

PEOPLE // PERFORMANCE // PRODUCTS

# The Stannah Report **2022**

Our company values and how we care for our people, community and business.

**Stannah**



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## A message from our Group Managing Director

**Welcome to the Stannah Report. In the pages of this document we'll explain the principles and ethics that guide our business and how we put these into action.**

Our family values - care and integrity in all that we do - have shaped the company over five generations and are more relevant now than they have ever been. Steady and sustainable growth is a function of our ambition for longevity, to ensure our stewardship of the business results in a healthy and robust firm to pass on to the next generation.

2020/21 was a year like no other, testing the resilience of our, and every other, business. Our role supporting independence in the home, in transport hubs, in healthcare settings, in retail to cite just a few examples, underscored the evergreen importance of the products and services we provide.

It also highlighted the importance of community: local communities, communities in the workplace, business communities and our national community that have all come together for the collective good in the fight against the virus. Equally, our shared response to the pandemic has cast a spotlight on the climate emergency and how millions of individual actions can make a real impact.

We have always recognised that businesses have a responsibility to wider society, whether that might be improving the skills pool, leading improvements in safety, reducing environmental consequences or supporting to deserving causes.

Through this annual report we will continue to record how we are living up to our corporate and social responsibilities, and searching for ways that we can play our part in improving the global environment.

I'd like to express my sincere thanks to all our employees, our customer, our suppliers and our communities that have supported us through the last year. 2022 brings us good reason to hope for an end to the pandemic and the opportunity to build back better.



A handwritten signature in white ink on a red background. The signature is cursive and reads 'Jon Stannah'.

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Jon Stannah : Group Managing Director

## Notable events 2020/21

### The COVID-19 pandemic

2020 was, of course, dominated by the devastating pandemic that swept across the world. Our teams responded swiftly to the challenge so throughout the lockdowns we were able to continue to support healthcare supply chains and provide access for vital front-line services in healthcare, retail and transport settings amongst others.

### Financial performance 2019

Revenues in 2020 were understandably impacted by the pandemic. Q2 saw a dramatic fall in activity following initial lockdowns in our markets. However, a strong finish to the year helped regain some lost ground. Revenues finished 6% down.

### Keeping goods and people moving

While many client sites closed during the first lockdown, some projects became urgent priorities. A lift refurbishment at Bradford Royal Infirmary took on a new sense of urgency when the wards the lift serviced, were designated COVID wards. Some phenomenal teamwork got this project over the line and into service, ready for the NHS response.

### Building for the future

Since 1975 we have made Andover our base. We continue to commit to the town and announced our intention to build 90,000sq ft of additional manufacturing capacity at Andover Business Park.

### Expanding our global reach

We are always on the lookout for opportunities to expand our international footprint. Despite the pandemic we were able to complete the purchase of our longstanding distributor in New Jersey, Interstate Lift Inc, considerably expanding our direct territory in the US.

### Independence for a national hero

Captain Tom won the nation's hearts with 100 laps of his garden in aid of charity. As a token of our respect for a truly inspirational customer, we presented him with upholsteries in his regimental colours for his two Stannah stairlifts.

### Matchfunding for employees

Of course, many charity events were cancelled in 2020/21. However, that did not deter some of our more determined

fundraisers. Our Head of Operations Support - Lifts Distribution and Service, Darren Cooper, combined his passion for fine wine with the physical challenge of completing 2,000km on his rowing machine, the equivalent of a road trip through some of France and Italy's finest wine regions.

### Supporting environmental education

Our 2020 donation to Andover Trees United will go towards the building of an outdoor education centre that will continue to educate and inspire children and adults to learn more about the natural world and how our actions can prevent an environmental crisis.

### Accelerated innovation

Developed in just a matter of months our e-commerce platform has supported a new, Covid-secure way of selling. Launched in the UK, the stairlift market's first e-commerce solution, we are now rolling out to our other international businesses.



## A modern, family business - with over 150 years of heritage

**Stannah is in the business of moving people and goods in and around homes and buildings, and has been since 1867.**

Our goal is to lead the way in our sectors, to be recognised as a leader in safety, product quality and outstanding service. We are proud of our distinctive culture rooted in our 150-year-old heritage. Our independence gives us the freedom to do things 'the Stannah way', making the right choices for our customers, our business and the long term.

**"Every one of our customers can rely on the Stannah promise we make to them, that we will always be true to our word"**

That means never knowingly letting anyone down. This commitment is at the heart of everything we do, sustaining our valued partnerships with our customers and suppliers, enabling our 2000 employees to show pride and commitment in the work they do.



The fifth generation to run the business, Alastair, Jon, Helen, Nick and Patrick. Sam and Beth Stannah, two members of the sixth generation, have also joined the business.

## Values that stand the test of time



### **Our values are inextricably linked to our past and underpin everything that we do.**

Joseph Stannah was not only a brilliant engineer but a strongly principled man who believed that business owners like him had a duty to act for the good of society not just to generate profits.

Many things about our business have changed since Joseph founded it but our values, handed down from one generation to the next, are fundamentally the same.

We are committed to remaining a family-owned business that our customers can rely on.

### **Our values**

- We take care of our customers
- We put people at the heart of our business
- We respect the people who supply us
- We work to our own standards
- We strive for continuous improvement
- We are resolutely independent



# Our people and our communities

OUR PEOPLE AND OUR COMMUNITIES // 07



## Our people are our business

**Our employees are the heart of our business.  
We take great care to create a working environment  
where everyone feels valued.**

### Developing skills

Joseph Stannah was an early proponent of vocational training and set an example that has endured for over 150 years.

**“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”**

Taken from Joseph Stannah’s letter to The Engineer, 1 February 1889.

We continue to believe in the power of training and development. Not only does it empower our employees to do the best job they can, but also brings self-confidence and personal growth for the individual.

### Diversity in engineering, diversity in business

We may be an engineering business with a past stretching back to the Victorian age, but our approach to diversity, which we are sure our founder would approve of, is thoroughly modern.



We wholeheartedly subscribe to the idea that diversity in all its forms - race, gender, age, ability, religion, identity and experience - brings strength. Our management team take great care to ensure our recruitment processes are fair and that opportunities for progression are open to all.

