

# StannahReport

Updated February 2018

Demonstrating how our company  
values continue to help us care for  
our people, community and business

# Stannah



An independent  
family business  
since 1867



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## A message from our Joint Chairmen



Welcome to the Stannah Report from the Stannah Group of companies.

This document looks back over the last two years with special attention to our Corporate Social Responsibility (CSR) framework, which guides the way we do business and demonstrates how we put these principles in action.

The CSR framework, together with our continuous commitment to our communities, helps us to sustain and develop the traditional core values that have guided our business since its very beginnings in 1867.

In 2017 we celebrated the 150th anniversary of our family-owned, independent, British business. Joseph Stannah, our founder, first set the foundations of an ethical, responsible way to conduct business that have been followed and built on by each successive generation of the Stannah family.

This heritage ensures that today the Stannah Group recognises and embraces the essence of corporate and social responsibility within our core values. These values extend to our workforce, our customers, our suppliers and the environment, as well as surrounding communities.

### Progress and Priorities

Our Report describes our CSR measures and practices together with all those standards and objectives that govern our products and services, customer services and relationships with our employees, suppliers and wider world.

We would like to take this opportunity to thank everyone who has helped us reach our 150th year in which we pledged 150% match funding to staff fundraising for a whole host of charities. This fitting way to mark our anniversary goes straight to the heart of the Stannah Group.

Two handwritten signatures in black ink. The signature on the left is 'Brian Stannah' and the signature on the right is 'Alan Stannah'.

**Brian Stannah**

**Alan Stannah**

## Our culture and values

**The Stannah Group aims to be recognised as leaders in reputation for safety, quality products and outstanding service.**

We are proud of our strong and distinctive culture which is rooted in our 150 year-old family-owned business. Our independence gives us the freedom to do business 'the Stannah way', by providing a first – class service to every one of our customers, from a single stairlift user to Winchester Cathedral.

Every one of our customers is made the Stannah promise that we will always 'be true to our word'. That means never knowingly letting anyone down. We believe this, in turn, sustains our valued partnerships with our customers and suppliers and enables our 2000 employees to have pride and commitment in their work.



*Our family business took root as early as the 1820s and we began making lifts around 1867.*



# A family-owned business

## We are family

We are committed to remaining a family-owned business. Our strong ethical principles, inextricably linked to the values of past generations, underpin everything we do. Because we regard ethical practice as vital to the way we conduct our business, we aim to observe the highest standards of responsible behaviour in all our business dealings with employees, suppliers, customers and the wider community.

## Committed to excellence

In parallel to our ethical standards, we strive to achieve excellence across all facets of our business. As part of this we encourage the development of lean and effective processes across our operations to help ensure everyone, who works for and with us, avoids unnecessary waste.

## As a Group, our core values are:

- Promoting leadership in safety, quality of service and product design
- Taking an ethical approach to employees, customers, suppliers and society
- Running a sustainable, low-risk business that is independently financed by re-investing profits
- Sharing rewards with our employees



# People and community

Our employees are the key to our success



## Our people

**We aim to provide attractive employment opportunities and share the rewards of our success with employees**

Our business is our people and our achievements, reached through the co-ordinated application of our combined knowledge and learned expertise.

We see every employee as an individual and as a team member. We support learning that will enhance relevant knowledge development throughout our Group of companies.

We provide safe and friendly working environments that help to foster staff well-being, promote teamwork and inspire each individual to develop their skills and reach their full potential.

We embrace diversity within our workforce and, in particular, encourage women to join us in our historically predominantly male engineering roles.



## Our people are our most valuable asset

### Developing skills

We aim to foster and grow the skills we need to grow our business. Every one of our employees is nurtured and educated to enable them to follow a rewarding career path with Stannah.

### Apprenticeships

We offer technical, craft, adult and graduate apprenticeships across our business year on year – 17 apprentices began working with Stannah in 2017. In our Lift Services division we recruit young people to train as lift service engineers, via a vocational, fully supported apprentice engineer programme and academic programme. We currently have two female apprentice engineers changing the face of our traditional male workforce. These young women are the first of many and bring great benefits to our business

### Training

From work experience opportunities to vacation and Year in Industry placements, we welcome young talent into our business.

We offer in-job training in everything from technical skills to customer service. An example of our career development initiatives is our participation in the Lift and Escalator Industry Association (LEIA) Distance Learning Programme. All our technical staff complete this programme as part of their progression. At management level we encourage and support our staff through degrees, diplomas, NVQs and professional qualifications that will enhance their knowledge and expertise.

### The Stannah Academy

There are clear pathways of opportunity and progression for all staff in all areas of our business. Retaining our staff is a real strength of our organisation. Several of our Directors and Managers were once Stannah apprentices.

### Sharing our triumphs

The Stannah Group shares its success with employees through our profit-share plan, that recognises and rewards good results.





### Employee wellbeing

The wellbeing of our employees is vital to us and rooted in our caring family values. We strive to create a positive and friendly working environment that not only brings out the best in each individual but also protects their wellbeing. We actively encourage a good work-life balance by offering flexible working hours. All our staff have access to our company doctor and are supported through life's challenges as much as possible. Personal fitness is supported in several ways: our cycle to work scheme, walking groups, healthy food options in our own on-site restaurant.

### Supporting our staff to support others

Each member of staff taking on a charitable personal challenge, (be it physical, organisational or motivational) receives a £50 donation to their fund. In addition, individuals are supported to volunteer in their local communities.



