

The Stannah Report 2025

Demonstrating 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 2025

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.

The products and services we offer continue to play a vital role in people's lives, but standing still isn't an option. We're committed to evolving what we do and how we do it, making the most of advances in technology, design, and service to better meet our customers' needs.

But our responsibility doesn't stop there. The communities we're part of, whether local, workplace, business, or global, matter deeply to us. We're also clear-eyed about the challenges we all face, especially the climate emergency. Sustainability is not a side project; it's central to how we operate. Across the business, we're actively working to reduce our environmental footprint and keeping our focus firmly on achieving net zero emissions.

Since the days of our founder, Joseph Stannah, back in the 1860s, we've believed that businesses should be a force for good, whether that's developing talent, improving safety, minimising our impact on the planet, or supporting important causes.

This report captures how we're putting those values into action, delivering on our responsibilities, looking after our people and our customers, and contributing to stronger, more sustainable communities.

To all our employees, customers, suppliers, and community partners: thank you. Your support over the past year has been invaluable, and I look forward to everything we can achieve together in the year ahead.



A handwritten signature in white ink on a red background, reading "Jon Stannah".

Jon Stannah : Group Managing Director

Notable events 2024

Celebrating 1 million stairlifts sold worldwide

In October 2024, current chairmen, Brian and Alan Stannah MBE along with members of the fifth and sixth generation of the Stannah family, were delighted to celebrate the incredible milestone of the production of 1,000,000 stairlifts with a special event held for staff at head office in Andover.

"We are thrilled to celebrate this extraordinary milestone. The production of our 1,000,000th stairlift is a testament to our commitment to providing life-changing home accessibility solutions. Reaching this milestone means we've created a million smiles, and each one represents a life made easier, safer and more independent."

Jon Stannah, Group Managing Director



LtoR: Beth Stannah, Nick Stannah, George Aikins, Patrick Stannah, Sam Stannah, Alan Stannah and Louis Stannah

Continuing to grow

In the same month, we were delighted to formally open our state-of-the-art manufacturing facility at Pioneer Road with the help of Andover Town Mayor, Heather Neate, who was given the honour of cutting the ribbon.

At 90,000 sq. ft, the Pioneer Road factory represents a significant investment in our future, and our commitment to long-term growth, creating the facilities to support our next-generation solutions and employment in the Andover area.

The factory's design incorporates sustainable features such as solar panels, rainwater harvesting and high-performance insulation, reducing its environmental impact. The facility will significantly boost our production capacity, providing room for future expansion, ensuring that we remain well-positioned to continue our legacy of advancements in the stairlift and homelift industry and meet the needs of a growing customer base.



The Pioneer Road factory is Stannah's most sustainable site to date

Notable events 2024



The S2 Uplifts, suitable for two people standing or a wheelchair user



A successful bid for a Network rail five-year contract for lift and escalator maintenance



Improved safety and accessibility for the maintenance team who look after Big Ben

Introducing the Uplifts homelifts range

In April 2024, Sam Stannah, a sixth-generation family member, launched a new homelift brand, Uplifts. Representing a significant leap forward in residential lift technology and design, Uplifts' mission is to make vertical living more accessible and stylish, catering to the evolving needs of modern homeowners worldwide.

"As a sixth generation member of the family with a rich history in the lift industry, I'm incredibly proud to lead this new venture. Uplifts embodies our heritage of quality and innovation while looking firmly to the future of home mobility solutions."

Our Uplifts team have worked tirelessly to create a product that not only meets the high standards associated with Stannah's engineering and manufacturing legacy but also pushes the boundaries of what's possible with homelift design."

Sam Stannah, Managing Director, Uplifts

Keeping Britain's commuters moving

We have worked with Network Rail over two decades and were delighted to announce our successful bid for the new five-year contract for lift maintenance at the end of 2024. Alongside this, we also won the contract for escalator maintenance, a significant additional to our product portfolio.

A lift for Big Ben

One of our most notable events of 2024 has to be the completion of a custom designed passenger lift to improve safety and accessibility in the Elizabeth Tower within the Palace of Westminster. Elizabeth Tower, also affectionately known as 'Big Ben', is a well-known landmark in central London, but its distinctive bells fell silent in August 2017 when a project to undertake essential restoration work on the tower began. The unique passenger lift was designed in Andover and fits into an existing ventilation shaft within the 96-metre-high clock tower and enables easier maintenance access for teams as an alternative to the 334 steps. The main lift is supplemented with a smaller platform lift that, despite the confines at the top of the tower, gives step-free access to the Belfry.

At the end of 2024, we were delighted to win the special purpose lifts category in the Elevator World's Project of the Year Awards. This recognition highlights our ability to provide safe, step-free and sustainable lift access solutions in all types of buildings, including historic, heritage and grade I listed buildings.



Notable events 2024

Award winning

As testament to our hard work and dedication, we are always humbled to receive recognition in the form of awards.

Starting the year strong, Stannah Portugal received a double recognition for its commitment to excellence the Prémio Escolha nº1 do Consumidor 2024 (Consumer Choice Award 2024) and the Prémio 5 Estrelas 2024 (5-Star Award 2024) by Consumer Choice, the leading award assessor in Portugal. These accolades reaffirm Stannah's dedication to enhancing consumer lives through first-rate mobility equipment and customer service.

Meanwhile, back in the UK, our commitment to community was also recognised with the Test Valley Business Awards Community Award at an award ceremony held at the Museum of Army Flying.

In addition, for the third consecutive year, Stannah have once again been named a Which? Recommended Provider Stairlift Brand, a testament to our dedication to excellent customer service.

A new showroom for China

In Summer 2024, a brand new showroom at our offices in Shanghai, China opened for the first time. Designed to inspire confidence and independence, the showroom showcases the latest advancements in stairlift technology, tailored to meet the diverse needs of homeowners, architects and healthcare professionals.

Located near Shanghai Hongqiao International Airport, it's easily accessible and is a place where visitors can experience hands-on demonstrations, exploring ergonomic seating, intuitive controls and whisper-quiet operation stairlifts.



The Portugal team were delighted to receive the Consumer Choice



Stannah have been named a Which? Recommended Provider Stairlift Brand for the third consecutive year



Our new showroom in Shanghai, China

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 Joseph Stannah founded the business in 1867. While we cherish our heritage and its influence on our business is clear, our focus is firmly on the future.