As manufacturers we operate in a traditionally male-dominated industry, but we are working hard to encourage more women into engineering roles and supporting those that are here.



## A focus on wellbeing

**We want our workforce to thrive. That's why we offer a range of benefits to support our employees' long-term wellbeing.**

- Flexible working
- Simplyhealth cashplan plus 24/7 helpline and GP access
- In-house occupational health advisor
- Growing network of mental health first aiders
- Generous matched contribution scheme for pensions

We strive to create a positive and supportive working environment to help our people shine. When things get hard, our support is always there to help our people through life's challenges.



## Sharing our success

Brian and Alan Stannah, our joint chairmen, are firm believers that success should be shared with those who have contributed. In 1980 they devised a scheme where everyone has a stake in the performance of the business by paying out an equal share of profits regardless of their role. A generous percentage of our profits is shared with all our employees on a quarterly basis, with over £63m having been shared with our employees since the start of the scheme.

## Creating employee loyalty

We have always striven to create a respectful and open workplace, supported by opportunities for personal growth and great benefits. In return we are rewarded with incredible employee commitment and loyalty.

Over 18% of our UK workforce have been with us for over 25 years with a number of international employees now swelling the global ranks of 25 year club members. We currently also have 33 members of our 40 year club. Our average length of service is 10 years, far above the national average of 4 years. The wealth of experience we retain in our long servers is invaluable and together with the diverse perspectives our newer recruits give us, is the perfect recipe for innovation.

\*Euro Labour Stats 2018 Study

# 280

**Members 25 year club  
(14% of global workforce)**

# 33

**Members 40 year club**

# £63M+

**Shared with employees since 1980**

# 2000+

**Employees worldwide**



## Our customers

**Whether we are dealing with a domestic customer in their home or a commercial customer planning a refurbishment of transport infrastructure, we treat all our customers with the utmost respect.**

Our customers are our reason for being and so we take our time to understand their individual requirements and ensure we can specify the right solution for them.

Our family values drive a fair and ethical philosophy for our business which means we never employ high pressure tactics, never cold call and will always remain true to our word. The promise we make is to provide first class product and service with great value for money, all from a company our customers can truly rely on.

Much as we strive for perfection, occasionally we do get things wrong and, when we do, our customers can be sure that we will do our very best to rectify the situation to their complete satisfaction as quickly as possible.





## Ensuring customer satisfaction

**We want to be clear that we are delivering on our promises which is why we have conducted customer satisfaction surveys for many years. Our stairlifts customers consistently report satisfaction levels of over 98%. Despite the disruption of the pandemic, our 2020 score was 98%.**

It is important to us that our customers have full confidence in us which is why we are active members of our trade associations, the British Healthcare Trades Association (BHTA) and the Lift and Escalator Industry Association (LEIA) and closely observe their relevant codes of conduct and industry guidance.

Our UK stairlift distribution business is a member of TrustMark, a government endorsed quality scheme. We also work with Hampshire County Council Trading Standards Team through a primary authority partnership (PAP).



## Working safely in a changed world

**In many cases our products are vital to help keep people moving. To ensure we could continue to support our customers throughout the pandemic we had to quickly develop new COVID-secure procedures.**

Following rigorous risk assessments of operations, all our employees were given strict protocols to follow whether in the workplace or on site.

Working safely at client sites has been a priority and protocols have included:

- Washing or sanitising hands on exit and entry, facemasks in all public areas, maintaining 2m distance or taking mitigating actions when this falls to 1m+
- Asking customers to create an isolation space around where we will be working
- Liaising with all customers in advance to understand their particular site rules
- Completing as much work as possible in advance to minimise time on site
- Ensuring that they have ready access to all relevant face coverings, hygiene supplies and PPE where required



