

INSIDER

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Issue 17

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Change:
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from the
First Minister

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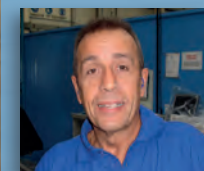
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Welcome to the new, improved Insider. I hope you will like the changes and would welcome your feedback – good or bad.

It's always a pleasant surprise to turn to the 'Team SAS' pages, especially when we have quite a lengthy list of Long Service Award winners. These tremendous people have seen some big changes over the years as the company has developed, becoming the world leader in metal ceilings and establishing facilities in the Middle East. During this time the company has also diversified into partitioning, architectural metalwork and other associated disciplines.

We now manufacture a broad range of products to meet a host of design and performance requirements. Integration of products, from partitioning to architectural metalwork, means our customers increasingly view us as suppliers of value-driven packages, from bespoke ceilings to acoustic baffles. Add to this our project management team, giving clients an all-encompassing service by overseeing challenging projects from concept design to installation.

2010 was a tremendous year for us (see page 6), driven by the export market, and we are reinvesting in the company's long-term interest as shown by the new factory development at Maybole. Indeed, it's our ongoing investment in manufacturing facilities and technology that enables SAS International to stay one step ahead of the competition. For evidence, we can point to the Emac Hanger which reduces ceiling installation time, or to System 8000, our leading UK partitioning system, which is now available in the Middle East.

We trust that this and future issues will help you to see how your efforts are being turned into successful products and services and also give you a good idea of what is happening in every area of our diverse, growing company. Within these pages we can share our experiences and achievements.

Malcolm

Your Insider

Insider is published every quarter and brings you news from every part of the SAS group. We would like to have your feedback and contributions, including your views about the changes we have made to this publication. Our email address is sasinsider@sasint.co.uk

'Proud' Alex Salmond visits Maybole



In June Scotland's First Minister visited our Maybole facilities to meet employees in the factory and find out about the planned expansion.

It was a fitting coincidence that the First Minister was visiting on the same day that plans for greater powers for the Scottish government were unveiled, which will give Scotland greater financial responsibility for providing capital for spurring growth, and job creation, in the manufacturing sector. SAS has already become the key employer in this part of South Ayrshire, and John Gemmell, Operations Director, stressed that it was vital for manufacturing companies in Scotland to continue to receive government support, adding that the Maybole expansion not only secures existing jobs but will enable more staff to be recruited once it is fully up and running.

Following his visit, Alex Salmond commented, "the fact the facility manufactures bespoke architectural metal products for the worldwide market is something of which to be proud."

Phase one of the 7,500m² expansion is progressing well. As September drew to a close the majority of the steel work had been erected and a start made on the roof. February 2012 is the estimated completion date of phase one. Phase two will consist of M&E and the car park, and also resurfacing of the existing yard.

The Maybole expansion will add capacity to the production of architectural metalwork and allow further investment in new equipment and processes – proof of the company's ongoing commitment to investing in its UK-based manufacturing facilities.



Barking – a new depot

The Olympic Games are less than a year away, which means continuing construction work as well as associated regeneration work in the aftermath. With our new Barking depot completed, we're well placed to get involved. Even in these early days for the depot there has been plenty of interest in our products from local contractors.

Located just off the A13, and servicing Barking and East London, the 25,000 sq ft depot stocks a comprehensive range of ceiling systems, partitioning and doors, along with plasterboard and dry lining products.

The new depot has trade counter facilities, enabling local contractors to benefit from the thorough, wide-ranging technical product knowledge of SAS Direct staff. Its location means easy access for customers to pick up products direct, or arrange an order to have them delivered.

And a new depot means a new appointment: welcome to Alyson Malone, who has joined us as a manager. Seven other jobs have been created too.



SAS International – best of Britain?



We could have another reason to celebrate in the run-up to Christmas if our application for the new 'Made by Britain' award is a success.

Launched by Business Secretary Vince Cable, the award is intended to recognise the brilliance of British engineering and manufacturing companies, paying tribute to their products and technologies and acknowledging that these businesses have a huge part to play in the country's economic future.

The award is open to new and existing products which have been refined, as well as to technologies introduced to the market in the past two years. The judging panel will examine the entries for indications of their technical excellence, innovation and international potential.