*Chris Burns, who works for Stannah in Tyne & Wear, took on the Trois Etapes. He raised £6500 for Prostate Cancer UK and earned support and respect from all his Stannah colleagues and friends.*

## Our customers and suppliers

**We never take our customers for granted. Our objective is to surpass their expectations, by listening to their needs, providing them with the product they need and delivering great service.**

### Ensuring customer satisfaction

We all want to delight our customers and giving them a professional and friendly service at all contact points of our business is our aim. We train our employees to be sensitive to customer needs and work with the Institute of Customer Service to ensure our people are appropriately trained. Our diverse product range means we are dealing with a wide range of consumers, building professionals and organisations – all of them looking for solutions to moving people or goods.

Working with the Institute of Customer Service to provide training and guided by the principles of British Standards guiding our industry, we aim to provide the best advice for each customer to solve their particular problems. As well as offering site and customer assessments we run customer satisfaction surveys to solicit views and help us to continually improve our service.

Our stringent standards also apply to our distributors, who are required to undergo training and are audited by us to ensure our values and expectations are maintained.



## We believe in doing business ethically and responsibly, meeting the particular needs of all our customers.

### Doing business ethically

We do not use cold calling or pressure selling and provide stairlift removal and re-use policies, all of which helps us to earn our customers' trust and respect. We place considerable emphasis on ensuring our customer information is clear and easy-to-understand.

### Championing customers' interests

As a Group, we are dedicated to working with legislators and the relevant industry bodies to promote the interests of our market and customers. As part of this, we support the legislation regarding cooling-off periods and also abide by the code of practices of the Trade Associations in our sector.

### Our Suppliers

We view treating our suppliers fairly and professionally as paramount to our success. We seek to work in partnership with them to create mutually beneficial and professional relationships, whilst expecting them to operate responsibly and ethically in turn.

We abide by the code of practice of the Chartered Institute of Purchasing and Supply (CIPS), which requires us to:

- Pay suppliers on time
- Not use suppliers who exploit people unfairly or who disregard the environment or health and safety
- Preferentially use local suppliers
- Aim to work with fewer, but demonstrably superior suppliers to increase quality, reduce costs and improve service levels
- Perform supplier audits







## Our community

We aim to contribute positively to our community – locally and nationally



## Our local community

In keeping with our family values, we aim to forge strong relationships with local people, organisations and charities.

As well as offering time and support to the local community, we also aim to listen to and support local initiatives that offer benefits and support to a significant number of people.

Most of our supported projects are instigated by our own staff, so we know we are supporting their communities and people and organisations that directly affect them. We are proud to support education, in particular our local schools and colleges and do our best to encourage young people and their pathways to employment. We aim to support local groups that benefit people of all ages. Many of these groups directly impact a great deal of our employees' day to day lives.



*Stannah's annual sponsorship of the AgeUK Andover & District Christmas goodie bags always raises a smile.*

**We actively encourage staff to put forward initiatives they may be involved in within their own communities.**

### Giving back

We give our time to supporting local initiatives. Contributing our ideas and support to Andover College, Andover Young Carers, The Countess of Brecknock Hospital, Hope into Action (providing housing for homeless people), the Bus of Hope (providing advice, friendship and support to young people in Andover), Portway School (sharing our passion for technology through educational projects), AgeUK Andover, The Enham Trust and local events such as the Andover Carnival. Wherever possible, we provide accommodation for worthy projects and groups. Our staff constantly challenge themselves to raise funds for good causes. We support them by contributions to their funds and benefits in kind, wherever possible.





Here is a selection of fundraising initiatives across the Stannah Group.

21 cyclists from across the Stannah Group cycled 150km raising £5000. After match funding a £12,500 donation was made to Crohn's and Colitis UK



In our Brackley Branch a series of activities including a bike ride, family fun day and auction raised £2850. After match funding a £7,125 donation was made to Spurgeons children's charity.



A Stannah employee Daniel Nott, from Bristol, ran the 2017 London Marathon collecting sponsorship of £1,303. After match funding he was able to present a £3,257 donation to the Enham Trust.



Matt and Craig from our Major Projects team took on the mighty Land's End to John O'Groats nine day cycle challenge, returning triumphantly with £3,040 that, when match funded, shared £5,100 between The Silver Line, Cancer Research and Winton Pre-School in Andover.





Our customer services manager, Lynn, completed a 10 mile walk with friends and family in memory of her daughter. Together they raised £1,173 which when match funded turned into £2,932 for the Countess of Brecknock Hospice – with thanks for all their care.



In Scotland some of our Service Branch team got together to take on the 4 Peaks Challenge but made it more difficult by dragging a Lambeg Drum all the way too! CHAS, a children's cancer charity benefitted to the tune of £2,662 after match funding.





Marcia from our UK marketing team set herself the challenge of roller skating 150km and raised £900. When match funded The Countess of Brecknock Hospice received £2,250.



In our Norwich branch brothers Keith and Jason completed a brave 160 ft bungee jump to raise funds for the Mia Fund with the tree of Hope Charity. Mia needs specialist treatment after suffering severe brain damage at birth and the fundraising boosted her pot by £4,775.



## SS Great Britain - go aloft



Future visitors to Brunel's SS Great Britain are in for a treat as they are invited to Go Aloft! Visitors can step into the shoes of a Victorian sailor to climb the rigging on the famous steam ship in its dry dock in Bristol, if they are brave enough!