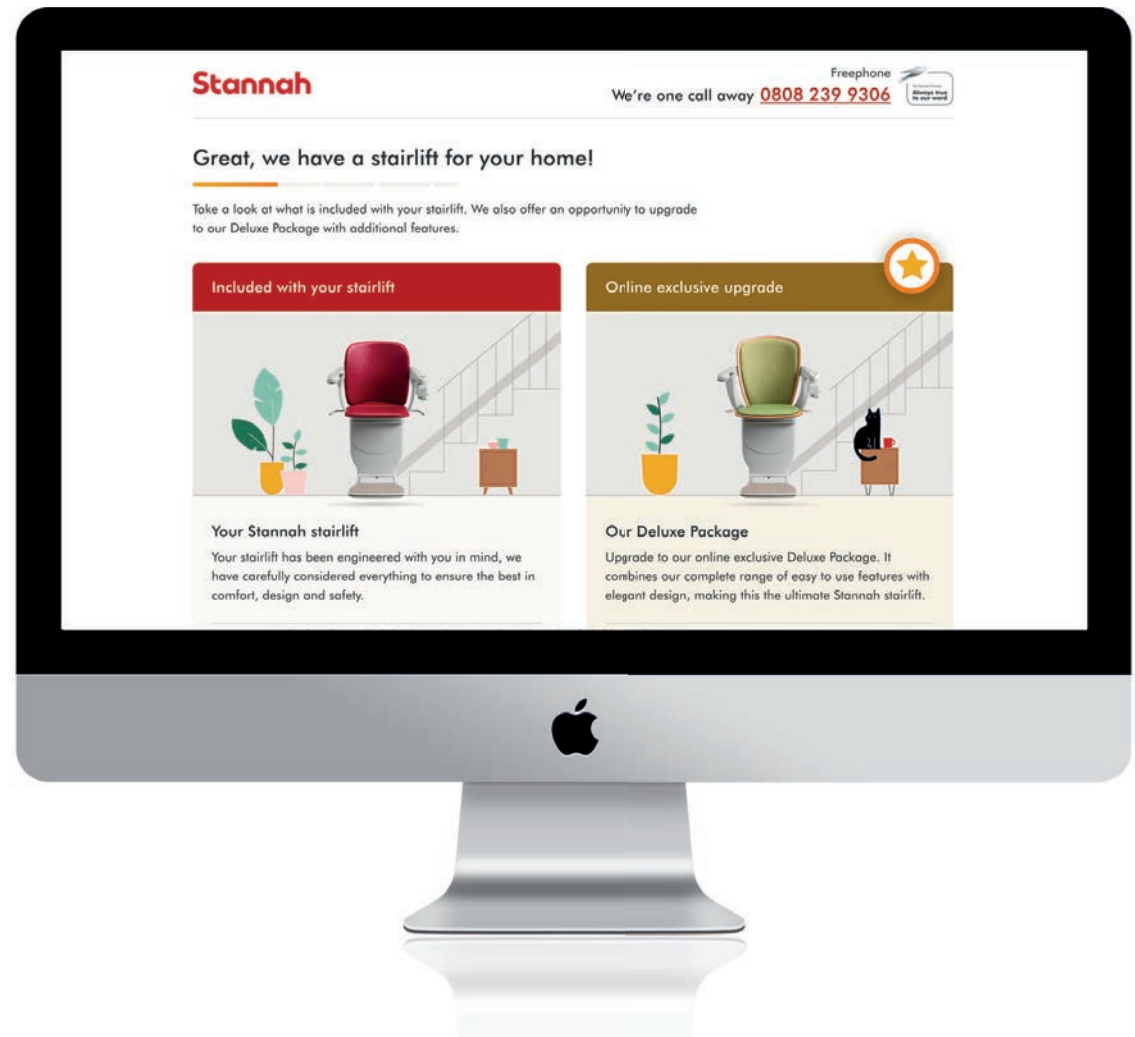
## Innovating to stay safe

**The stairlift sales process usually involves a significant amount of time in the customer's home explaining options, assessing the customer's needs and taking staircase measurements.**

Driven by the pandemic's impact on our sales process, our strategic projects team brought to market, in a matter of just a few months, the stairlift industry's first e-commerce site. Here customers can specify their stairlift, its options and upholstery.

This has offered a new route to purchase and while we still have to survey the home before we can confirm an order, it not only reduces the time spent in the home, but also gives customers a level of convenience and control over the purchase process we have never been able to offer before.

Customers can not only specify the features of their stairlift but also have over 100 combinations of upholstery to choose from, another first for the industry.





## Customer case study

**Captain Sir Tom Moore was a record-breaking fundraiser, knight of the realm, author, chart-topping artist and one of the country's most cherished personalities.**

But not many people know that at the end of a full day Captain Sir Tom could retire to his room at the push of a button on his Stannah stairlift.

Tom lived with his daughter Hannah Ingram-Moore and her family from 2007, but it was only after a fall a couple of years ago that the family decided to have a stairlift installed.

**"Getting a stairlift meant my father could live an independent life whilst continuing to be at the heart of the family which was so important to us. We weren't to know at that time the phenomenal journey my father would take, but his stairlift enabled him to be the independent man the world saw. From the very first contact where I felt reassured, the service has been gold standard."**



## Customer case study

**Bradford Royal Infirmary is a key teaching hospital providing the majority of inpatient services for a community of around half a million people in Yorkshire.**

A lift modernisation project, led by the Gateshead branch in conjunction with sub-contractors, had been ongoing for some months when it suddenly became a priority in the light of the pandemic. As with so many projects, last minute adjustments and delays with parts and resource were in danger of holding up the testing and handover.

**Stretched for resource Barry Howat, Gateshead Branch Manager, called on colleagues in another department to manage testing and handover of the lift. With only 24 hours' notice, Jerry Sutton, a major projects manager with 21 years' service to Stannah, along with Matthew Elwood, an experienced test technician, arrived on site on Thursday determined to give what support they could to get this important project over the line.**

Thanks to some amazing team work, by 5pm the next day testing was complete and the lift ready for handover to take up its role supporting NHS staff in the fight against COVID.



## Our stairlift distributors

**Across the world we work with like-minded companies which believe that stairlifts are the key to improving independence for so many with mobility issues.**

We take great care to select our authorised dealers and distributors, and only work with those who can demonstrate their commitment to our values and ideals.

Following rigorous assessment and audit, our suppliers must also complete our Certificate of Excellence technical training programme that ensures that our products are always installed and maintained to our high standards.

Once the initial course is complete, we continue to audit our distributors in person on a regular basis to ensure standards are maintained.





## Our suppliers

**Every one of our suppliers contributes to our success. Whether that is the blue-chip business that supplies our telephone systems or the small, owner-run business that supplies our lift fixings, we treat all our suppliers with professionalism and respect.**

We believe that by working hand-in-hand in an open and honest way we can build both our businesses. As part of that philosophy, our suppliers have always been able to expect prompt payment and fair treatment.

In return we enjoy strong and loyal relationships, some of which have been ongoing for over 40 years.

Like every company, the ongoing pandemic is testing supply chains like never before.

But we are confident that with the close relationships that we have and the extensive planning that we do, that we will continue to rise to those challenges.

### Auditing our stairlift supply chain

From the audits we make of our new stairlift suppliers to the regular subsequent audits at either one year or two-year intervals - depending on location and risk analysis - we scrutinise our suppliers to ensure that they are continuously meeting not just standards set out by the Chartered Institute of Purchasing and Supply (CIPS) but our own high expectations.

Our audits are of course important to ensure we have the right quality products seamlessly supplied to our manufacturing teams. However, it is also vital to us that our suppliers share our respect for ethical and responsible business.

Working practices, sustainability, support for local communities along with adherence to anti-corruption and modern slavery policies are all covered by our audit process.

We don't view our job as done by just inspecting our first-tier suppliers. We also audit key second-tier suppliers as identified through our risk assessments to ensure we have a robust understanding of our extensive supply chain.

Every year we also assess each supplier for risk and vulnerability. This is one of the most important tasks we undertake and has helped us on many occasions identify emerging issues that we have then been able to mitigate for.

## Our communities

### What's important to our people is important to us.

Over the years our employees have pulled planes, raced dragon boats and cycled the Trois Etapes in bids to raise money for their chosen charities. We have always been delighted to support these efforts which provide much needed funds for both national and local causes. Our current scheme, launched in 2018, offers 100% match funding for employee fundraising. In 2020/21, of course, the pandemic has significantly curbed the number of organised events, but some determined souls have persevered with COVID-secure fundraising activities, topping up their totals with 100% match funding.

