them cope more efficiently in their busiest working period. By recognising where training or support are required they have achieved their highest quarter's turnover while at the same time experiencing a significant reduction in rectification work and greater efficiency in their processes and

procedures. The benefits to their customers are obvious with faster response times and

improved customer service. Stanair also have the ability to offer a guarantee that they will either secure or repair their customer's doors on the first engineering visit or they won't be charged a penny!

Shire Security employees undergo continuous training which ensures they are fully conversant with the ever changing standards, equipment and legal requirements of their business. They are also seeing an increase in their turnover which they attribute to their improved standards of customer service.

Both companies were recently presented with their awards which are now proudly on show at head office in Kettering. ♦

The Stanair IIP award, displayed by Sarah Wall accompanied by Darren Mercieca of Business Link Northampton



Debbie Clipstone with Darren Mercieca of Business Link Northampton, proudly showing the Shire IIP award



AN ARM OR A LEG?

Sponsorship of a local sports team doesn't always involve an arm and a leg. You are usually offered the choice of either for the position for your company logo.

When Stanair decided to sponsor Northants County Cricket Club for the

2006 season they picked the right sleeve of the team strip as the ideal position. This should make it highly visible to the spectators as the team members move around the pitch.

Along with the branding of the team strip there will be several other reminders of the Stanair name.

Next time you visit the ground look out for name boards around the ground and the Stanair logo brightening up the score cards.

There will also be a link between the NCCC and Stanair websites so customers can keep an eye on the scores.

Of course, the best way to follow a cricket match is at the ground and Stanair will be hosting a number of corporate hospitality days at the County ground in Abington Avenue during the season as part of their campaign of support.

Last year Northamptonshire missed out on promotion from Division Two by just seven-and-a-half points. They began their 2006 promotion bid with a draw against Essex and hope for better things as the season progresses.

Stanair staff members will naturally be watching the results closely, willing their team on to achieve promotion to Division One for 2007. ♦



NCCC team captain David Sales and Stanair's Martin Wall revealing one of the club's new strips

EDITORIAL

First, let me say a huge 'Thank You' to all our customers, suppliers and, of course, the team at Stanair and Shire Security for your help and support over the first half of this year.

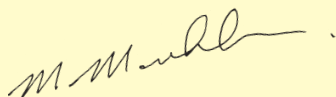
Since I last put pen to paper for the previous Access & Security Newsletter, there has been no let-up in the amount of legislation coming through from Europe and our own Government which affects the way we all work and the enormous rises that we have seen in fuel prices has been difficult to account for.

For our customers, we can certainly help with compliance to Health & Safety Regulations regarding all your access and security equipment and, of course, with your fire alarms and fire door needs which will become more essential in October when the Regulatory Reform Order 2005 comes into force.

Summer is now supposedly upon us which means that both personnel and factory doors will be left open for ventilation, thereby opening up your premises to the casual intruder so you need to make sure you have the right security measures in place to prevent both business, personal equipment and belongings disappearing from your premises.

The summer might be a good time for you to consider what measures you can take in light of the high fuel costs in achieving fuel use reduction come next winter and, again, here at Stanair we have a number of options which you might find hugely beneficial in this area. Why not give us a call and have a chat with one of our Service Managers?

May I take this opportunity to wish you all a very prosperous summer and hopefully, the opportunity for a summer break to recharge your batteries. ♦



New rules coming into force in October this year require all non domestic buildings to undergo a fire risk assessment.

The Regulatory Reform (Fire Safety) Order, made in June 2005, is the biggest overhaul of fire safety legislation in decades.

Originally due to take effect in April, the order has been deferred to give more time to prepare.

Announcing the new date in a written statement, the ODPM Minister responsible for fire safety Jim Fitzpatrick said in March: "The Government's overriding aim is to save more people from death and injury by reducing risk and preventing fires. Over the coming months, we will continue to work with stakeholders to ensure that all those affected by the new rules have the support that they need."

The main effect of the changes will be a move towards greater emphasis on fire prevention in all non-domestic premises, including the voluntary sector and self-employed people with premises separate from their homes. Fire certificates will be abolished and will cease to have legal status.

The Fire Safety Order will apply in England and Wales; Northern Ireland and Scotland will have their own laws.

Responsibility for complying with the Order will rest with the 'responsible person'. In a workplace, this is the employer and any other person who may have control of any part of the premises, e.g. the occupier or owner. In all other premises the person or people in control of the premises will be responsible. If there is more than one responsible person in any type of premises, all must take all reasonable steps to work with each other.

The responsible person will have to carry out a fire risk assessment which must focus on the safety in case of fire of all 'relevant persons'. It should pay particular attention to those at special risk, such as the disabled and those with special needs and must include consideration of any dangerous substance likely to be on the premises.