As lift product and maintenance suppliers to the SS Great Britain and



passionate supporters of the whole site, we sponsored the launch of Go Aloft! and renewed our continuing support of the Being Brunel Corporate Club. To celebrate and follow in the footsteps of Alastair Stannah and Dan White, Kerry Kitchen from our Bristol branch and Olivia Stannah, daughter of Jon Stannah-Group Managing Director, both went 'aloft' to get a bird's eye view!



## Our wider community

As well as our commitment to local communities, the Group strives to engage with national groups and initiatives that foster our customers' and wider business needs.

### Supporting our customers' needs

We seek to support those national organisations and charities that work to champion the rights and interests of our domestic key customer group.

We work closely with the **National Osteoporosis Society**, **Advant-AGE**, **Parkinson's UK**, the **Stroke Association** and **Adsema**. We were delighted to mark 40 years of stairlift manufacture by making a £40K donation to **The Silver Line**, the older people's support telephone line that, like Childline, began with an idea from journalist and campaigner, Dame Esther Rantzen. Throughout our 40th year all over the UK, our staff fundraised over £20k.





**At Stannah we have a passion for engineering education and aim to support both local and national schemes to reward and encourage outstanding students.**

### **Promoting learning and education**

We are members of LEIA with policy-making committee members in several areas of their work. We support the nationally recognised NVQ qualifications in lifts and stairlift installation and maintenance, which have been developed in partnership with LEIA.

We also participate with chartered professional bodies dedicated to developing management, engineering and customer service skills, including the Chartered Management Institute (CMI), Institute of Customer Service (ICS) and Chartered Institute of Purchasing and Supply (CIPS). Our educational activities also include involvement with the following agencies and programmes:

- **Southampton Solent University**
- **South Wiltshire University Technical College (UTC)**
- **Sector Skills Council for Science, Engineering & Manufacturing**
- **Technologies (SEMTA – Sector Skills Council for the Advanced Manufacturing and Engineering Sectors)**
- **Skills Funding Agency (SFA)**
- **Qualifications and Curriculum Agency (QCA)**
- **LEIA Distance Learning Programme**
- **Science & Engineering Ambassador Programme**
- **Science, Technology, Engineering & Mathematics Network (STEMNET)**
- **The Arkwright Scholarships Trust**



*2017 Arkwright Scholars Joseph Brickell and Jonathan Shaw, pictured here with Mike Newman, Group Learning and Development Manager.*

*Stannah have supported the Arkwright Scholarships Trust over the past 15 years by providing an annual Scholarship award to Future Engineering Leaders. The scholarships ensure that high-potential young students stay engaged within the engineering careers pipeline.*

# The Joseph Stannah Foundation

In a letter to The Engineer in 1889, Joseph Stannah wrote:

*“It is undoubtedly the duty of every engineer to instruct his share of the rising generation, but it is also his duty to do it in such a way as shall conduce most to the general prosperity of the future.”*

To mark our 150th year in 2017 we have established the Joseph Stannah Foundation. Named after our founding father, this new fund will support the promotion of science, technology, engineering and mathematics (STEM subjects), recognise excellence in young people in engineering-related areas and promote equality, diversity and inclusiveness in all matters relating to STEM.

In its inaugural year, the Joseph Stannah Foundation will become a sponsor of STEM Learning’s Project ENTHUSE, supporting the continuous professional development of teachers of STEM subjects across the UK. The foundation is donating £20,000 over two years to support Project ENTHUSE partnerships in primary schools as well as STEM Insight placements for teachers in and around Andover where the business is headquartered.



# The Joseph Stannah Foundation

The Joseph Stannah Foundation funding will support two projects designed to bring STEM subjects to life for primary school teachers. ENTHUSE Partnerships are designed to support small groups of local schools with a two year action plan which provides resources, training and placements for teachers. STEM Insight offers teachers short placements with an industry or university to gain a better understanding of STEM careers and the needs of industry to encourage more young people to study STEM subjects. The Stannah business will also support the donation with the recruitment of a number of STEM ambassadors from their employees. These ambassadors will be trained to work with teachers and pupils to champion STEM subjects and help convey how they are applied in the workplace.

The foundation is an umbrella fund to bring together the STEM-linked sponsorship projects that we are already supporting in our local community and nationwide, including the Arkwright Scholarship and a number of local initiatives.





## Apprentice programme

Our Group apprenticeship programme offers employment opportunities in many disciplines across all areas of our business and right across the UK in our eleven service branches. The introduction of a government levy on larger companies does not influence our ongoing programmes. We remain dedicated to the continual recruitment of apprentices as they are our Stannah engineers of the future. We welcomed several young women into trainee engineering roles and hope their experiences will encourage an improved gender balance in future years.



# Performance





## Our staff training

Our employees are the heart of our business. So in line with our traditional values, we treat them with respect and dignity, from providing opportunities for career development to cultivating a vibrant and friendly workplace.

### Continuous Improvement

We work to involve every member of staff in our business – developing their understanding of what we do, our policies and our goals. To this end, we hold regular consultative committees, team meetings, planning workshops and annual business plan roll-outs – where directors present their business plans to employees – to actively engage everyone in our operations and aims.

We are also committed to a policy of continuous improvement, running ongoing programmes and initiatives that encourage employees to identify and drive improvements in their working practices.

### Investment in training

Our in-house training mainly consists of product training and some elements of health and safety, including environmental awareness.