Jayne Lee took up the challenge to cycle 5000 miles during 2020 with a combination of using her indoor spin bike and hitting the roads as the weather improved. She also joined some of Stannah's branch managers in their coast-to-coast ride in September and reached her target in December 2020. Jayne raised £4314.

On a number of occasions now our branch managers have joined forces to cycle coast to coast across the country. In September 2020, the intrepid team managed to complete their latest ride, covering 140 miles from Whitehaven on the west coast of Cumbria to Tynemouth on the east coast raising over £8000 for Cancer Research UK.

Branch Manager Craig Stevenson not only took part in our branch managers coast to coast ride but also completed another stiff 40-mile cycling challenge with his wife, Dawn. The pair raised £1816 for MND Scotland.

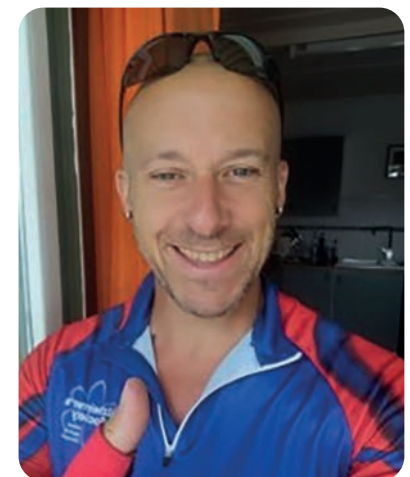
Making the most of his time on furlough, Darren Hutchence, a team leader in our fulfilment team, cycled an astonishing 600 miles over 30 days to raise over £2800 for the Alzheimer's Society.



Jayne Lee



Craig and Dawn Stevenson



Darren Hutchence

## A responsible local citizen

**Local charities are at the forefront of delivering real change in their communities and we are delighted to support numerous local projects, often nominated by our employees.**

We make donations big and small to help out, as well as encouraging our staff to volunteer or provide support in kind. In order to facilitate volunteering projects, we aim to donate 100 staff days a year to charity.

## Countess of Brecknock Hospice

A specialist palliative care facility at the Andover War Memorial Hospital, the Countess of Brecknock Hospice has a special place in the hearts of many Stannah employees in Andover. The hospice is regularly among the chosen causes of our employees in recognition of the amazing care that they offer to families at such a difficult time in their lives. Opened in 1990, the hospice has recently built a 10-bed extension with the Stannah family donating £50,000 towards the cost of the new, 33 person Stannah passenger lift.

## Hope into Action

In 2018 we invested in a property run by Hope into Action (Andover), part of charity network working across the country. Hope into Action provide space and time to allow homeless individuals to recover and rehabilitate, helping them access the services they need to overcome addictions or health issues. The charity also helps with accessing social security services and refreshing life skills. Once residents are settled and ready, Hope into Action also help them search for work and ultimately move on to permanent accommodation and a better, more secure life.



## ANDOVER

*Enabling churches to house the homeless*

When Tenant A came to Hope into Action at the end of 2019, he had already started to make serious progress in giving up heroin.

He was, however, still living in a tent in the woods, on prescription support and his progress had slowed.

With a roof over his head and a permanent address he has, this year, celebrated the enormous achievement of not only coming off heroin but is now doing so without the support of prescribed medicines.

Tenant A is a builder and has been doing some temporary jobs getting together the necessary tools of his trade so that he can start work full time again.



## Bus of Hope

The Bus of Hope is a mobile community youth club which offers fun and support to 11-18 year olds at weekends and in the evenings. Stannah has supported the initiative with funding in the initial stages. Subsequently we also helped practically with things such as upholstery of the bus seating, courtesy of GUS, as well as providing volunteer uniforms. Support has continued when the group recently needed to replace their ageing vehicle through GUS, Stannah have once again have offered their upholstery expertise.



## Love Andover

Love Andover is a local, not-for-profit radio station supporting the local community. They too have a bus that helps reduce social isolation by touring places and villages in and around Andover, supplying a wide range of social functions and providing a place where the lonely can tell their story. Andover Radio plan to share these stories with the local community. Stannah donated a number of brand new laptops to the bus to help with computer training for users to be able to access things such as on-line banking or other services.



## Andover Trees United

Andover Trees United (ATU) is an inspiring local charity that has transformed 12 acres of land into an urban woodland through a ten year long planting project involving over 10,000 local school children and hundreds of volunteers. Our donation in 2020 will go towards the building of a new education centre that will ensure the site can continue to provide crucial environmental education once the woodland is fully planted.



## Sustainability

**As a fifth-generation family business the concept of sustainability is close to our hearts.**

We see ourselves as custodians of the business and want to ensure we play our part in solving the climate emergency so future generations can enjoy both a healthy planet and a healthy business. Sustainability is everyone's responsibility and employees around the business have helped us devise ways to do things more environmentally efficiently and often more cost effectively too.