Assessment will help identify risks that can be removed or reduced and decide the nature and extent of the general fire precautions needed to protect people against risks that remain. If you employ five or more people you must record the significant findings.

Responsibility for enforcement of the new rules will be with the local fire and rescue service authority who will carry out regular inspections with top priority going to those premises presenting most risk to the community.

They are able to do this within the context of the new Integrated Risk Management Planning (IRMP), part of the Government's modernisation agenda for the FRS.

Integrated risk management has shifted the focus in planning to put people first, looking at the risks arising from all fires and other emergency incidents and at the options for reducing and managing them. ♦

In 2003, there were 3,401 fires in industrial premises resulting in three deaths and 153 other casualties; on average, each fire in industrial premises costs approximately £60,100.

Recognising that many companies will not have the in-house skill or manpower necessary to carry out a fire risk assessment in line with the new regulations, Shire Security are offering part of this service to their customers.

Trained personnel will carry out a full inspection and produce a report to comply with fire system requirements. They will also advise on any improvements that are needed and if required, supply and install new equipment.

Advances in technology now mean that many fires can be prevented or stopped in the very early stages before any major damage is done. Among the precautions available are smoke and heat detection, sprinkler monitoring systems and carbon monoxide protection units. ♦

Increasing worries about pensions and an ageing workforce are making employers consider how they can utilise the experience of their staff without discriminating against them in terms of job specifications.

The Age Positive campaign promotes the benefits of employing a mixed-age workforce that includes older and younger people. It encourages employers to make decisions about recruitment, training and retention that do not discriminate against someone because of their age.

Launched in December 1999, the Age Positive campaign is backed by national, regional and trade media, celebrities and employers across the United Kingdom.

Through the use of publications, research, press, events and awards initiatives to get the message across, Age Positive help employers prepare for legislation in 2006 to outlaw age discrimination in employment.

Stanair Industrial Door Services have long been supporters of the campaign and are recognised as an official Champion of the cause.



Age Positive Employer Champions are committed to tackling age discrimination in their own workplace and taking practical steps to change their employment practices.

Champions play a vital role in the Age Positive campaign. By promoting their own good practices and highlighting the practical business benefits of having a mixed age workforce, they encourage other employers and individuals to tackle age discrimination in the workplace.

Michael Markham, Stanair's MD, says: "Age Positive contacted us because we were continuing to employ older people. As they get older or less able to do some of the more physical roles, we were re-training and re-directing them. Why would we want to write off all that skill and knowledge?"

"I think businesses which are not age diverse are short sighted. It's simply involves bringing mothers back to work, adopting flexible policies and giving people skills and training; in fact it's a culture change."

NEW LOOK FOR STANAIR

A subtle change of colour and a 45 degree angle are the visible signs of an update in the Stanair corporate image; the red has become darker and more solid whilst picture boxes all feature a distinctive angle which emphasises the contents.

Stanair's new corporate design is being rolled out across the brand as all company publications are updated to ensure they offer the latest product information.

First to receive the new treatment was the website, launched at the beginning of this year. The site is now clearer and easier to view, read and navigate. Go to www.stanair.co.uk to see the difference.

Next in line are the product brochures which are currently being re-written and re-designed. These will be ready for issue over the summer months; please contact Stanair's marketing department in Kettering for your copy.

Finally comes the newsletter. The cleaner design seen here lets the reader concentrate on the words while the format gives clarity and an assurance that items of similar nature will now have a standard placing within the pages, making them to easier to find.

Stanair's marketing department informs us: "The intention was to update our image, reflecting the changes that have taken place in the company over the past few years.

"Whilst we didn't want a major change we did need to react to the way our customers now view our brand and our service and reflect this in our publications." ♦

LOCAL CONNECTIONS

Caring for people in the community comes naturally to Stanair's staff. This year that care will be reflected as Stanair and Shire Security take up several sponsorship opportunities.

Rothwell Swimming Club is one group delighted to accept the support of the company, who will be providing T-shirts for the members. The Club was put on hold earlier this year while the pool at Rothwell school underwent a major refurbishment. Now plans are in hand for a re-launch at the pool in June and Shire Security will be there to add their support.

The Young Achievers category of the Pride in Northamptonshire Awards will once again receive support from Stanair. The category, recognising the capacity of young people to perform outside their normal sphere of activities, was won last year by the Acam Music students who spend much of their spare time performing to raise thousands of pounds for charity.

Meanwhile Stanair salesman Matt Irons has achieved his wish for reliable support during his season of racing in the Classic Touring Car Championship. Matt, based at the Rugby depot, has gratefully accepted the offer of sponsorship for the whole season by Stanair and will be proudly displaying the logo on the side of his car.