We're committed to bringing innovation to the lift industry and that's why we've added Uplifts to the Stannah family, a simple through-the-floor alternative to a stairlift, providing even more solutions to our customers and giving them the freedom and independence to move around their own homes. Read more about them on page 20.



Uplifts, designed with homes in mind



Joseph Stannah founded the business back in 1867, providing cranes and hoists to unload cargo in the docks of a developing London.

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.

Our values

- We take care
- We put people at the heart of our business
- We are always learning, improving evolving
- We are resolutely independent
- We strive for sustainability

It is our independence that gives us the freedom to do things 'the Stannah way', to take care of our customers, our business and the long term. That means taking care over the products we make and supply, and every interaction with our customers.

In fact, this commitment is at the heart of everything we do, sustaining our valued partnerships with our customers, suppliers and communities, enabling our 2000+ employees to show pride and commitment in the work they do.



The fifth generation (LtoR) Helen, Nick, Patrick, Jon and Alastair run the business.



Sam, Beth and Louis Stannah, three members of the sixth generation, have also joined the business.

Our people and our communities

Our core values are reflected in how we interact with all the people who make our business possible



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. Read more about our training programmes and apprenticeships from page 13.

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 other genders and minority groups into engineering roles starting by igniting a passion for STEM early on with our Joseph Stannah projects, through to supporting the careers of those that are with us.

Looking more widely across the business, our Gender Equality Network (GEN) group explores how we can champion positive change for all genders in our businesses.



A focus on wellbeing

Stannah aims to support positive employee health and wellbeing and has a range of internal services available to employees, promoting positive health alongside work.

Employee Assistance Programme

Employees have access to an Employee Assistance Programme (EAP) as part of the Simplyhealth employee benefit. This 24/7 resource supports employees in dealing with personal and work related challenges with such things as counselling, mental health support and legal advice.

Mental Health First Aiders

We often know what to do to look after our physical health, but we rarely stop to think about our mental well-being. Stannah's team of certified Mental Health First Aiders are on hand to talk to anyone feeling overwhelmed, stressed or alone.

Mental Health and Wellbeing Committee

The Mental Health and Wellbeing Committee are committed to promoting mental wellbeing among our employees, creating a supportive work environment and proactively addressing mental health issues. With the committee's support, Stannah aims to foster a culture of wellbeing, enhance employee engagement and improve overall productivity.



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 with almost 200 of our UK based employees working with us for 25 years or more.

We have an incredible 17 working members of our 40-year club, with many more enjoying a well-deserved retirement.

In 2024, Will Roberts, a Technical Support Trainer supporting our next generation of engineers, celebrated working for us for half a century! A remarkable achievement!



171

Working members 25 year club

17

Working members 40 year club

1

Working member 50 year club

2354

Employees worldwide

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 £64m having been shared with our employees since the start of the scheme.

£64M+

Shared with employees
since 1980

Excellence through development

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

The Stannah way

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.

With the introduction of an eLearning platform for compliance training, including health and safety and other legal areas of mandatory training and professional development as well as access to a whole host of topics on LinkedIn learning, our employees can not only do their job well and with confidence, but they can also stretch themselves and prepare themselves for future career progression.

A decade of learning and growth *Archie McKellar, Hardware Design Engineer*



It's hard to believe that it's been ten years since I started my journey with Stannah as a young apprentice. Stannah supported me and funded my education through day release studies. After years of hard work, I completed a master's degree in electrical and electronic engineering. Balancing work and study for ten years has been challenging, but the sense of accomplishment is truly overwhelming.

Along the way, I've had the opportunity to grow professionally as well. After completing my BEng, I moved from Trainee Hardware Engineer to my current role as Hardware Design Engineer. I'm proud of the contributions I've made to key business projects. It's been a long road, but I wouldn't change a thing - Stannah has been behind me every step of the way.

Prioritising employee safety

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 – see our section on page 34 about the success of our telematics scheme and the impact of driver behaviour on our 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.



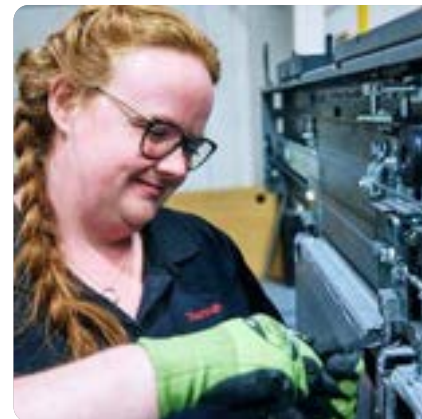
The rising generation

Each year we recruit around 18 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 senior leaders having started their careers with us as apprentices, 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.



Our customers

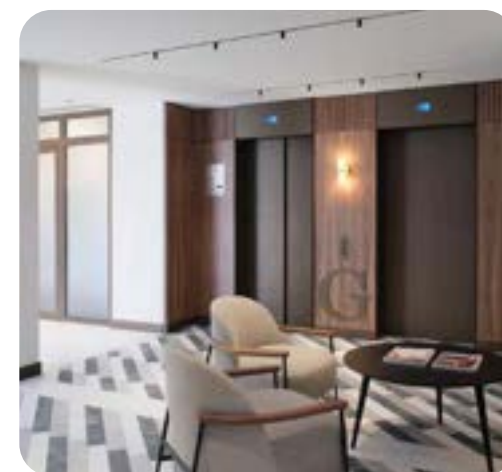
Whether we are dealing with a domestic customer in their home or a commercial customer planning a refurbishment of transport infrastructure, we treat all our customers with the utmost respect.

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.

With the introduction of our Uplifts brand, we are now able to offer a wider range of home accessibility solutions to our domestic customers and are proud to be manufacturing our stairlifts and homelifts in the same factory in Andover, Hampshire.

At the end of 2024, we introduced a dedicated website specifically for our public sector customers, providing key information and advice on how Stannah can help local authorities in the UK with their home accessibility needs.

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, as referenced in our complaints policy. If for any reason we are unable to find a fair solution, our third-party resolution providers are available for further support.