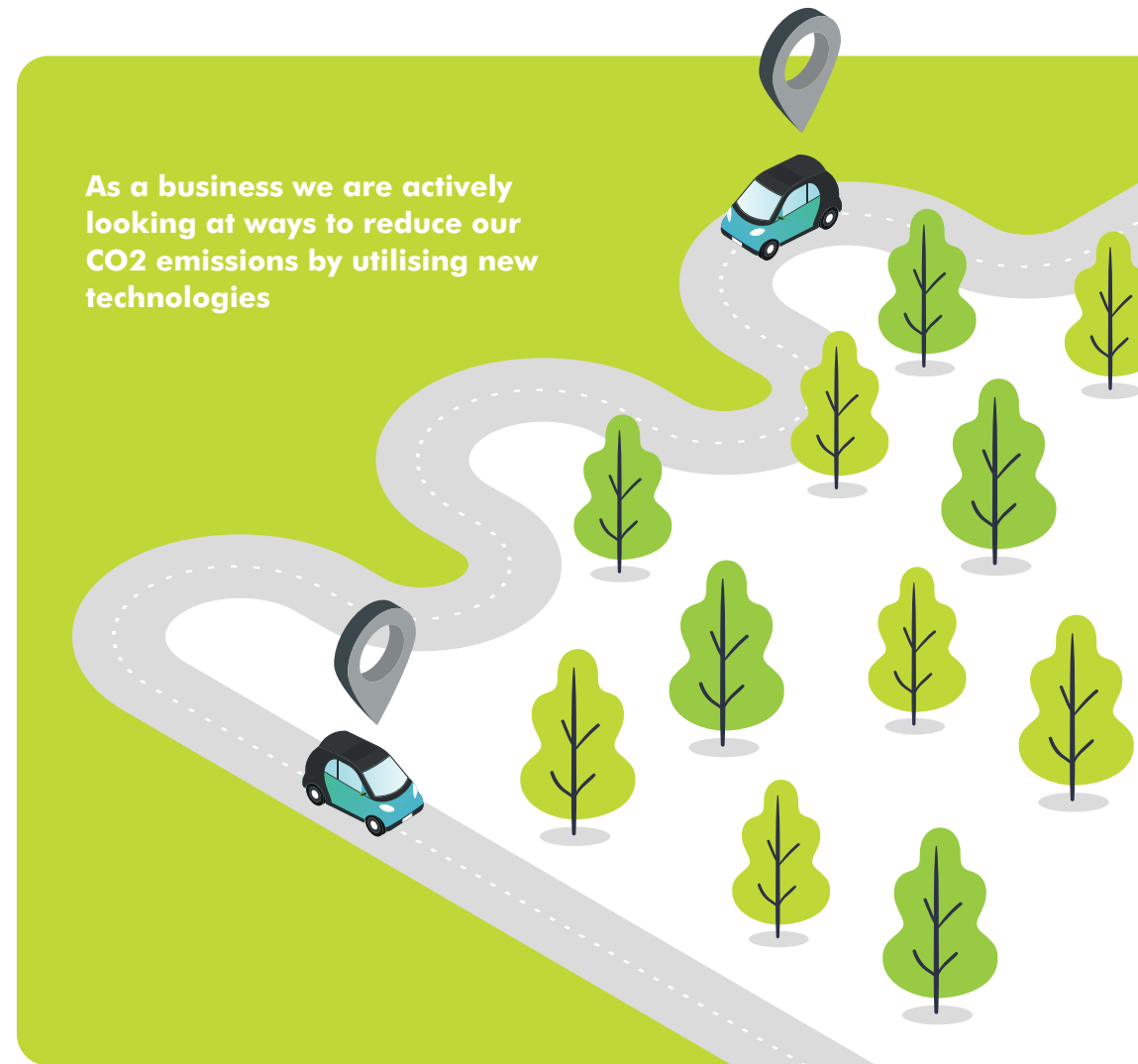
We know that sustainability is not a one-time fix, that it is about urgent and constant efforts to lessen our impact on the environment. We have already made some significant strides, but we are committed to making continuous improvements to make real and lasting change.

### Tackling vehicle emissions

Our biggest direct contributor to CO<sub>2</sub> emissions is our company fleet comprising almost 700 vehicles covering 2.8 million miles per year.

Through the introduction of a telematics system, better route planning and ongoing driver training we have managed to improve driver behaviour, not only decreasing the number of accidents, but also significantly cutting down our carbon footprint, reducing emissions by 151077 kg (166 tonnes) in 2019.

**As a business we are actively looking at ways to reduce our CO<sub>2</sub> emissions by utilising new technologies**



## Sustainability

Here are just a few of the actions we have taken to reduce our environmental impact

- Extended life expectancy of all products through sourcing of quality parts and 'built to last' philosophy
- Reuse and reconditioning of stairlifts for resale offsetting approximately 62% of CO2e compared with a new lift
- Maximising use of newer, faster laser machines across sites to deliver time and energy savings of around 30%
- Reuse of 90% of paint powder in the paint plant
- Working with suppliers to remove unnecessary plastic packaging from components
- Redesign of packaging to allow more units per transport, reducing number of lorry loads required
- Introduction of eco fabrics and upholstery padding
- Route planning for sales, installation and service engineers to minimise miles driven







# JOSEPH STANNAH

FOUNDATION

**If people are the heart of our business, our passion for engineering is the soul.**

Just as our founder did, we believe that we have a duty not just to our own business but to wider society to encourage an understanding and appreciation of the role and opportunities engineering can offer.

Founded in 2017, to honour our founder and mark the 150th anniversary of our business, the Joseph Stannah Foundation

- Encourages interest in science, technology, engineering and mathematics (STEM) career pathways
- Recognises excellence in young people in engineering related areas
- Promotes equality, diversity and inclusiveness in all matters relating to STEM

## STEM UK

Through STEM UK we participate in a number of schemes to engage our employees, local teachers and pupils.

- STEM ambassadors – we encourage employees to train as STEM ambassadors. Not only does the scheme provide personal development for our people but also means we are better able to support STEM activities with our school partners
- Enthuse placements – the inspiration teachers can pass on to their pupils is invaluable. In turn we hope to inspire teachers by giving them insight into how STEM subjects are applied in our workplace

**“It really was a remarkable week. So many people said they had worked for Stannah for 20+ years which I think speaks volumes for the company. I will return my school, able to speak with far more confidence and knowledge” S. Frape**

- Enthuse partnerships - through our sponsorship STEM UK provide support for a partnership of local junior schools to improve and develop their STEM education programmes



### Other projects we support through the Joseph Stannah Foundation include:

#### Green Meets Grey

This one-day event brings together three teams of year 10 children, the Greens, from three different schools. The children are given a challenge to develop a product proposal to meet the needs of specific persona.

At the end of the day the teams present to the Greys, Dragon's Den-style, explaining the rationale behind their designs.

#### GreenPower

A fantastic team challenge, Green Power sees a team of students develop and race a kit car, harnessing the thrill of motorsport to engage and inspire the next generation of STEM careers.

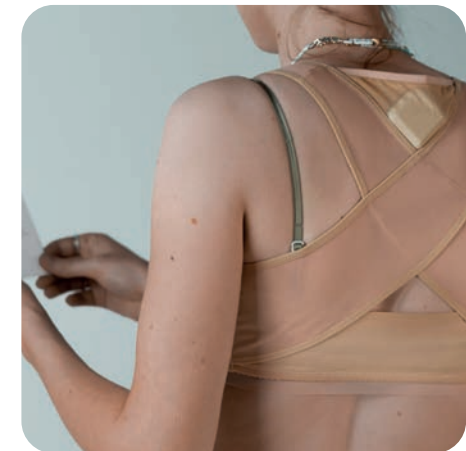
#### New Designers: The Joseph Stannah Award

A show case for emerging talent, the New Designers event brings together 3,000 graduates across all disciplines.