We have also introduced driver behaviour training. This has improved our already high driving standards, reduced the number of driver related issues significantly and also reduced our impact on the environment.



Training expenditure with external suppliers for 2016 was £923,244

The labour cost of releasing staff for training in 2016 was £585,000

Total training costs for 2016 across the Stannah Group was £1,508,244  
Total hours of recorded training in 2016 was 34828.



# Training days

**Our continuous improvement and personal development training resulted in the following achievements:**

**NVQs** in a range of key skills, including Customer Services, Business Management, Business Administration and Lift Engineering.

Advanced personal development programmes such as HNC and HND Academic Degrees, MSC and MBA.

**Days spent on essential product and health and safety training to ensure the safety of our customers and engineers total average 1461 days per annum:**

## **Health and safety training included:**

Forklift Training, Emergency Aid in the Workplace, First Aid at Work, Defibrillator Training, Fire Marshall, Fire Extinguisher, Manual Handling Train the Trainer, Manual Handling, Asbestos Management for Managers, Asbestos Training, Managing Contractors, IOSH, Environmental Management Certificate, Environmental Awareness, Health & Safety Induction, Environmental Awareness, Risk Assessment, Driver Awareness, Van Awareness, CDM Regulations 2015, Banksman, Inspection and Testing of Electrical Equipment, Portable Appliance Testing, Abrasive Wheel Train the Trainer, Abrasive Wheel Safety.

## **Our product training included:**

Rope Training, NGV Hydraulics, GEV Training, GMV Training, GLE Product Training, MIDI XLplus (Traction) Training, Gemini Hoist Training, Sadler Chair Training, Starla Training, Escalators &

Moving Walkways, Terry Lift Training, Microlift Product, Nexus, Stairiser Training, Bucher, 230 Training, 260 Training, 420 Training, 600 Training, Service all Stairlift Products, Isolation of Electrical Remote Spurs, Circuit Appreciation, Electrical and Fault Finding, Accumulator Drive Training, Remote Isolation, Traction Control, Lock Off Training, Safe Release of Trapped Passengers, Release, Using PDAs, Density Replacement, Pink Card, Global Lift Panels, Pomme Tool Training, Salise and Stratum product training.

## **Some of our personal development courses:**

Quality Management System Internal Auditor Training, Employment Law Conference, Law and Standards for Lift/Sales/Field Service, Data Protection Act, Sales Training, Engineering Degrees, PhD in Environmental Studies, CAD, Payroll and Finance Workshops.

## Health and safety

**We take the safety of our product users, customers and staff extremely seriously and so we are delighted to be recognised with a ninth gold RoSPA Occupational Health and Safety Award in 2017, our 150th anniversary year.**

The Gold Medal award in the prestigious annual scheme run by the Royal Society for the Prevention of Accidents (RoSPA) was presented to Stannah during a ceremony at ExCeL, London, where Stannah were also exhibiting at the Facilities Show.

Group Managing Director, Jon Stannah, comments:

*“This ninth award from RoSPA is so important to the whole company and makes a very welcome addition to our anniversary celebrations. When Joseph Stannah began the business in 1867 in the London docklands, I fear that all around him, attention to health and safety was sadly lacking. It is absolutely vital to our business and is given top priority in everything we do. I congratulate every one of our staff, the award is for their dedication to the safety of our equipment, our customers, our engineers and our people. We are very proud to receive this award and congratulate RoSPA on its centenary.”*





## Our environment

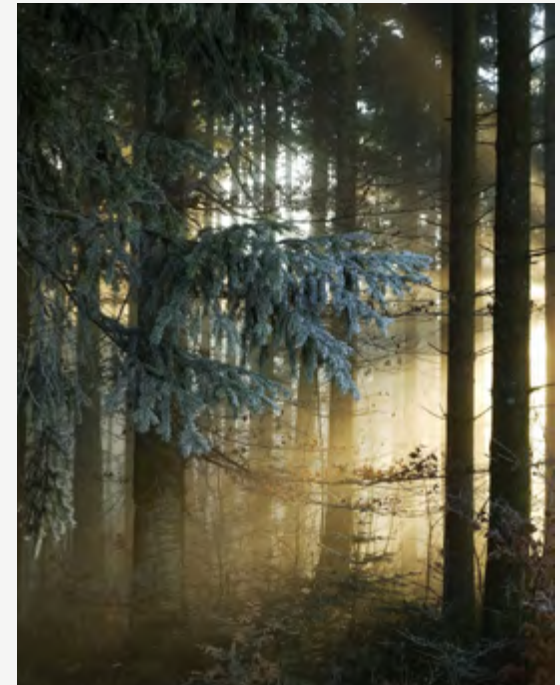
**We apply a Continuous Improvement (CI) philosophy to reducing our environmental impacts. Environmental consideration is also given to all changes that take place within the business.**

Year on year we have launched specific initiatives including:

- reducing the carbon footprint of our fleet - as this is where we have the biggest impact on the environment. Although the size of our fleet is increasing to meet our growing business, our related emissions are reducing. We achieved this with a number of initiatives including placing a cap on vehicle emissions and fitting trackers on all company vehicles, from director to pool cars. Statistically driving is the most dangerous activity we perform. With the aid of a driver

management system to help identify who is at most risk and targeted appropriate training our accident rate initially halved across the Group and has continued to fall.