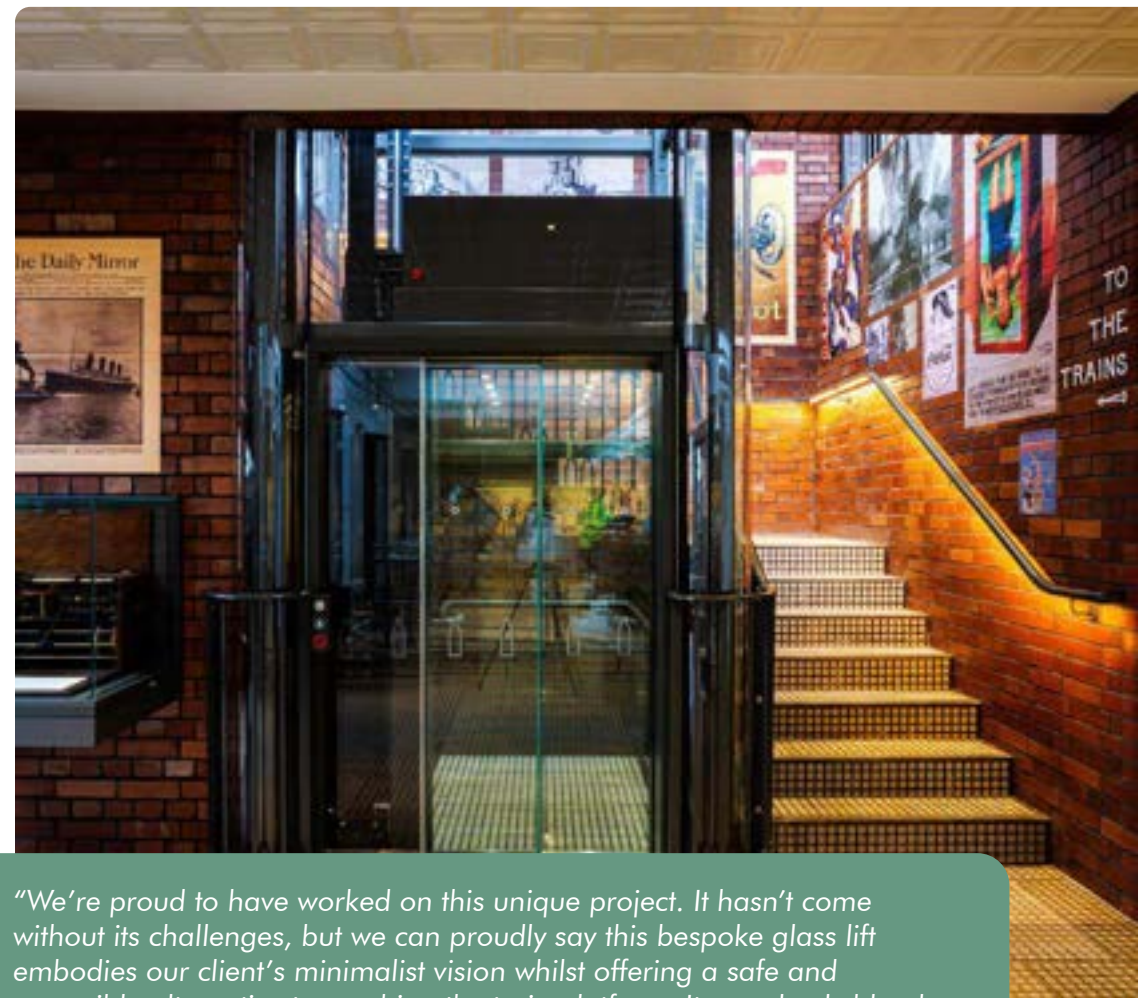
Our customers - a perfect fit for a modern lift

The reimagined Creamery building at the heart of Castle Cary railway station in Somerset now boasts a striking, all-glass passenger lift from Stannah. This modern addition combines style with accessibility, offering a transparent and elegant way to visit the trackside restaurant and working creamery.

This historic structure, which has been a part of the area since 1912, underwent an extensive renovation to enhance the safety, stability and user experience. The Creamery is renowned for its tower, 'La Belle Epoque', which still stands tall today as a symbol of industrial innovation and artistic flair. Today, it is open to the public and has been transformed into a community hub, featuring a restaurant and shop, offering a range of delightful food options to travellers, visitors and train passengers.

Working alongside architects Stonewood Designs and Ken Biggs Contractors, Stannah Lifts worked to deliver a lift that was both modern and harmoniously integrated with the early 20th-century aesthetic of the building.

The custom-designed passenger lift features a minimalist approach with discrete fixings and fixtures. It seamlessly integrates handrails through the glass without additional support or corner trims. This 8-person all-glass lift allows natural light to illuminate the interior, offering passengers views of the Creamery as they travel to the first floor.



"We're proud to have worked on this unique project. It hasn't come without its challenges, but we can proudly say this bespoke glass lift embodies our client's minimalist vision whilst offering a safe and accessible alternative to reaching the train platform. It seamlessly blends modern design with functionality providing an unobstructed view of the Creamery as passengers ascend."

Ben Harding, Bristol Branch Manager, Stannah Lift Services Ltd

Case study

Our customers - bringing independence to people around the world

Peace of mind for Dona

Stannah sell stairlifts around the world and wherever we do, we bring independence and peace of mind to those who otherwise would struggle. In Argentina, a stairlift made in the UK has been making life easier for Dona since 2019.

Stannah's certified supplier, Forobra, based in Argentina, gave Dona Graciela, a practicing psychologist, peace of mind on her stairs again, following a fall.

Dona had been feeling concerned about her long, steep and winding staircase and wanted to find a solution to allow her to continue using her stairs safely. She loves her house, and even her friends and patients didn't like to come to visit, due to those dreaded stairs!

After contacting Forobra, Dona was supported through the whole process and even had the opportunity to visit existing customers who already had a stairlift installed to see how it works.

When asked how her Stannah stairlift has changed her life, Dona said, *"In many ways. My friends can't tell me they don't want to visit anymore! And it is useful particularly when I feel pain or I want to carry heavy items upstairs. I feel safe again."*



Ensuring customer satisfaction

It is only with feedback from our customers that we can look to improve the experience we provide and that's why we have conducted customer satisfaction surveys for many years.