The Joseph Stannah Award is awarded to students demonstrating innovative inclusive designs that promote independent living and address real life problems.

#### The Arkwright Scholarship

Awarded to sixth form students this scholarship recognises and inspires excellence in engineering.



Olivia Latham won a Joseph Stannah Foundation award for her invention the Meno II Vest, this helps women to comfortably manage hot flushes during the menopause

#### Local school projects

Our employees and STEM ambassadors work with the local schools to provide STEM-based activity days or sessions to bring a real-world perspective to curriculum topics. For example, we have supported a K'Nex challenge, a computer aided design club and design and technology projects.

#### Brunel Institute Corporate Academy and the Future Brunels

This unique five-year programme gives STEM inspiration and aspiration to students through regular activity sessions at the SS Great Britain museum or field trips to sponsor sites.

# Our business

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**Steady, sustainable performance built on excellence and integrity is central to our long-term goals**





## Excellence through development

**From work experience opportunities to vacation and year in industry placements, from new recruits to seasoned professionals, we know the opportunities for learning and development never stop.**

### The Stannah way

We have always taken great pride in our induction process that has seen every new employee come to Andover, tour our factories and meet members of the family. As we have grown that has sadly become unsustainable and so in 2019, we launched a series of seven videos to help new starters get to know us better and understand our core values.

As a company of long servers, we believe in investing in our people so ongoing training and development is part and parcel of our employees' experience.

We want our employees to have the tools and knowledge to deliver on our promises of excellence but also stretch themselves and prepare themselves for progression.

### Better drivers, better for everyone

A large proportion of our employees are on the road everyday selling, installing or servicing products. Firstly, we want to ensure that our drivers are as safe as they can be, so we ensure everyone who drives a company vehicle has ongoing driver training. As part of our training, we also want to embed more efficient styles of driving which can help reduce emissions.



### Prioritising health and safety training

Today our training ranges from basic induction items such as manual handling, environmental awareness and display screen equipment (DSE), through to IOSH Managing Safely for all operational managers. We also undertake highly specific safety training for our lift engineering teams that is delivered by our industry lead body, the Lift and Escalator Industry Association (LEIA). We are proud that over the years we have made significant contributions to the specification and validation of industry training.

### The rising generation

Since the very early days of our business, back on the banks of the Thames in the 1860s, apprenticeship and workplace training have been central to our business and our philosophy.

Each year we recruit around 6-10 apprentices across the business, traditionally in engineering roles but with the introduction of the government's apprenticeship levy and the widening scope of recognised apprenticeships, increasingly in other areas of the business. We now offer technical, craft, adult and graduate apprenticeships.

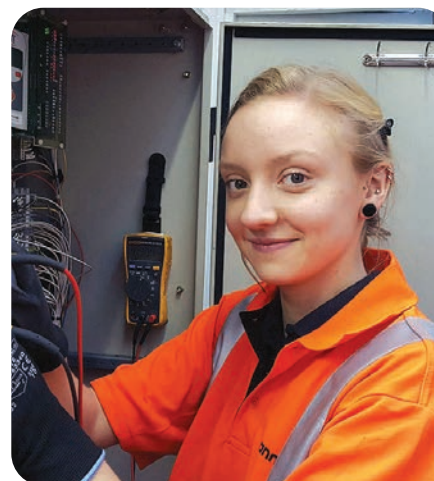
With some of our current board members having started their careers with us as apprentices and the family's heritage, our commitment to apprenticeships is embedded within the business.

Alongside our apprenticeship scheme, our degree programme takes 4-6 years to complete and sees students in the workplace for four days a week, attending university on the fifth. These programmes help us stay at the forefront of technological and business innovation, producing well rounded graduates who have had the benefit of working alongside time-served experts as well as being inspired by the latest academic thinking.

For students already at university we offer a range of internships with our IT and engineering departments. Annually we support 12-15 placements over 6-12 months, not only bringing work-experience benefits to the individual but also keeping new ideas flowing into the business.

### Some of our apprenticeships in recent years

Lift engineers, fabrication and welding engineers, manufacturing engineers, IT networks, IT software development, team leading, management and leadership, procurement, digital marketing, process improvement, electrical engineering, mechanical engineering, manufacturing engineering, business-to-business sales, senior leaders, business administration.



## Lifting standards

**Joseph Stannah was passionate about creating better working environments and many of his inventions were spurred by a desire to make things safer.**

### The Stannah way

Our commitment to driving up standards in the industry has never wavered. Alan Stannah and before him Leslie Stannah were active members of the Lift and Escalator Industry Association (LEIA) which has been a key driver of technical and training improvements over the years.

In February 2021 Alastair Stannah was named president of the organisation, continuing the strong family connection. We currently have representatives on the four main committees of LEIA, some of whom have held positions there for decades, who continue to actively contribute to policy, leadership and guidance of the industry.

Working through LEIA, a number of our senior engineers have held positions on the EU Machinery Directive working committees.

They have contributed to the specification of worldwide standards for stairlifts and inclined platform lifts. Stannah representatives are also currently involved in developing standards for homelifts.

Our commitment to raising standards across the industry has been steadfast across the generations and we are proud to continue to play a part in shaping our industry.



**Alastair Stannah**  
LEIA president

Alastair will have a two year-term and will be supported by vice-chair Paul Turner of Schindler. As president, Alastair will be the figurehead for the organisation and support the managing director, Nick Mellor, in providing guidance and raising standards across the lift industry.





## Financial performance

**Since 1867 the Stannah business has passed down from one family generation to the next. Our ambition is to ensure we can say the same for the next 150 years.**

Therefore, we run a steady ship, quietly ambitious but always with the long-term goal in mind. We operate on a five-year planning cycle to guide our operations in the medium term.

With sales in over 40 countries and over 2000 employees, providing clear direction is key to delivering the right results. Just two years into our current plan we have already reached our goal of £280 million turnover and are working hard to reach our other targets.