- adjusting our manufacturing processes and packaging materials to not only allow us to recycle more but also to reduce bulk, thereby increasing the number of units on our transporters and cutting the number of trips and fuel required.
- reducing all our waste to landfill across the business by continually improving our practices continues to be a priority and we are improving year on year.
- introducing a 'zero waste to landfill' target in our staff restaurant by working closely with our private catering supplier, Palabum to divide all restaurant waste into recyclable and compostable materials. Takeaway packaging was switched to paper pulp to aid our targets.



## Our milestones

In 2017 we celebrated our 150th year in business as a wholly-owned independent British Family business. We honoured our founder, Joseph Stannah, by establishing a foundation to support young people interested in engineering in his name. Our staff threw themselves into fundraising for an amazing array of causes and we match-funded their efforts to 150% as a celebration of our longevity.

The excitement of this special year was crowned by our joint chairmen Brian and Alan Stannah being named MBEs in the Queen's Birthday Honours List for their services to British Manufacturing. The brothers received their awards from HRH The Prince of Wales at a ceremony in Buckingham Palace in November.

Commenting on the news, Brian and Alan Stannah said: "We are deeply humbled to be the recipients of such an honour. A steadfast commitment to innovation, quality and customer service has been the guiding principles of our family business and are as relevant today as they were when we joined the business. Our hard working and loyal colleagues have been integral to upholding these values over the years, and to them we are truly grateful."

Jon Stannah, managing director of Stannah and Brian's son, added: "*Stannah has celebrated its landmark 150th year thanks to the entrepreneurialism and dedication of our Joint Chairmen, Brian and Alan. Their MBEs are richly deserved and we are tremendously proud of their incredible achievements, both today and over the course of their 50 plus years with the business.*"



# Major Projects

We may be renowned for our stairlifts but our lift, escalator and moving walkway equipment is contributing to some of the UK's biggest regeneration projects. We have recently installed products in London Bridge Station, Luton Airport, Winchester Cathedral and we have the national contract to maintain all Network Rail lifts across the UK, much of Sainsbury's and Marks and Spencer's lifting products and in total more than 90,000 lifts across the UK.





# StannahTalk - a conversation with our stairlift customers

In 2011 our Stairlifts UK team introduced a new benefit to our customers, their own magazine StannahTalk. Fast forward to 2017 and we have just published Issue 13. The twice-yearly magazine has gone from strength to strength, with engagement increasing and all our readers taking part in competitions and offers. They also delight us with their letters and stories, and tell us some of their amazing life stories. In our latest issue we discover the Men's Sheds Association, a growing movement of productive, supportive gentlemen enjoying friendship, fun and community – and imparting their skills for the greater good.



## Our financial performance

**From the outset, Stannah has been family owned, passing down through generations of the Stannah family, retaining its independent status.**

Today the Stannah Group has an annual turnover exceeding £236 million and employs over 2000 staff.

The financial stability of the Group is demonstrated by the strength of the balance sheet. At the year ending 2016 net assets had increased by 8.2% to £116.7M (2015: £107.9M).

The aim of the Board is to run a low-risk business which is demonstrated by no reliance on borrowed funds, the management of foreign exchange risk and the protection of intellectual property.

Stannah continually invests in the future of the business, with research and development spend in 2016 being £5.3M and capital expenditure £7.5M. The Group shares the rewards with employees by operating a profit sharing scheme.



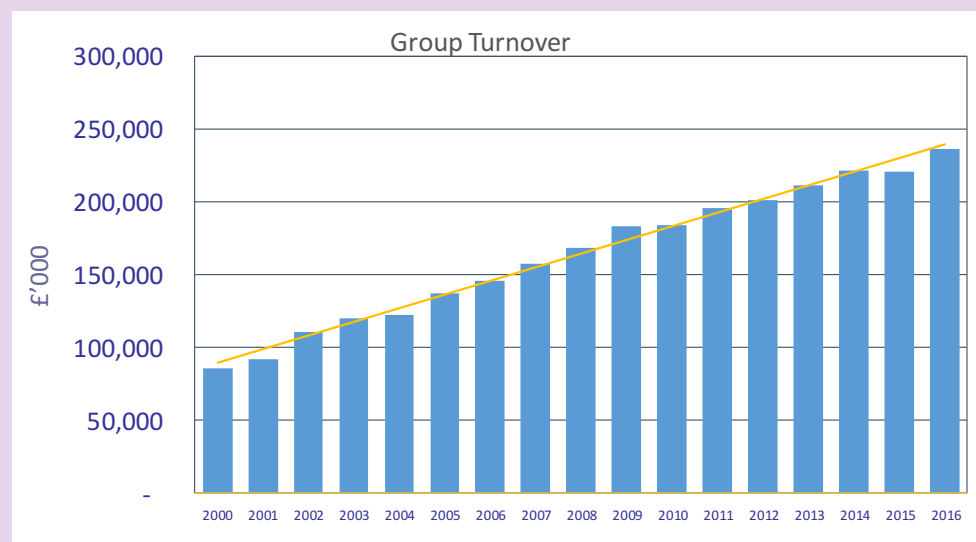
### Results for 2016

The external commercial environment is expected to remain competitive, however the Directors are confident that the current level of performance will be maintained in the future.

	2015	2016
	£'000	£'000
Turnover	236,261	221,009
Gross profit	100,029	96,207
	42.3%	43.5%
Operating profit	10,128	9,856
	4.3%	4.5%

### Group turnover

Turnover is seen as a key performance indicator of the Group's success. Group revenue has increased by over 158% since 2000 as illustrated below:





# Our future

## Group

Our 150th anniversary has had two branches: celebration of our heritage and planning for our future.