Our UK stairlift customers consistently report satisfaction levels of over 96% with our 2024 full year score at 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 Trade 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 has once again received the Which? Recommended Provider accolade, cementing our commitment to excellent customer service. We are a member of Trustmark, a government endorsed quality scheme and independent review site Trustpilot rates us with 4.7 stars in the UK, with many of our other markets reporting similarly strong scores.



Introducing Uplifts

Uplifts by Stannah are homelifts like you've never seen before.

Founded by Sam Stannah, a sixth-generation member of the Stannah family, Uplifts represents the next chapter in a proud British engineering legacy, aiming to provide stylish, practical and life-enhancing home mobility solutions to people across the UK and beyond.

Available in two cabin sizes, one of which is suitable for a wheelchair user, the Uplifts range has the perfect blend of simplicity and style that redefines the homelift experience.

The self-supporting structure means that the Uplift doesn't fix to any walls making it a flexible option to be installed almost anywhere in a domestic home. And with its unique design of integrated rails within the cabin, it makes best use of the space it requires whilst elegantly blending into its surroundings.

Intuitive constant pressure controls are simple to use and gives the user complete control during travel. And the electrically powered reliable self-contained drive system, located at the top of the cabin, moves the homelift smoothly and quietly between floors.



The 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 was created to encourage an early interest in science, technology, engineering and maths (STEM) career pathways, recognise excellence in young people pursuing STEM subjects and promote diversity, equality and inclusion on all matters relating to STEM.

In 2024, we brought all our charitable activities under the Joseph Stannah Foundation banner to give us five core pillars to give our giving:

- physical, mental health and wellbeing causes
- supporting the disadvantaged
- championing environmental charities and activities
- enhancing our communities
- promoting STEM

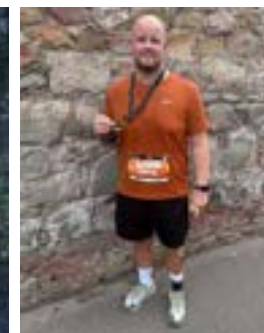


Our communities

We have long recognised our responsibility to our local communities and today have an extensive programme that covers match funding employees fundraising as well as our Joseph Stannah Foundation of corporate giving.

What's important to our people is important to us

It's been another busy year for Stannah employees raising fantastic funds for worthy causes. From marathon running, to mountain hikes, hair shaves and plenty of coffee and cake, we were delighted to match fund almost £19,000 worth of funds raised for almost 20 different charities.



Our core charity partners

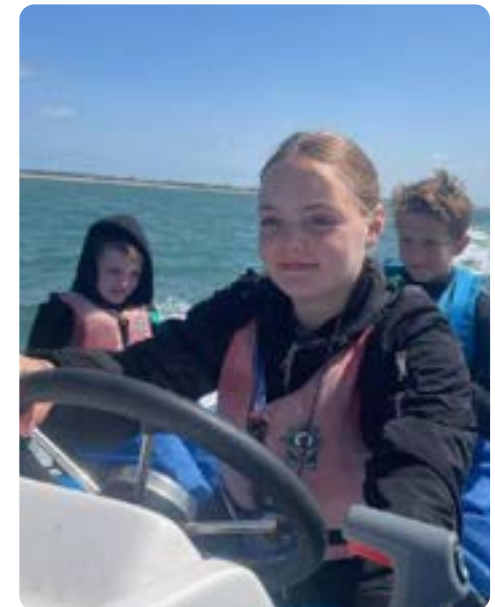
Local charities are at the forefront of delivering real change in their communities and we are delighted to support numerous local projects, often nominated by our employees. We make donations big and small to help out, as well as encouraging our staff to volunteer or provide support in kind. In order to facilitate volunteering projects, we offer all employees two days of paid time to volunteer.

In 2024, we were delighted to once again support some very worthy charitable causes.

PSTT

The Portsmouth Sailing Training Trust (PSTT) is a charity that aims to not only give young people from disadvantaged backgrounds a fun activity to look forward to but to raise their aspirations and give them motivation, hope and ambition for the future so they can reach their full potential.

Their training will also give the young people key life skills such as communication, resilience and self-confidence, the ability to demonstrate dedication, as well as gained accredited maritime qualifications.



Tower House Horses

A wonderful programme focused on improving emotional health and wellbeing. Under the guidance of highly experienced facilitators, course participants interact with rescue horses learning to focus on the moment and build trust in themselves and the horses. Outcome surveys consistently report dramatic improvements in self-reported well-being.



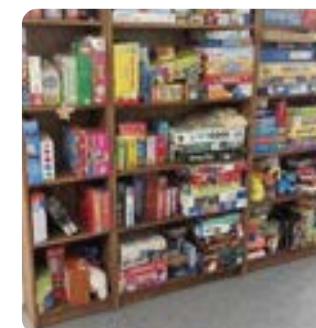
Kids on Track

Working with children from disadvantaged backgrounds, this programme offers a series of holiday camps and mentoring services over several years to help build confidence, aspiration and practical skills to make the most out of life.



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.



Koala

A charity run by autistic people for autistic people, providing education, community and outreach support. Since 2019, they have helped hundreds of children and adults through mentorship, peer support groups and tailored learning programmes.

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.

This year's winning creation was by Grace Portus, from Sheffield Hallam University. Thread, is an innovative garment designed to support elderly users in managing everyday essentials with ease. Inspired by her grandmother's mobility challenges, Thread features five customisable pockets, a loop for items like mugs and keys, and is crafted from 100% wool felt. It is secured with a magnetic strap and incorporates a placement system inspired by the British Army's MOLLE mechanism, complete with iconography to guide proper use. Grace's thoughtful design, which merges practicality with a commitment to promoting independent living, earned her the Joseph Stannah Award at this year's New Designers exhibition, where she also received a £1000 prize to further her design career.

The 2024 New Designers exhibition attracted over 12,000 attendees and featured the work of more than 2,500 graduates across design fields. Stannah's ongoing support for the award underscores its commitment to championing young designers and encouraging them to address real-world issues through design.



"I want to say again how thrilled I am to have received the award from Stannah and to express my sincere gratitude for the recognition. Meeting the team and touring the company was an incredible experience, and it has only deepened my admiration for the work you do. Winning this award has further fuelled my passion for medical design, especially in creating products that genuinely improve people's lives."