We operate a low-risk model, with no reliance on borrowed funds, tight management of foreign exchange risk and suitable protection for our intellectual property rights.

Net assets are a key indicator of the financial stability of the Group. In 2020, demonstrating the strength of our balance sheet, they increased to £131 million from £124 million.

Always with an eye to the future we continue to invest in R&D (£3.8 million) and capital projects (£3.8 million).

### Results for 2020

Revenues in 2020 were understandably impacted by the pandemic. Q2 saw a dramatic fall in activity following initial lockdowns in our markets. However, a strong finish to the year helped regain some lost ground. Revenues finished 6% down.

	2020	2019
	£'000	£'000
Turnover	262,537	279,492
Gross Profit	111,451	116,165
Operating Profit	9,186	8,843

Group turnover

## Looking to our future

**2020/21 has undoubtedly reshaped the way we all do business. from cafes to healthcare sites. Our business has proved its resilience but there have also been lessons for us to learn.**

Our e-commerce project, spurred by the restrictions of the pandemic, will be a permanent option in our stairlift customer journey and is already proving to be a catalyst for other innovations in our offerings. Sustainability, always an important consideration, has been reframed in the last year and has encouraged us to think afresh about what our goals should be and how we can achieve them. The changes in the retail, restaurant and travel sectors, in particular, will require us to think differently about how we approach them.

Geographic expansion is an important part of our strategy and our business development team work continually to find the right global partners who share our values and our ethos.

Where it is the right step, we will continue to look for acquisitions to help us expand our direct footprint to complement and support our indirect partners.

### Changing times, changing products

Our range is growing. Our stairlifts are, of course, the core of our domestic offering but we also continue to add to our homelift range, rolling out sales capability to our international markets.

Our homelifts provide an important alternative choice for our customers, making a vertical lift in the home a real option. Still a young market, we see plenty of scope for development.



Proposed Stannah factory on the Andover Business Park

New commercial products are important to keep our portfolio up-to-date and responsive to the ever-changing needs of our customers. Remaining agile and innovative in our product offering will help us seize opportunities for growth. We will also continue to train our people to the highest standards to ensure we remain leaders in service delivery for the lifts industry.

### Expanding for growth

Andover has been the home of the Stannah Group since 1975 and we were delighted to announce in 2020 our intention to expand our manufacturing capacity with a new factory to be built at the Andover Business Park.

# Our products and locations

OUR PRODUCTS AND LOCATIONS // 32

**We continue to expand our portfolio of products and services along with our reputation in the UK and rest of the world.**





## Our products

**Stairlifts**



**Homelifts**



**Platform lifts**



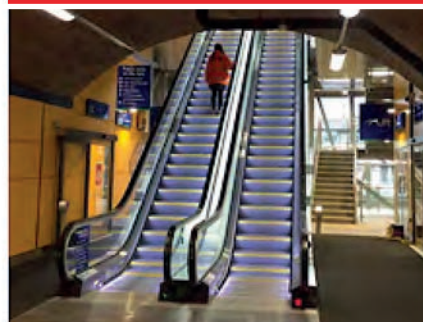
**Passenger lifts**



**Bespoke lifts**



**Escalators and moving walkways**



**Lift refurbishment, service and repair**



**Service and goods lifts**



## Our markets

**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 supply, 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

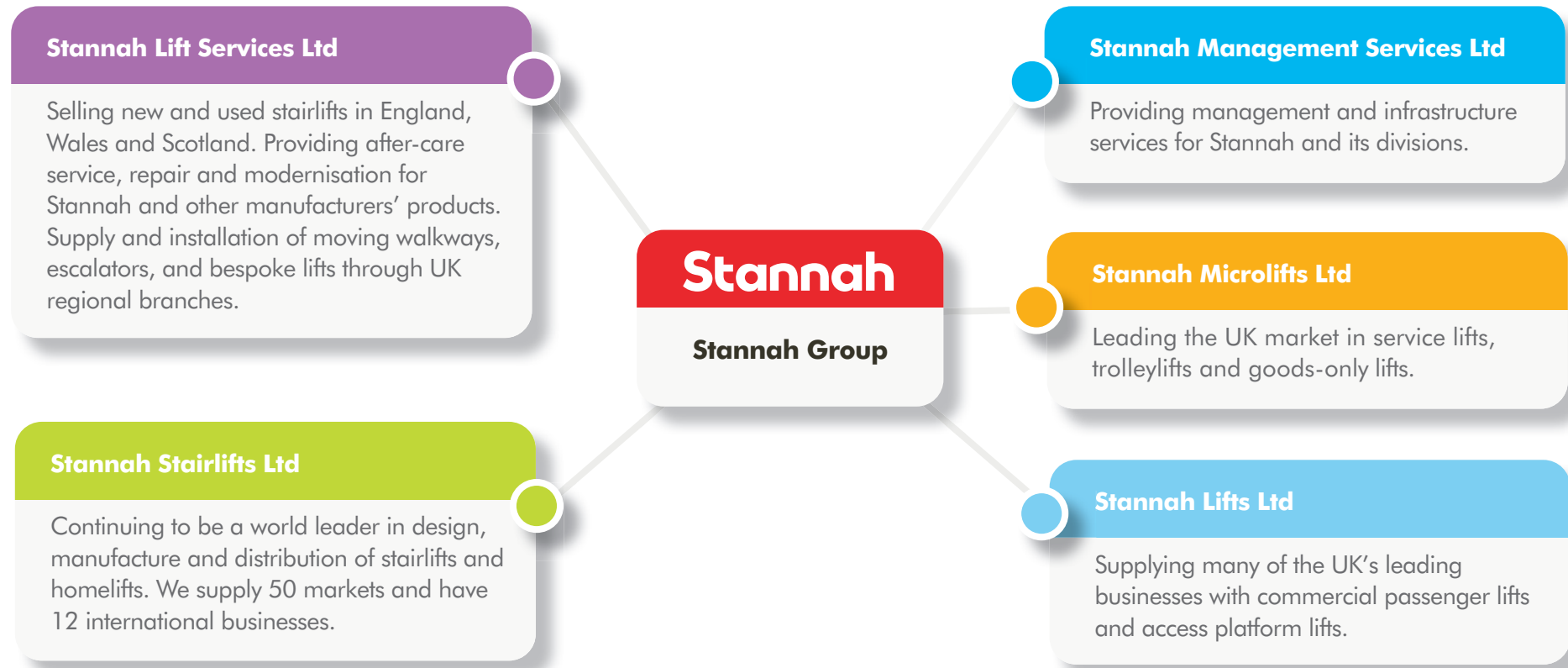
Our domestic products, homelifts and stairlifts, are sold in the UK in two ways; around half of our sales are direct to private individuals and the other half are made via publicly funded organisations.