The award will be presented at a gala ceremony in London, organised by Real Business and the CBI, on 29th November. In the run-up to this, local MP Madeleine Moon will visit the Bridgend factory on 14th October and on the 28th Adrian Bailey MP, Chairman of the Business, Innovation and Skills Committee, will visit the Apollo Park factory.

An audience for an acoustics guide

SAS International welcomed the May launch of the 'Guide to Office Acoustics', produced by the Association of Interior Specialists (AIS).

The guide promotes best practice in the design and installation of acoustic solutions in offices, and addresses the needs of a range of audiences including first time office occupiers, clients, specialist contractors, suppliers and architects.

There were numerous examples of SAS International projects and products, including metal ceiling case studies for Ropemaker Place in the City of London and the new Ordnance Survey HQ. A copy of the guide can be found online at www.acousticguide.org.

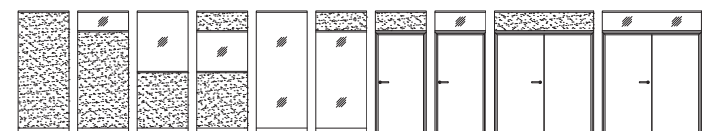


Increasing in range and value: new partitioning price guide

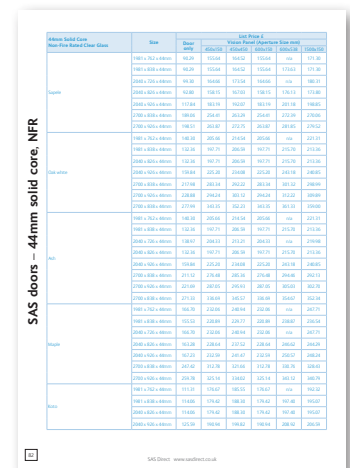
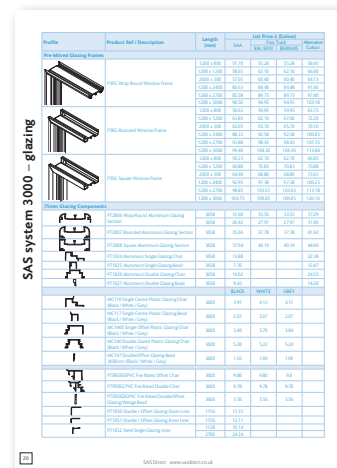
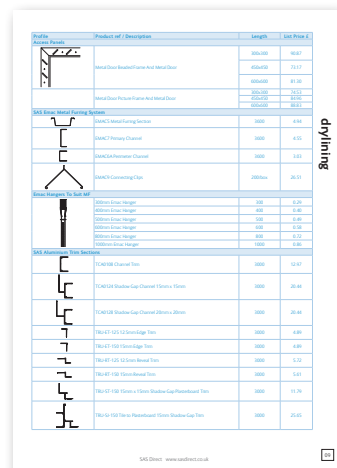
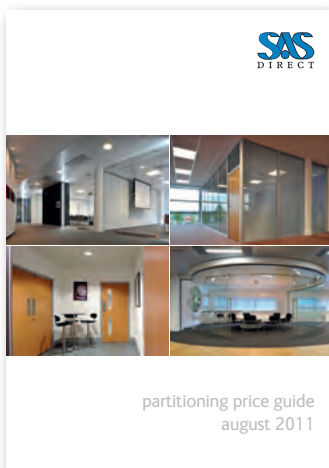
From XP frames to storage walls, the industry's most comprehensive series of partitioning and door systems can be found within the pages of SAS Direct's up-to-date new partitioning price guide.

The products meet all the most important performance demands: acoustics, fire, strength and stability.

The guide is a showcase for SAS Direct's large and ever-expanding range of partitioning systems for contractors, and demonstrates the company's price competitiveness. All SAS Direct depots will stock the guide, which is also available for download from the website www.sasdirect.co.uk.



Product Ref / Description	List Price £ (Colour) 2.7 Metre High			
	SAA	Fast Track	BS00A05	Alternative Colour
Single Glazing (Excluding Glass)				
Solid Full Height	91.91	93.26	93.26	98.15
Top Glazed	159.82	164.16	164.16	173.90
Half Glazed	169.22	174.57	174.57	186.23
Solid / Glazed / Solid	172.56	182.54	182.54	200.82



YouTube and Us

Three new videos have been added to SAS International's growing YouTube channel since the last issue of Insider appeared.