Stanair wish everyone involved in their local sponsorship schemes good luck in their endeavours. ♦



Matt Irons speeds ahead with his Stanair sponsorship

Clarity Credit Management Solutions offer a unique forensic approach to consumer debt collection

Clarity Credit Management Solutions are just 12 months old, but you wouldn't have thought it; they look as if they have been in business for years. Clarity's location is key, based in the quiet, sleepy village of Lamport, Northampton in a beautiful barn conversion with even better views of the countryside. Just take a look at the view!

Clarity are a debt collection business specialising in consumer collections. Clarity have differentiated themselves from the competition by adopting a forensic approach to the way they collect debts.



Entrance to Clarity offices

Clarity operates nationally throughout the UK and after a successful first year, they are in the process of recruiting more staff. 'We need to employ additional staff and therefore additional space to put them.'

Clarity have been fortunate enough to take on the unit next door in Lamport. This has allowed them to double their floor space which will allow for the additional staff required.



Stanair's internal powder coated Seceuro Shutter, half open



Wow! What an amazing view!

Richard Griggs, Operations director said: 'We want to differentiate ourselves in everything we do, so from the moment that you drive onto this site, it is not typical of the debt collection business.'

Clarity have established themselves by securing contracts with some 'big players' in the banking arena in their first year of business. The Lamport location is probably a contributing factor to Clarity's success.

'Our clients are very impressed with our offices and the general location, client satisfaction is high on the list of priorities.'



Clarity building on Swan Court

Griggs also mentioned that later this year the remaining two units might become available and joked that soon Swan Court could become Clarity Court!

clarity

credit management solutions



Stanair Seceuro Bars were also installed on every window

Clarity faced various security issues when they first occupied the offices. The building is unique so the landlord didn't want any unsightly security externally. This presented Clarity with a problem, hence they called Stanair.

The solution was to install Roller Shutters internally to all doors so that they didn't create an eyesore on the building. The windows also needed security. Options included sliding grilles, security shutters and removable window bars. All Stanair products come in a range of different powder coated colours. Window bars can be removed individually to allow access, maintenance and vision of the window.

Clarity chose Stanair based on our reputation, the fact that we are a local company and 'we came up with the goods' stated Ray Masters, Clarity's Security officer. Masters has been in the security industry for some years and has known of Stanair for a while now. When asked if Clarity sought a competitive quote Masters stated: 'We looked at your quote and we felt it was the right quote for us.'

He later went on to comment: 'I think with a lot of security products, you use the companies you get to know and trust; unless you have problems, why change?'



Stanair's internal powder coated Seceuro Shutter, securing building



Richard Griggs and CEO Garry Stran

Clarity were impressed with the efficiency of Stanair in attending an emergency recently where an outside contractor had unplugged the main power supply for the building; this meant the Roller shutter was running off the back-up battery.

One morning the shutter wouldn't operate; Stanair arrived to fix the problem within 30 minutes. Griggs final comment was 'I'm impressed with how helpful all the staff at Stanair have been and continue to be'. ♦

If you would like more information about the products or services offered by Stanair, please contact:
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Email: info@stanair.co.uk Website: www.stanair.co.uk



Stanair Seceuro Bars still give clear view to outside world

That's what Janet Shelley MD of Women Builders has her sights set on for the future of her blossoming company. Stanair were more than happy to help along the way and become a small part of the exciting journey she is taking the business on.



Janet Shelley, founder of Women Builders, is making quite a mark on the construction industry. Women Builders has been in business for 14 months and is growing just the way Janet wants - 'Fast and Furious'!

The business was set up to feed Janet's passion for the trade, initially plastering! Janet saw herself develop by training along with the women she employs, learning each trade one by one.

Currently the women are close to completing an NVQ Level 2 in Maintenance Operations this will be closely followed by an NVQ Level 3 in a particular trade. Women Builders encourage training, not only for their own staff but also those who are unemployed but want to learn a trade. This training is done in partnership with the Milton Keynes, Oxfordshire and Buckinghamshire Learning and Skills Council and is part funded by European Social Fund.

At present Women Builders employ 23 staff (80% of which are women), this is soon to change as Janet states: "I'm on a recruitment drive". Women Builders hope that it will soon reduce the reliance on sub-contractors by employing more qualified staff in plumbing, electrical and gas.

The company has been set-up so that everyone works in teams and with everyone being multi-skilled individuals it helps with the wide variety of jobs. Currently Women Builders is sub-contracting kitchen fitting in Milton Keynes; a team of two operatives will remove and install a new kitchen in just two days!



Shutter shown from outside, half open.



Stanair Roller Shutter shown from inside. Closed, in standard Galvanised Steel.