Worldwide sales of stairlifts are through wholly owned subsidiaries and via a host of distributors in many other markets.



## The Stannah Group: a wholly owned and independent family business

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 in the UK

**Although many of our facilities 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 and stairlifts in Andover. In addition, our bespoke curved stairlift rails are manufactured in Newburn, Tyneside and also in the Czech Republic for installations in Europe.

### Supply

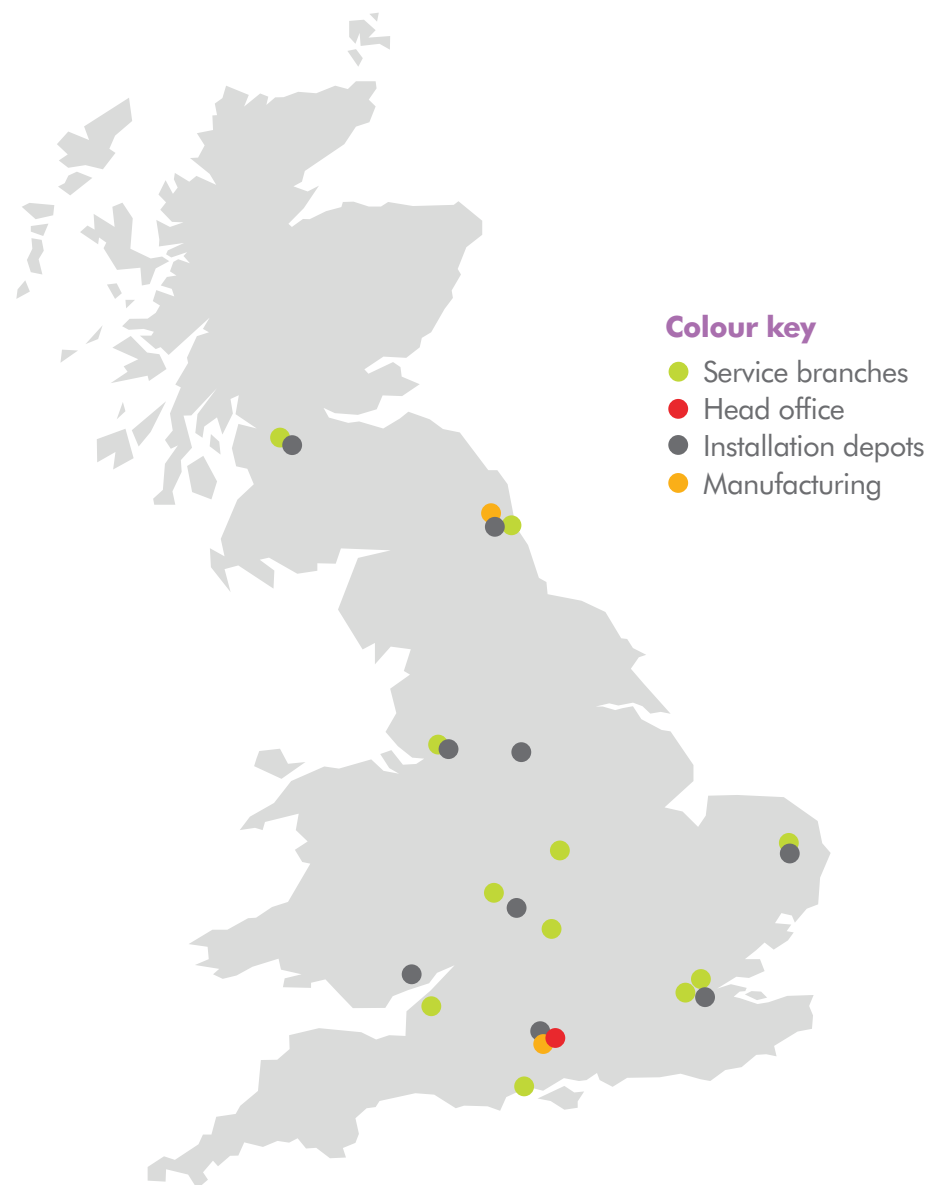
From Andover we distribute and install a range of goods and service lifts that keep thousands of businesses running smoothly all over the UK. We are also UK distributors for escalators and moving walkways.

### 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.





## 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, Canada and a joint venture in China. We also sell Stannah stairlifts via a network of distributors in:

- Argentina
- Australia
- Austria
- Brazil
- Caribbean
- Channel Islands
- Chile
- Columbia
- Cyprus
- Denmark
- Finland
- Germany
- Greece
- Hong Kong
- Hungary
- Israel
- Japan
- Malaysia
- Malta
- Mexico
- New Zealand
- Northern Ireland
- Singapore
- South Africa
- Sweden
- Taiwan
- Thailand
- Turkey
- UAE
- Peru
- Canada



## Contact us

### The Stannah Group Head Office:

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

**HO Tel: 01264 364311**

### Passenger Lifts and Platform Lifts:

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

**Tel: 01264 339090**

### Service and Goods Lifts:

Stannah Microlifts Limited, Watt Close, East Portway,  
Andover, Hampshire SP10 3SD

**Tel: 01264 351922**

### Stairlifts:

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

**Tel: 0800 715497**

### Major Projects (MP)

(Including escalators and moving walkways)

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

**HO Tel: 01264 364311 MP Tel: 01264 384790**

### Network Rail Department:

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

**Tel: 01322 299845**



# Contact us

## 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**

### 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**

### 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**

### 10. London & South East

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

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

**Tel: 01689 822117**

### 11. Southern England

Unit 9 Pullman Business Park, Pullman Way, Ringwood, Hants, BH24 1HD

**Tel: 01425 561570**