Grace Portus

Respecting our environment

Sustainability is non-negotiable and we are determined to live up to our responsibilities as a responsible corporate citizen



Elevating sustainability

As a sixth-generation family business the concept of sustainability is close to our hearts. We recognise the challenges faced by increasing global carbon emissions and therefore we want to play our part in delivering sustainable operations now and in the future, so that future generations can enjoy a healthy planet and healthy global community, along with a healthy business.

At Stannah we see sustainability as everyone's responsibility and employees around the business have helped us, and continue to help us, devise ways to do things in a more environmentally sustainable way. Over the next few years, as we continue to embed sustainability into our core ways of working, we expect everyone to be on board with the journey we have set out in our elevating sustainability strategy.

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.



Sustainability governance

Good governance of sustainability programs is vital to achieving sustainability goals, managing risk, and creating long-term value while maintaining ethical standards and public trust. With a refreshed approach to sustainability driven by our five-year plan, our Blueprint, we have strengthened our sustainability governance structure.

We acknowledge that the success of any initiative starts with engaged leadership. This is why we routinely include sustainability in our Executive Family Board meetings and our Group Steering Team meetings.

Providing further governance at the highest level, our sustainability strategy is overseen by our Group ESG Committee, comprising representatives of the Stannah family and other senior leaders within the business. Although we believe that sustainability is everyone's responsibility, this core team are defining and leading the implementation of our sustainability strategy, developing the frameworks we need to guide, monitor and measure activity, and are supporting our business units to implement their own programmes of improvement.

Each of our business units are expected to create their own governance structure to ensure objectives are set and monitored at a BU level and to provide a focus for reporting.



In 2022 we set up our Elevating Sustainability Network (ESN), comprising staff from different parts of the business. The ESN ensures input from people who have the best insight into the detail of our operations and helps develop local initiatives and staff engagement. Each ESN member has recruited an enthusiastic group of volunteer sustainability champions who have a passion to seek out opportunities within their own operational area. Our ESN and champions network is an important two-way conduit for gathering ideas and taking initiatives back to colleagues, building awareness, engagement and interest from around the group.

Driving towards net zero

While true sustainability is about much more than a few core metrics, they are undoubtedly a useful driver for delivering real change.

We have set ambitious goals which include the aim to reach net zero for our own operations by 2030 (scope 1 & 2) and to achieve net zero within our supply chain (scope 3) by 2040. To help us determine a baseline and measure our progress, we are in the process of piloting a carbon accounting platform. The aim will be to roll this out across the group in due course.

We will also work towards achieving zero waste to landfill by 2030 and we will aim to align against best practice benchmarks for water consumption across our own operations by 2030.

To help us plot a clear path towards our goals, we break our activity and measurements down into a number of areas:

- The premises we work from
- Our fleet of vehicles and how we move our people and goods around the world
- The design of our products and their lifecycle
- Our processes and operations

Engagement with our end-to-end supply chain is vital for understanding and managing our scope 3 emissions. While we will initially focus our efforts on those emissions we can directly control (scope 1 & 2), we will be developing our plans for how to gain greater visibility and management of our scope 3 emissions.



The new factory in Andover has been built with sustainability in mind and has been fitted with PV panels that will provide 397,000kwh per annum.

Limiting our carbon footprint while expanding our physical one

As a business that has been around for six generations we have a range of properties, some older, some newer and some in the process of being built. All present varying opportunities for improving our carbon footprint.

Our Sustainable Premises Policy was launched in Q4 2023. This document provides guidance to those who make property decisions to ensure we are continuously improving our property estate.

We have launched some group-wide initiatives such as converting all our lighting to LED and moving to suppliers of renewable energy. In the UK and Europe, we have now completed our conversion to LED lighting and in our North American and rest of world premises we have completed 90% conversion.

We are also in the process of auditing all our UK premises energy performance so all will have an EPC rating even where this is not legally required, whether they are owned or leased, to understand the profile and opportunities for each site.

Our largest premises initiative has been the development of our new factory in Andover, Hampshire, UK. As our business has grown, we needed to expand our production capacity to meet demand. Doing so sustainably required planning and vision. Our new factory brings 90,000 sq ft of much needed additional production space but in a much more environmentally friendly

premises than our other sites. It sets a new standard in premises design for our business and will provide valuable learnings that we can transfer to other sites.

The new factory is our most sustainable building to date and has:

- PV panels that will provide 397,000kwh per annum
- Rainwater recovery to use in the toilet systems with 10,000 litres of storage
- 8 EV charge points with cabling to add 25 more
- Bike storage for 38 bikes – encourage cycling to work
- Intelligent LED lighting, daylight harvesting and occupancy sensors
- Heat recovery system from ovens to heat pre-treatment water for paint plant
- Airlock system on the level access doors to avoid heat loss
- BREEAM 'very good' for the build
- 4 showers to encourage cycling to work
- Quiet room for rest and relaxation

Designing with a better future in mind

At Stannah we have always taken great care over the design of our products, with safety, reliability and durability embedded in our 'built to last' philosophy.

Durability is a valuable characteristic and through meticulous design and the sourcing of quality parts we ensure our products, whether stairlifts or lifts for passengers or goods, stand the test of time.

In our stairlift market we have been reconditioning stairlifts for reuse for decades, not only allowing us to offer a lower price point to our customers but also providing a product with a significantly lower carbon footprint than new. Inspired by circular economy principles we are also exploring how we can expand reuse of some parts and components across our ranges.

Our dedicated designers at our upholstery company Global Upholstery Solutions are currently evaluating sustainable materials to add to our current range of materials and fabrics. Options being considered are a coconut-based material and fully recycled materials.

To support our design decisions, we have employed a sustainability specialist with a background in product lifecycle assessments to carry out a lifecycle assessment (LCA) of our stairlift products. An LCA is an analysis of the emissions created from all parts of the product lifecycle, starting with material extraction, logistics, manufacturing, product use and end of life. By understanding where most emissions are created, we can take direct steps to mitigate and explore lower carbon opportunities within the lifecycle.



Source: The Great Recovery Project, RSA

Improving our manufacturing processes and operations

To make genuine, measurable improvements we need to understand more about the impacts of our various operations. To that end, we are currently piloting a carbon accounting platform which will allow us to collate all scope 1 & 2 data globally, giving us a solid base to monitor our reduction strategies.