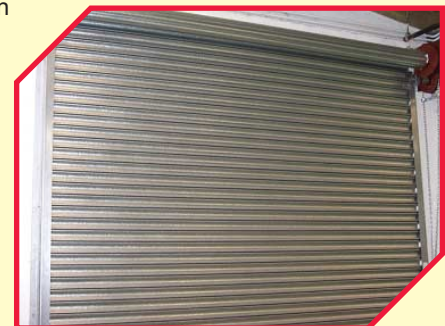
Women Builders have found the perfect niche in the market which is illustrated in their name. this doesn't stop the questions they get from potential customers, suppliers and the competition 'do you really think that women can do it?'. This typically male dominated industry has come up with many objections along the way, but none have dampened the spirits of anyone at Women Builders.

Since the start of trading Women Builders have had no end of publicity, the most recent of which was on television. The BBC 1 programme InsideOut featured Women Builders on the 24th October 2005. This has generated no end of interest for potential employees and customers. Janet even received a email from a female tiler from Florida; this lady was told about Women Builders by a family member after the television programme.

The construction industry can be hazardous. With women generally being smaller than men they require smaller protective clothing against these hazards. This has proved to be quite a challenge for Janet and her team - particularly trying to find protective boots in a size 2!!

Amongst the types of jobs Women Builders have carried out in their first 14 months of trading include revamping toilets at Willen School and Catherine Haslett School, which were completed in a tight time scale and a single storey extension, which proved to be an important learning curve for all involved.

Stanair Roller Shutter, closed. Shown from inside.



Stanair installed a Roller Shutter and repaired a Gate on the Women Builders site to assist with security and access into the building. When we asked Janet about her Stanair experience she commented: 'Extremely good, in fact Stanair was the first company where I felt that a letter of thanks was deserved, but as usual I did not get round to it! Sorry.'

Since installing the Roller Shutter and repairing the Gate to the Women Builders site our sister company Shire Security have been contacted to quote for security within the building. We are yet to hear if we were successful in this tender. If we are there may be a part two to this case study.

Watch this space!! ♦



NEWS FROM AROUND THE STANAIR AND SHIRE SECURITY DEPOTS

CONGRATULATIONS *Sheena on 30 Years Service Since August 1st 1976*

KETTERING

Sheena Markham, Finance Director of Stanair Industrial Door Services Ltd, reaches her 30th anniversary with the company in August.

Sheena's wealth of knowledge and experience enables her to oversee and carry out all functions of the business with the exception, these days, of having to make site visits.

Congratulations to Sheena, who is a key member of the team. ♦

PETERBOROUGH

Peter Arnett (right) is the new assistant engineer for the Peterborough depot, joining the company in February. Welcome Peter, we hope you have enjoyed your first few months with the company.

Calvin Widdowson makes the biggest commitment of his life on 19 August when he marries Kerri Parker. Congratulations and best wishes to both of you. ♦



RUGBY

Lynda Barber (left) joined Stanair in March 2006, having previously worked as an Admin Officer in a school.

Prior to moving to Stanair, Paula Wright (right) worked for Wincanton Logistics as a customer liaison clerk on the Woolworth contract.

Welcome to Lynda and Paula; we hope you both enjoy long and fruitful careers with Stanair. ♦

MILTON KEYNES

Chris Dillow (right) has been promoted to senior engineer, having worked with Stanair in a more junior position for the past year. His replacement is Chris Morton, whose name may be familiar to some Milton Keynes customers. Chris returns to the company after a short time with another employer.

Well done to Chris and Chris. ♦



EMPLOYEES OF THE YEAR - 2005



We are delighted to announce the winners of our prestigious Employee of the Year award for 2005.

Our congratulations go to engineer Huw Barnett of Peterborough depot (left) and to accounts assistant Adam Rae of the Kettering office (right). Their good work and dedication has earned them the highest accolade in the company. Both have been presented with a shield and £250 cash in recognition of their achievements.

We apologise for the delay in making this announcement but encourage all of our staff to keep up the hard work so they can be considered for the award next year. ♦



KEEPING US UP TO DATE

Please let us know if any of your details have changed so that we can ensure our information reaches the correct person. We would also be interested in discovering what our customers like to do in their spare time as we hope to arrange some corporate hospitality days in the near future; we would also love to be given the opportunity of wishing our customers a Happy Birthday if you would like to disclose your birth date.

All information disclosed to the Stanair Group will be treated with the utmost confidentiality, as required by the Data Protection Act.

First name: _____ Surname: _____ Position: _____

Company: _____ Address: _____

Postcode: _____ Phone: _____ Fax: _____

Date of birth: _____ Hobbies: _____

Email: _____

We would also be interested to hear our customers' opinions of trading on-line and receiving quotes by email. Please complete the details above and put a cross in this box if this would be of interest to you.

To be removed from our mailing list, please complete your details above and put a cross in this box.

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"Quality on Call"

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