The longest, at nearly four minutes, is an overview of chilled ceilings, with Trench and Perimeter heating, along with HCP Radiant heating, also available for downloading.

The chilled ceiling video includes footage of the manufacturing process in the factory as well as showing the ceilings in place in offices, restaurants and Europe's largest Audi showroom.

There are now nine videos in total, with over 5300 'views' in the past year. YouTube, originally a site for home and music videos, is one of the most popular websites on the internet and is a valuable medium for gaining worldwide exposure and reaching potential new clients. (www.youtube.com/SASIntGroup)



A Spanish project win

In August SAS International Project Management won a major contract for manufacturing and installing suspended metal ceilings at the headquarters of Spain's largest oil company, Repsol, in Madrid.

The Project Management team has been working with the architects, Aguirre Newman, on the design, and will install the ceiling solution throughout the new building.

The building has been designed to blend in with the surrounding environment. Natural light will be allowed to filter into all areas of the complex.

When complete, it is estimated that 4000 people will be able to benefit from the business park facilities.

Broadening horizons for SAS Direct's product range

Horizon is a new range of mineral fibre suspended ceiling systems, providing premium fire and acoustic performance.

Available at SAS Direct's five depots, Horizon ceiling tiles benefit from a special paint coating method, hardened as standard. Their durability

guarantees extra protection against damage during transportation or maintenance. They meet modern heating and cooling demands through their fine micro perforation and resistance to humidity, while also providing a quality acoustic performance with an attenuation level of 34 decibels.

The system suspended from pre-formed Emac hangers (see feature on page 8) which, thanks to better installation accuracy and reduced onsite wastage, contribute towards a cost-effective solution for contractors. Horizon tiles are suspended from SAS International's Tee-Grid, the easy-

to-install popular grid product. Paul Golden, Managing Director at SAS Direct, comments: "Offering innovative solutions is at the core of our business and enables us to maintain our strong position. We will continue to answer industry demand by supplying cutting-edge products at competitive prices."



Success last year creates opportunities for all

Over the summer, SAS International announced record profits for the year ending December 2010. Although a healthy indicator of past success, the results point the way to the company's future activities in innovation, new product developments and training.

While orders in the UK during 2010 were down because manufacturing and construction sectors were still experiencing challenging times, export orders went up by 127%, providing a boost to turnover.

The financial result was hailed as 'an outstanding achievement for the entire company' by SAS International's Chief Executive, Eddie McElhinney. He also pointed out that the success was a result of investing in and developing the UK-based manufacturing facilities to support both domestic and fast-growing export markets, and that the company's focus was on design expertise and value. The company has been particularly active in growing its business in the emerging markets of Europe, the Middle East and India.

Expansion plans in the UK include the extension of manufacturing facilities in Maybole, to add capacity for the production of the architectural metalwork range, and the growth of its Bridgend and Oldbury facilities. The Maybole expansion is timely, with job creation in the manufacturing sector a priority for the Scottish Government. The First Minister visited the facilities in June, just before construction work began on the expansion that will, in the long-term, provide further job opportunities in South Ayrshire.

Seeing turnover up over 9% to £74 million in 2010 – a profit of £7 million – the company has its eye firmly on the future of its employees in the UK, Europe and beyond. The opening of a dedicated training suite at the Dubai Investment Park site reflects its commitment to staff development as well as the Middle East market as a whole.

Profits will continue to be invested in new machinery and technology, in line with our philosophy of thinking for the long-term. Products such as the Emac Hanger, which is the result of fast production times in the factory, enable the company to remain a world leader even as the world changes. With change comes new project demands: proof that the company is rising to the challenge can be seen in its diversification from ceilings to related product areas.

The company is keeping pace with wider industry trends too. For instance, as airports face major expansion and renovation projects to cope with the forecast leap in air traffic, SAS International will remain leaders in design and technology. Its expertise allows it to adapt to increasingly demanding criteria, including quality acoustics and ceilings that provide access for maintenance without service disruption.

Procurement processes evolve too, which means the company must respond to the growing emphasis, right from the earliest stages, on choosing products on the basis of longevity and ease of maintenance. SAS International will continue to push forward with new developments as the standards threshold is raised – and meet ever more stringent environmental regulations.