We have robust waste management strategies in place, from our offices where desk bins have been removed and replaced with communal waste and recycling bins for dry mixed materials. We are also in the process of implementing food waste collections across the whole of the head office site.

In our factories we collect metal, both from our own processes and from the stairlifts we are asked to remove from people's homes that aren't suitable for reuse, soft plastics, wood and cardboard. Our paint plants have been designed to reuse 90% of waste paint powder.

Our dedicated packaging engineer is working with suppliers across the board to reduce packaging and in particular plastic packaging on parts coming into our manufacturing sites.

As part of our engagement programme, not only are employees encouraged to discuss any concerns or ideas with sustainability champions or members of the Elevating Sustainability Network (ESN), we have also launched an ideas portal where employees can send ideas straight to the team for consideration. We know it is important to provide a variety of channels to support dialogue with our people and allow them to share their thoughts.



Building resilient supply chains

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, that flex to accommodate our growth and development over time.



Managing our stairlift suppliers

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. Only once we have audited second tier suppliers in person – whether they are in Cheshire or China - are we happy that we have a robust understanding of our 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.

This year we are conducting additional sustainability audits alongside our usual programmes to help us pave the way for new initiatives on scope 3 emissions.

Driving progress in transport, fleet and logistics

Our biggest direct contributor to CO2 emissions is our company fleet comprising almost 700 vehicles covering 2.8 million miles per year.

Through the introduction of telematics, 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).

As part of our global approach we are now rolling telematics out to other markets, with the US being the first of our international adopters. To support our goal of being net zero by 2030, our company car policy prioritises the use of fully electric cars and minimising travel with all other cars to be phased out at the earliest opportunity.

As part of our benefits scheme, drivers with a car allowance are also offered a salary sacrifice scheme to purchase an electric vehicle. Around 11% of our total fleet (includes cars and vans) are either fully electric or hybrid vehicles.

To support those with EVs we have installed four EV charge points at our head office with plans for a further eight being considered. We have also installed solar panels to power the chargers and the nearby restaurant building. Furthermore eight new charge points have been installed at our new factory with cabling for a further 24 in preparation for future increases in use.

Over 92% of our UK fleet vans are Euro 6 compliant, the most recent rating for diesel emissions.

All our logistics partners are included in our in depth sustainability audit of suppliers and we will be working closely with them to review travel routes to maximise journey efficiency.



Packing for efficiency

Stairlifts are relatively bulky objects and over the years we have implemented many initiatives to improve packing solutions. Developments in packing now offer even more opportunities for use of sustainable materials as well as allowing us to consider even more efficient use of pallets.

Due to the weight of the boxes, our current packaging solution only allows us to be able to stack two pallets high on our road freight deliveries. This means we are only utilising two thirds of our lorry space and the cost to ship per pallet is significant due to the lack of utilisation of space. We are also seeing crushing of boxes, sometime resulting in damage to product.

A redesign of the boxes will allow us to send 33 more pallets per full load, but in turn will also help to reduce damage and improve our carbon footprint. For example, with the new solution a fully loaded lorry from the UK to Italy would reduce the carbon impact by an estimated 11% per trip.

Testing has seen the newly proposed solution travel around 800 miles, with the product loaded and offloaded multiple times. Product came back in excellent condition with only minor cosmetic damage to the packaging. We are now working with various sectors of the business to continue these trials and send test product out to markets across the globe.



An additional project will look at using reusable packing that can be returned to Andover or other sites to be used again.

Our business

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



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.

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. Continuing the strong family connection, Alastair Stannah has recently completed a term as president of the organisation.

We currently have representatives on some of the 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.

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.



Financial performance

Our aim has always been to run a steady ship, quietly ambitious but always with the long-term goal in mind. Our five-year planning cycle guides our operations in the medium-term, building our aspirations for the future on the solid foundations of our heritage. With over 2300 employees and sales in over 40 countries, providing clear direction is key to delivering the right results.

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 and in 2023 stood at a healthy £144 million.

Always with an eye to the future we continue to invest in R&D (£4 million) and capital projects (£18.9 million).

	2023 £'000	2022 £'000
Turnover	347,662	311,215
Gross profit	154,443	127,258
	44.4%	41.0%
Operating profit	10,748	4,311
	3.1%	1.4%

Results for 2023

2023 was another year full of challenges with inflation and tight labour markets continuing to affect our performance but are we pleased to have delivered solid revenue growth and improvements to our profitability.

"Our goal is to run a sustainable business ready for the next generation to develop and shape to meet the needs of the future. Keeping a clear focus on our four key pillars, our people, products, operations and IT, all underpinned by our commitment to environmental targets, helps us navigate steadily through the ever-changing economic landscape."

Jon Stannah, Group Managing Director

Looking to our future

2025 marks the mid-way point of our current five year planning cycle and we are excited about the progress we are making on our biggest programme of transformation for a generation.

We are busy right across the business with projects to transform our stairlift production capacity, both our domestic and commercial product ranges and most notably, our business systems through Project Unity. Unity will deliver a group-wide enterprise resource planning (ERP) system bringing with it standardised processes across the company, a whole raft of new functionality that will help us work more efficiently and simpler systems that make our people's jobs easier so they can focus on what matters; delivering first class customer experiences.