We continue to invest in product innovation to offer our customers greater choice, improved product performance and excellent after-sales product support. Our attention to reducing energy use and recycling materials will continue with our aim to continually improve our performance in this area

## Domestic Products and Services

In 2017 our 'family' of domestic lift products has grown. We have launched a new stairlift model – our lightest, narrowest and most stylish chair yet. In addition we have introduced our new apps bringing balance and reassurance for users and their families – technology that simply helps with life. Our range of sophisticated homelifts offering vertical travel for people and goods gives people real choice about how and where they live – at any time of their lives and in any circumstances.

## Commercial Products and Services

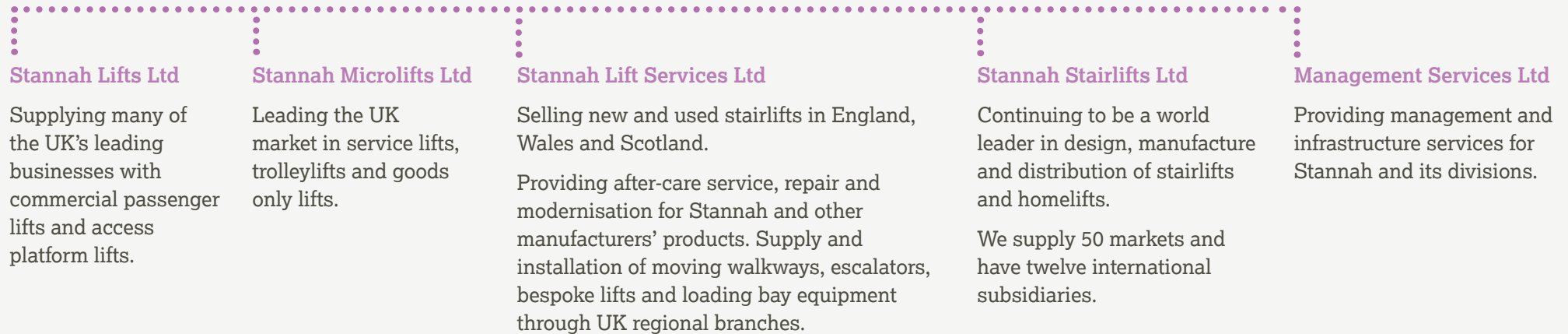
Our aim is to continue to grow our range of products and services in order to meet the complete range of lifting needs of our customers and therefore grow our business right across the UK. We have added a new department to particularly help our customers in retail with loading systems. This means we can supply, install, service and replace an entire portfolio of lifts of any type, reducing costs for our customers with a one stop shop.

Through increased brand recognition in UK markets, flexible customer-focused solutions and excellent service we will further demonstrate our engineering expertise.



## The Stannah Group of Companies is a wholly-owned and independent family business...

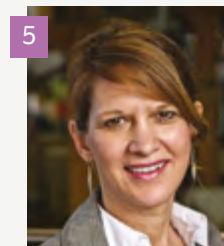
### Stannah Lifts Holdings Ltd



### Meet the Board

Four next-generation family members, Jon, Patrick, Alastair and Nick Stannah, head an exceptionally strong and talented team of Directors and managers that share our values and who together manage each operating company within the ethos of the Stannah Group.

1. Jon Stannah – Group Managing Director
2. Paul Baker – Service Director, Stannah Lift Services Ltd
3. Patrick Stannah – Joint Managing Director Stannah Stairlift Distribution
4. Martin Carter – Group Information Systems Director
5. Debi Coveney – Group Financial Director
6. Alastair Stannah – Managing Director, Stannah Lifts and Stannah Microlifts Ltd
7. Tim Eagles – Managing Director, Stannah Stairlift Operations
8. Nick Stannah – Joint Managing Director Stannah Stairlift Distribution





# Products and places





# Our products



## ➤ Stairlifts



## ➤ Homelifts



## ➤ Platform lifts and passenger lifts



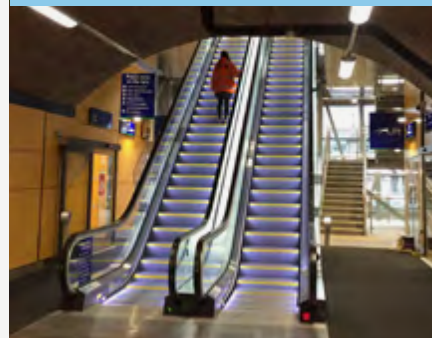
## ➤ Service and goods lifts



## ➤ Bespoke lifts



## ➤ Escalators and moving walkways



## ➤ Lift refurbishment, service and repair



## ➤ Loading systems



## Our markets

**The quality of our products is the litmus test of how we are judged in the marketplace.**

**Sales of our products and services fall clearly into two distinct areas: commercial and domestic.**

### Commercial

Our commercial products are sold predominantly in the UK in the retail, housing, education, health, office, leisure and infrastructure markets. Our lift and lift servicing operations manufacture, install, maintain, repair and refurbish a wide range of lift solutions for the movement of people and goods. From eleven locations nationwide, we keep our promise of local service, around the clock, to commercial and private customers alike. The scope of these services extends from looking after the nation's Network Rail lifts to ensuring a quick and friendly response to our individual stairlift customers.