Practical access to busy places: the Drop & Slide solution

Regular access to corridors is a key concern for managers of a busy hospital wing or airport terminal. If the ceiling needs maintenance, the problem of closing off access to the affected area presents a real headache for those responsible for keeping patients, passengers and trolleys moving and avoiding any costly delays to treatment or transportation.

This is where SAS's new 'Drop & Slide' system comes in. With its eye-friendly flush finish, it looks like any other suspended metal ceiling system. But this product differs in the ingenious way it allows access to the ceiling void for any essential

maintenance. It's as simple as it sounds, enabling access by 'dropping' the tile down from the ceiling grid and 'sliding' it across under the ceiling tile next to it. An observer will only see a tile missing rather than a tile hanging down into a corridor or room and possibly causing an obstruction.

The Drop & Slide metal ceiling tile sits in a specially designed channel which allows the panels to be pulled down with ease. The grid holds it neatly in place, flat against the ceiling plane. This innovative framework creates a vertical bulkhead to provide workable M&E service access. The vertical bulkhead makes it ideal for constructing ceiling layouts in rafts, offering designers and

architects increased design flexibility. Its suitability for use in a high-volume transportation hub will be put to the test at Dublin airport's new second terminal, a development which – according to the airport authority – will be capable of handling up to 15 million travellers a year. Designed specifically for the airport, 35,000m² of Drop & Slide ceilings were installed in the main departure areas, walkways and baggage handling areas.

SAS International also manufactured the large aluminium frames for the fabric ceilings to provide an eye-catching central feature. In addition, to help create a pleasant environment for traveller and worker at the airport, provision was made for acoustic

control – especially vital in a huge, open space – achieved through use of acoustic floating rafts and perforated metal ceiling solutions (with integrated acoustic pads).

For hospital design, it is not only the requirement for constant corridor access that makes SAS International's metal ceilings the product of choice: there are also the vital hygiene considerations. As well as being easy to clean, recent advances mean metal ceilings can now be provided with anti-bacterial coatings, applied during manufacture. A coating such as SAS AB helps to prevent the growth of micro-organisms and, therefore, the potential for infection.



New! A partitioning system, the revolutionary C-joint and the Dubai depot

Proof that there's much more to SAS International than metal ceilings comes in the form of the launch in May of its fully glazed, frameless partitioning systems and innovative accessories for the market in the Middle East.

Combining aesthetics with outstanding fire and acoustic performance, SAS International's System 8000 can be installed as single

or double glazed whilst providing acoustic performance to 49dB and a fire performance of up to FD 60/60 (60 minute integrity and 60 minute insulation). It's one of the products available from our new depot in Dubai, where a training centre has also recently been opened.

Speaking about Dubai, Andrew Jackson, SAS International Director, commented, 'The development of

this range of resources, including the new depot, means SAS International's customer base has ease of access to high-quality products and expert service'. The new depot will cut lead times and, via its trade counter facilities, customers will be able to ask staff for advice on technical aspects of products and installation details.

The System 8000's joining methods include the innovative, award-

winning C-Joint, a near-invisible joint sandwiched neatly between two profiled glass panels. As a solid extrusion it provides a consistent 1.5mm compression joint between glass modules, creating the appearance of butt-jointed glass without the use of silicone. As well as meeting the requirements for strength and stability, the C-Joint is a timesaver in that it can be installed progressively alongside the glass.

A new hanger brings faster installation



Like living costs, fuel costs and, unfortunately, just about everything else, the current economic climate is also forcing up the cost of materials. So there's all the more need for innovative products fulfilling the contractors' requirements for greater efficiency and cost-effectiveness.

The new pre-formed Emac hanger from SAS proved highly popular when it was introduced in the UK market as a cost-effective alternative to galvanised angle and wire used in suspended ceilings, and has now been launched globally.

An important component in the installation of all types of suspended ceiling including Mineral Fibre and MF Grid (Plasterboard), the use of the Emac hanger (available in a number of lengths) results in reduced installation time as there is no need to snip, punch, fold or apply angle cleats. This in turn provides additional health and safety benefits as they are supplied ready to use with no cutting required on site. This also means less onsite wastage.

SAS International has invested in new machinery, so that over 40 Emacs can be manufactured per minute – that's 2500 per hour. With these fixtures also available direct from the Dubai Investment Park depot, competitive prices can be passed directly to the contractor.