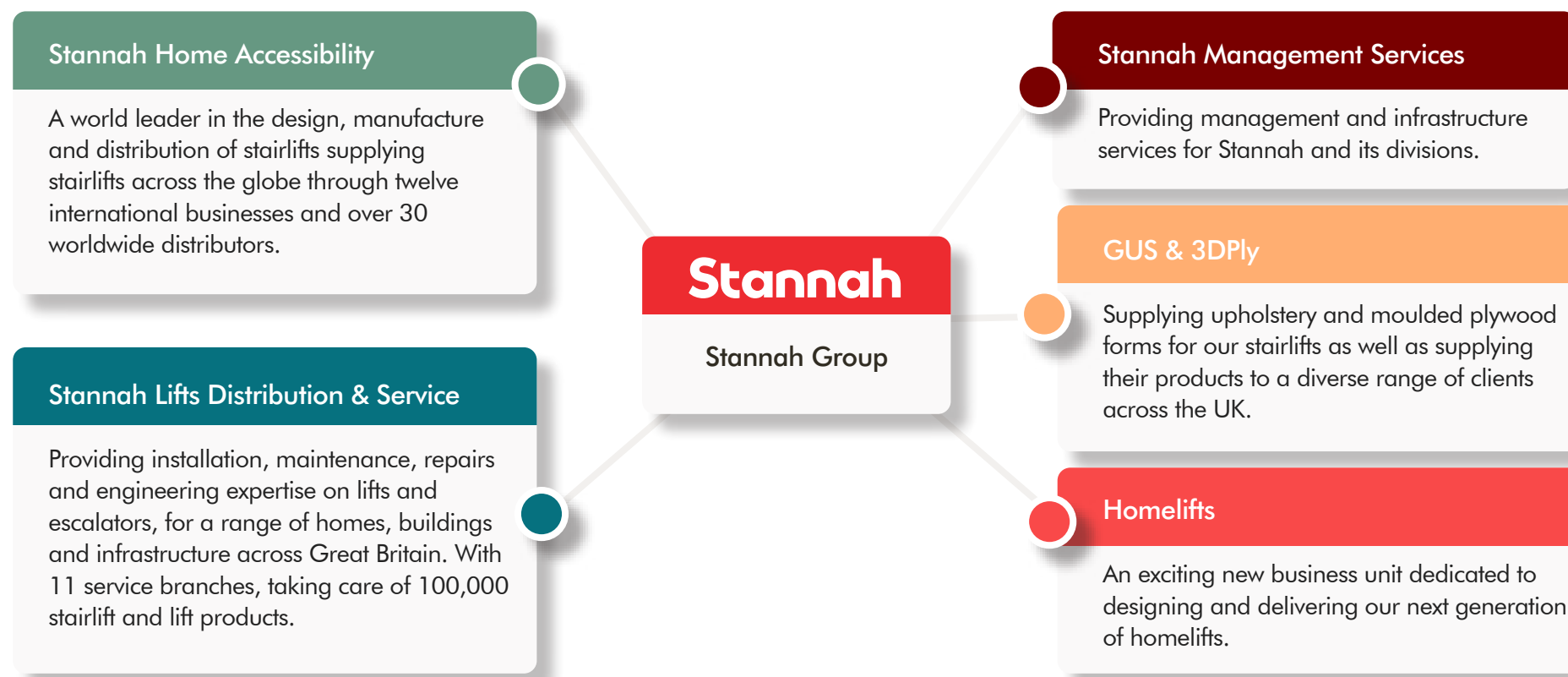
The goal of our transformation? To provide a solid platform for future growth that can scale with us and create a more connected, efficient and collaborative environment to fuel innovation and forward thinking.

Alongside organic growth in our established owned markets, we are always working with our distributors to help them generate demand as well looking for opportunities to expand our geographic footprint through new partnerships with businesses who share our values and ethos.



The Stannah Group: a wholly owned and independent family business

The Stannah Group is structured around our core products. We are dedicated to working through specialist divisions, believing it to be the best way to concentrate our expertise and ensure our customer experience is central to our operations.



This is a functional representation of Group operations and does not necessarily reflect legal entities.

Our products and locations

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

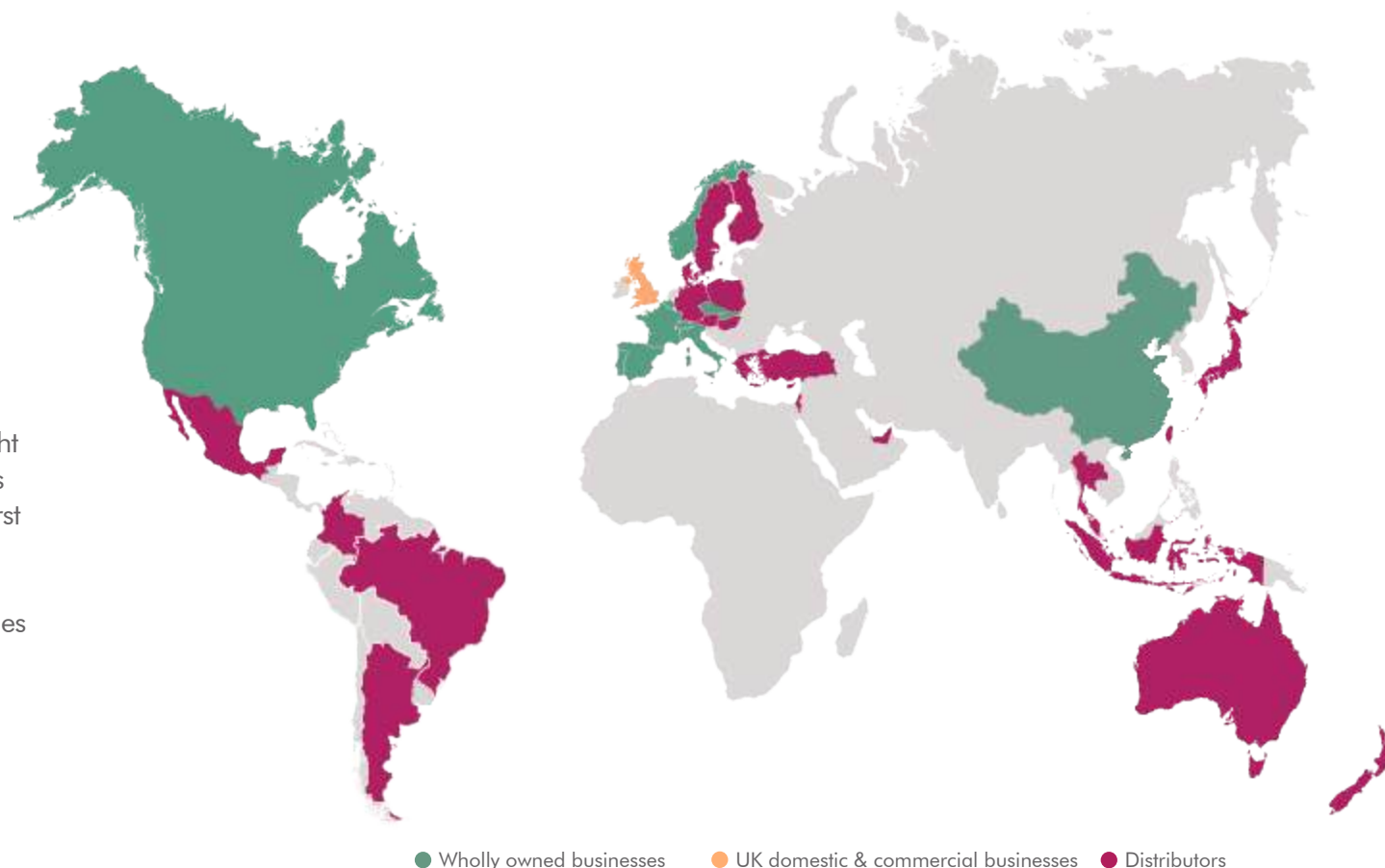


Stannah across the globe

We are proud to be a truly global operation with businesses across the globe. With a strong presence in Europe and businesses in the US, Canada and China, the Stannah Group recognises the importance and opportunities that our international markets bring.