### Domestic

Our domestic/consumer products, homelifts and stairlifts, are sold in the UK in two ways; around half of our sales are direct to private individuals and the other half are made via publically funded organisations. Worldwide sales of stairlifts are through wholly-owned subsidiaries and via a host of distributors in all other major, and some emerging, markets. In the UK we also supply domestic homelifts and through-the-floor lifts.

### Service and stability

The Stannah Group is structured in a way that helps us foster excellent business relationships. We are dedicated to working through specialist divisions, believing it the best way to concentrate our expertise and resources to deliver the most effective solutions in the particular markets they serve.



## Our locations

**Although the core of our business and head office is in Andover, Hampshire we have a network of sites across the UK.**

### Manufacturing

We are proud of our manufacturing heritage and continue to manufacture lifts at our Anton Mill factory and stairlifts in Watt Close, Andover. In addition, our bespoke curved stairlift rails are manufactured in Newburn, Tyneside and also in the Czech Republic for installations in Europe.

### Distribution

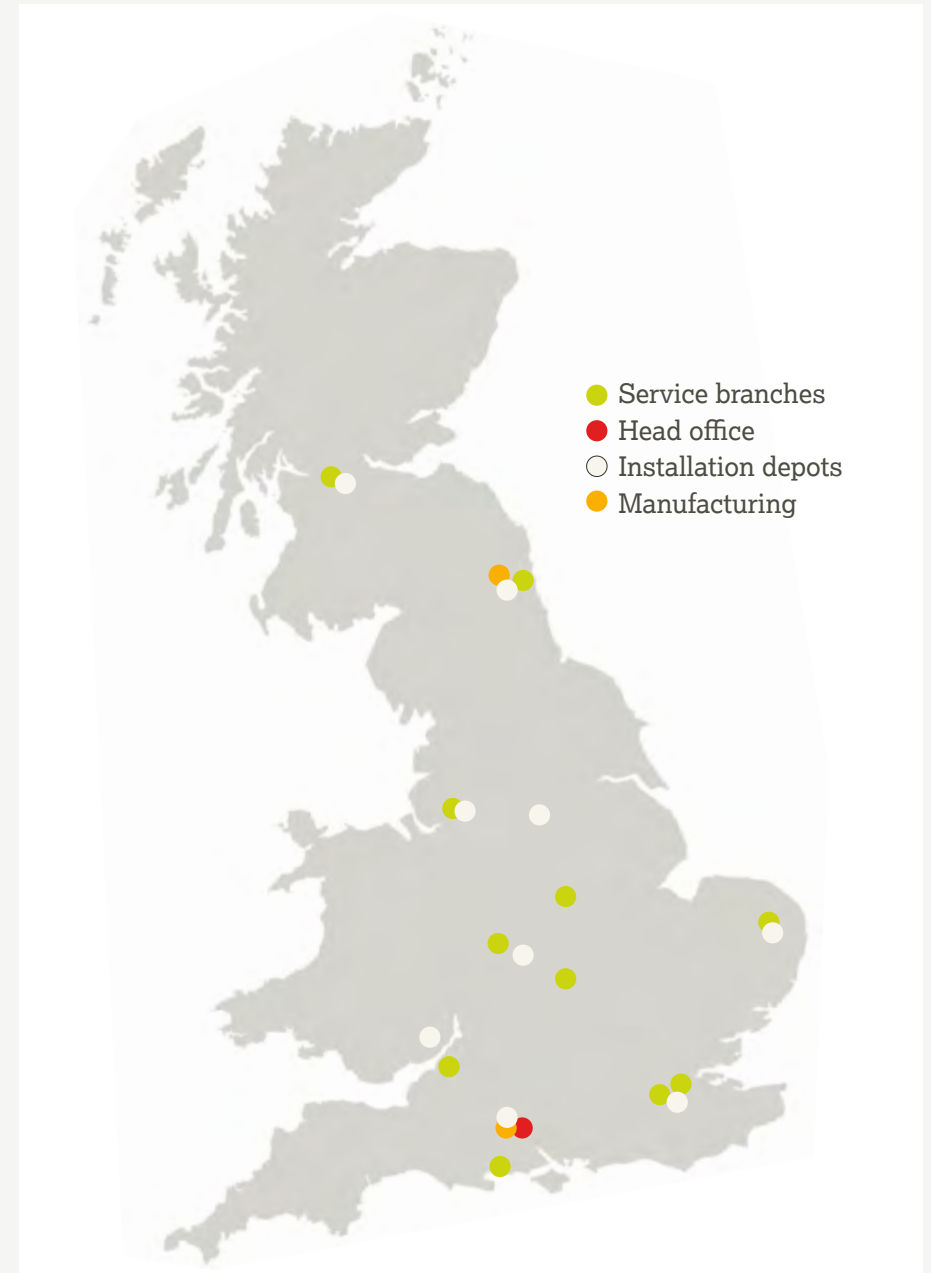
From Caxton Close, Andover we distribute and install a range of goods and service lifts that keep thousands of businesses running smoothly all over the UK. We are also UK distributors for escalators and moving walkways.

### Trade partners

We are delighted to increase our sales via many trade partners, both in the UK and around the world.

### National Service and Support Network

Our eleven service branches cover the whole of the UK and between them look after more than 90,000 lift products through planned maintenance programmes.