The Dubai facility also has a dedicated training suite. Officially launched in June, it is a place for contractors to come to benefit from the technical knowledge of local SAS International staff with a view to installing the Emac Hanger and other SAS systems. The flexibility of this resource enables sessions to be tailored to specific requirements.

Door decision-making



Eight natural wood veneers (from American Black Walnut to Steamed Beech), four CPL finishes, a variety of sizes of vision panels... and that's just our 'standard' service. Take our bespoke service into account too, and there are clearly plenty of options for specifiers to choose from when selecting a door for a project.

From the start of the design process, the needs of disabled users of a building should be taken into consideration. The relevant Code of Practice, combined with the Building Regulation Act, is a key guide to decision-making. For a start, there must be visual contrasts between doors, door frames and the surrounding structure, and between door faces and door edges (definitions are supplied in the Code). Access routes and doorways must be of sufficient width. Entrance doors and internal doors over a certain width must include a vision panel (except where security dictates otherwise).

Turning to other criteria, the door and frame must be tested for fire resistance properties in conjunction with each other and fitted with materials that won't

expand when hot. Acoustics are also to be considered. Sound reduction can be achieved through appropriate perimeter and threshold seals. Wood-based products should meet good sustainability standards, coming from sources complying with the Forestry Stewardship Council's chain of custody or the Endorsement of Forest Certification Schemes – or any other source that meets the FSC standard for non-FSC certified controlled wood. Checks should be carried out on manufacturers and suppliers of timber to ensure they can provide full chain of custody.

The aforementioned CPL refers to Continuous Pressure Laminate doors, which provide durability and ease of cleaning. They are an option giving consistent colour and uniformity of grain and work out as particularly cost-efficient where several doors or double doorsets are necessary.

Our Apollo Park factory stocks a wide range of doors, giving the client an extensive choice to guide decision-making while also enabling them to enjoy short lead times on finished goods.

Chilled beams, hot product

In the not-so-distant past, as older readers of this newsletter might recall, energy was relatively cheap. This meant there was little incentive to invest capital in designing more efficient air conditioning systems.

Those with even longer memories will have worked in offices in less intensively-used buildings, where less heat from computers and lighting allowed occupants to work without cooled air pumping through the room. But today, with cost and environmental factors to the fore, chilled ceilings and beams have come into their own. Chilled beams, with their higher cooling capacities, provide cooling through convection, using finned elements through which water is passed at 15–18°C. Chilled ceilings, suited to medium cooling requirements, generally cool through the process of radiant exchange – a heat transfer between surfaces of differing temperatures.

Passive chilled beams, for which there has been a growing market in recent years, use natural convection, which is seen as an advantage over the requirement for active beams to use a primary air supply to induce convection over the elements. More recently, a third type has emerged: the multiservice chilled beam, combining cooling, heating or both along with other services such as lighting and sprinklers. But whether active or passive, chilled beam



systems are energy efficient, with low operating temperatures, and are compatible with ground-sourcing and free cooling technologies. Their lack of moving parts reduces the maintenance costs and their quiet, draught-free cooling is appreciated by the building's occupants.

As SAS's non-executive director David Leatherbarrow explains, "A chilled beam's energy efficiency comes from its ability to recirculate air within a space, since only sufficient fresh air is provided to meet occupancy requirements. Chilled beams use a

higher chilled water temperature of between 14–17°C and high chilled water temperatures provide the option of using ground water for cooling for much of the year". He also believes that energy reductions will continue to be made through improved lighting technology, especially via the development of LED lamps.

Even clients and developers happy with their old-style air conditioning systems will find that the stipulations of the Building Regulations legislation will force a switch to the

newer, efficient standard that is chilled beam technology.

Examples of projects featuring chilled beams, including 10 Hills Place in London's Oxford Street and Lewins Place, Bristol, can be found on the SAS website. For these projects, Integrated Service Modules (ISMs) were installed: these consist of a chilled beam enclosed within an architecturally-designed metal casing, within which luminaires, infrared sensors, sprinkler systems and other building services are integrated.

Skype HQ, Luxembourg

SAS International Project Management worked closely with the architects behind the new corporate Skype Headquarters in Luxembourg, to design a striking waveform ceiling.