Our international businesses, built around our stairlift offering, have brought independence to hundreds of thousands of customers since we established our first overseas businesses in the early 1990s. Each business works to the same high standards, embedding the Stannah values and ensuring that our customers always come first and that whatever we do, we take care.

Today we have 11 owned businesses outside the UK.



Expanding our distribution

In addition to our owned businesses, we work with like-minded companies that 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.

Countries where we operate through a distributor:

- | | | |
|-------------|-------------|---------------|
| • Argentina | • Germany | • Mexico |
| • Australia | • Greece | • New Zealand |
| • Austria | • Hungary | • Poland |
| • Brazil | • Indonesia | • Sweden |
| • Colombia | • Israel | • Taiwan |
| • Cyprus | • Japan | • Thailand |
| • Denmark | • Malaysia | • Turkey |
| • Finland | • Malta | • UAE |



A renowned UK brand

The UK is our base and where our heritage lies. We are proud to be a resilient UK manufacturer exporting goods around the globe while continuing to expand our home markets.

Sales of our products and services fall clearly into two distinct areas: solutions for businesses and the home.

Solutions for businesses

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, 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 timely and expert response to customers across retail, healthcare, hospitality, education, residential, infrastructure, travel sectors and more.

Solutions for the home

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. Our extensive branch network provides quick and friendly service to our stairlift and homelift customers.



Our products

Stairlifts



Homelifts



Platform lifts



Passenger lifts



Service and goods lifts



Bespoke lifts



Escalators and moving walkways



Lift refurbishment, service and repair



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

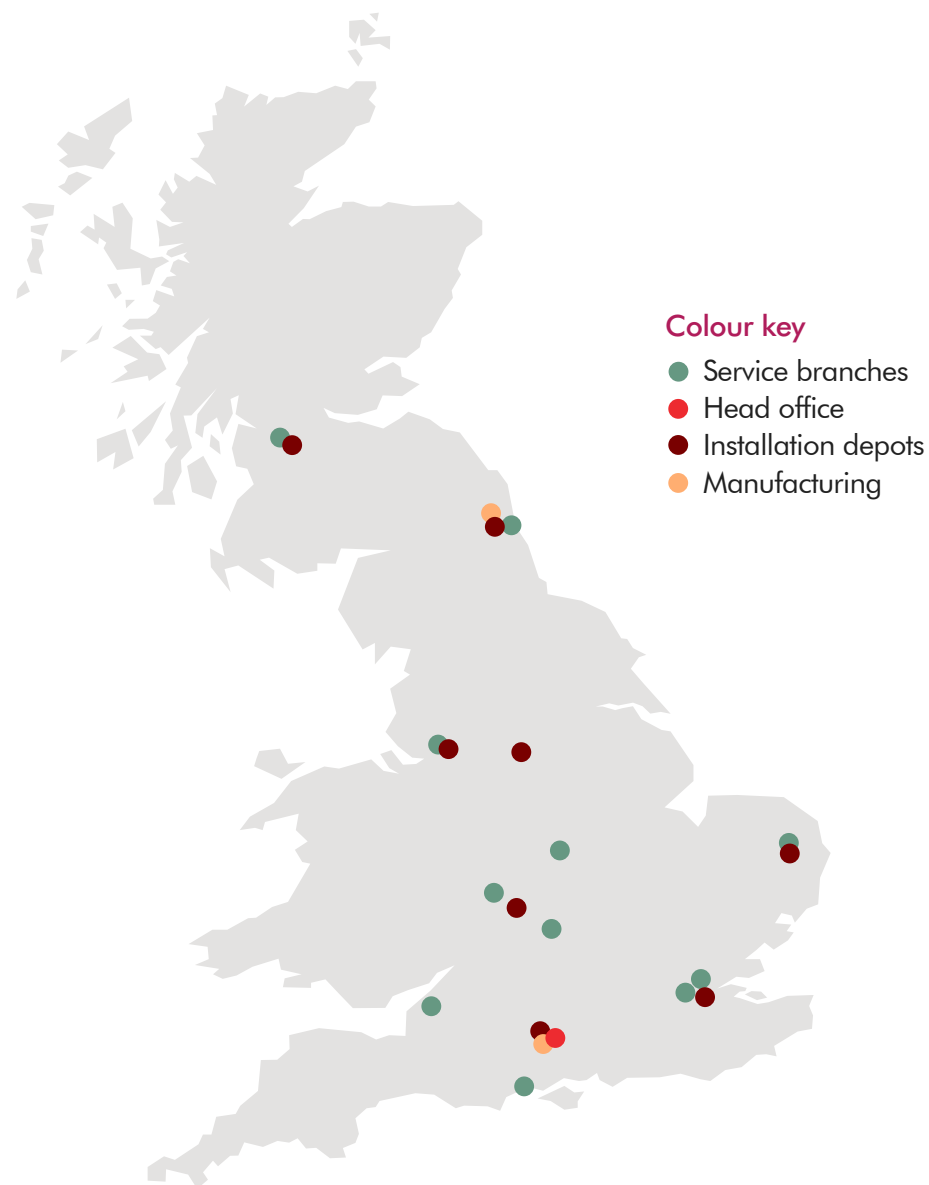
From Andover we distribute and install a range of goods and service lifts that keep thousands of businesses running smoothly all over the UK. We are also UK distributors for escalators and moving walkways.

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.



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

15 Princes Park, Team Valley Trading Estate,
Gateshead NE11 ONF
Tel: 0191 460 0010

3. North West England & North Wales

Unit 8b Cinnabar Court, 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



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