## Contact us:

Lift Maintenance, Service and Repair, Bespoke Lifts, Lift Refurbishment and Modernisation:

### Stannah Lift Services

#### Head Office and Major Projects Team:

Watt Close, East Portway, Andover, Hampshire SP10 3SD

Tel: 01264 364311

#### National Sales Team, Network Rail Team, Escalators and Moving Walkways Dept:

No 1 Ravensquay Business Centre, Cray Avenue, Orpington, Kent BR5 4BQ

NST Tel: 01322 299800 NR Tel: 01322 299845

#### National Contracts Department:

A single point of contact for customers with lifts on multiple sites spread across the country:

No 1 Ravensquay Business Centre, Cray Avenue, Orpington, Kent BR5 4BQ

Tel: 01689 883240 EMW Tel: 01689 883259

### Nationwide service from local branches:

#### 1. Scotland

45 Carlyle Avenue, Hillington Industrial Estate, Glasgow G52 4XX

Tel: 0141 882 9946

#### 2. North & North East England

6b Delta Bank Road, Metro Riverside Park, Gateshead, NE11 9DJ

Tel: 0191 460 0010

#### 3. North West England & North Wales

6850 Daresbury Park, Daresbury, Warrington WA4 4GE

Tel: 01928 703170

#### 4. Midlands East

48 Bleak Hill Way, Mansfield, Nottingham NG18 5EZ

Tel: 01623 631010

#### 5. West Midlands & Mid Wales

Unit A6, Coombswood Way, Halesowen B62 8BH

Tel: 0121 559 2260

#### 6. South Midlands & Home Counties

Unit 4, Boundary Road, Buckingham Road Industrial Estate, Brackley NN13 7ES

Tel: 01280 704600

#### 7. East Anglia

Unit 27-28, Morgan Way, Bowthorpe Industrial Estate, Norwich NR5 9JJ

Tel: 01603 748021

#### 8. South West England & South Wales

2 Brook Office Park, Folly Brook Road, Emersons Green, Bristol BS16 7FL

Tel: 0117 906 1380

Passenger Lifts and Platform Lifts:

### Stannah Lifts Ltd

Anton Mill, Andover, Hampshire SP10 2NX

Tel: 01264 339090

Service and Goods Lifts:

### Stannah Microlifts

Caxton Close, East Portway, Andover, Hampshire SP10 3QN

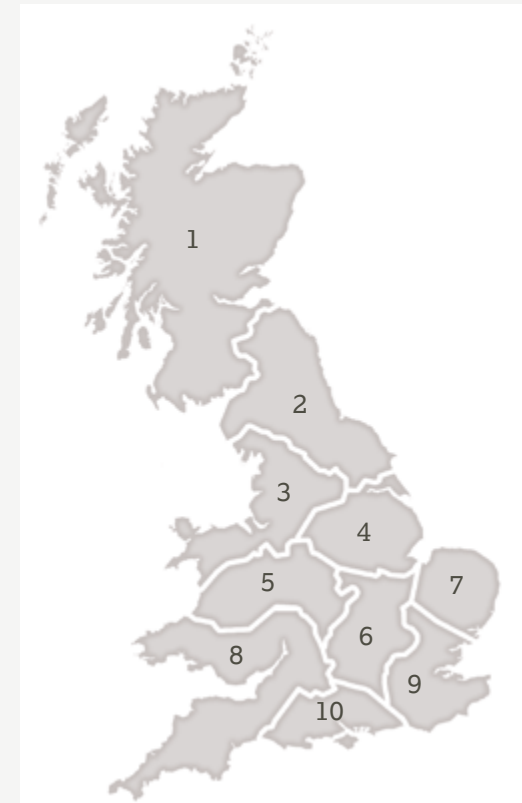
Tel: 01264 351922

Stairlifts:

### Stannah Stairlifts

Watt Close, East Portway, Andover, Hampshire SP10 3SD

Tel: 0800 715497



#### 9. London & South East

*For service of passenger lifts, goods lifts and escalators:*

Unit 6-7, Swan Business Park, Sandpit Road, Dartford, Kent DA1 5ED

Tel: 01322 287828

*For service of stairlifts, small service lifts and platform lifts:*

No 1 Ravensquay Business Centre, Cray Avenue, Orpington, Kent BR5 4BQ

Tel: 01689 822117

#### 10. Southern England

6 Ambassador Park Estate, Airfield Road, Christchurch, Dorset BH23 3TQ

Tel: 01202 476781

## Stannah Worldwide

**The world's most chosen stairlift is sold and maintained via our wholly-owned subsidiaries and associate distributors across the world.**

We have wholly-owned subsidiaries in Spain, Portugal, Belgium, France, Switzerland, Holland, Italy, Norway, Slovakia, Czech Republic, USA and a joint venture in China.

We also sell Stannah stairlifts via a network of distributors in Argentina, Australia, Austria, Brazil, the Caribbean, Channel Islands, Chile, Columbia, Cyprus, Denmark, Finland, Germany, Greece, Hong Kong, Hungary, Israel, Japan, Malaysia, Malta, Mexico, New Zealand, Northern Ireland, Russia, Singapore, South Africa, Sweden, Taiwan, Thailand, Turkey, UAE and Peru.



## Meet the Stannah family of products and services:



Stairlifts



Homelifts



Platform  
lifts



Passenger  
lifts



Service and  
goods lifts



Bespoke  
lifts



Escalators and  
moving walkways



Loading systems



Lift refurbishment,  
service and repair

Head Office:  
Watt Close, East Portway, Andover,  
Hampshire SP10 3SD  
T: 01264 364311

**[www.stannah.com](http://www.stannah.com)**