“ a space that challenges office convention with innovative thinking... ”

The ceiling's wave-like form, in addition to making an impression on people as they enter, was intended to encourage movement through the building and to bring to mind the river that once served the brewery still standing on this spot in Luxembourg's old quarter (the new building is a part of the brewery regeneration works).

There are further echoes of the river in the timber-clad 'meeting pods', which were intended to mimic lily pads – encouraging office teams to engage with each other as they make their way through the building.

As the headquarters of a global communications company that enables millions to keep in touch through free video calls or low-cost calls to landlines and mobiles, it is surely fitting that the office spaces are conducive to good communications between employees.

The ceiling incorporates perforated metal acoustic baffles to achieve the acoustic performance that WAM, the architects for the project, were looking for. Featuring convex and concave light fittings and baffles in sequence, a hook over bracket solution integrates the components, contributing to the flowing wave effect.

According to WAM's Stuart Walker, "The ceiling design gives an uplifting ambience to the space, people 'look up' when they enter and immediately know they are in a space that challenges office convention with innovative thinking".

This office design will be used as a blueprint for other Skype offices around the world.



One New Change, London

SAS International provided innovative mesh ceiling panels with concealed suspension for One New Change, the City of London's newest shopping destination.



The mixed-use redevelopment in Cheapside, complete with restaurants and flagship fashion stores, won awards for its developers, including a RIBA 2011 Award for London. Among the design challenges was the complex geometry of the structure, including some tight ceiling to structural beam heights.

SAS worked closely with the architects to create a ceiling for the retail corridors with no fixings visible through the ceiling plane. Customised metal ceiling panels were designed with an expanded metal mesh finished in silver, red and black. To ensure the mesh, a challenging material to work with, retained a uniform shape a 'picture frame' was created behind each panel. This also helped to provide support for the concealed attachment bolts, while the expanded mesh contributed to the acoustic performance.

The mesh fulfils the same requirements as the open cell metal panel commonly specified for retail centres in that they allow for fire detection and control systems, and also allow luminaires to diffuse light through the ceiling to create a softer effect.

Lighter anodised aluminium expanded mesh metal tiles were chosen for the lower ground floor arcade ceiling. Because of the reduced level of daylight, the light fitting could not be located above the tiles. Therefore a recessed aluminium channel housed the fittings, including lighting and sprinklers. All the finishes required innovative lightweight metal and Unistrut grid support systems.

According to Sanya Tomic, Partner at Sidell Gibson Architects, "SAS were proactive at a very early stage of the project and managed to respond to our specific requirements for the arcade ceiling design. They provided a bespoke product which met the concept design criteria."

In addition, SAS International's System 330 and System 200 metal ceiling systems were used for the main office floors and lobby areas respectively.



Ordnance Survey HQ, Southampton

An SAS system 120 metal ceiling system is an integral and arresting feature of the new Ordnance Survey building in Southampton.



The three-storey building was designed by architects Broadway Malyan with energy efficiency at its heart. As well as being cost-effective to maintain, its environmental sustainability has enabled it to achieve a BREEM Excellent rating.

The building was designed around a central atrium serving as a hub for various activities, including meetings and group working. It is also where announcements are made to the

1000-strong staff. In an intriguing twist, the ceiling was installed along a grid line running north to south, mirroring the true magnetic north which is to be found on all Ordnance Survey maps.

SAS International created a bespoke suspended ceiling, mixing bespoke perforated tiles with plain ones to create the overall visual effect. The tiles were finished with a fine-textured architectural powder-coated paint to match the visual appearance of the perforated plasterboard. The

result was an aesthetically-pleasing arrangement and also one that ensured straightforward access to the ceiling void for ongoing maintenance works. A flexible and simple maintenance operation is invaluable in a commercial environment as it lessens disruption to employees and normal business functions.

To address the acoustic requirements of such a large open space, additional absorption was incorporated into the bulkheads between the floors and the

metal ceiling, keeping noise levels down during the busy lunchtime period.

Installed by Lakeside Ceilings and Partitioning, the result was a highly satisfied client and a first-class working environment, one that meets the demands for durability and longevity increasingly demanded by clients.

The judges for the AIS Contractors Awards clearly agreed, presenting it with a gold award in the ceilings category.

My Work: Mick Smith, Machine Operator



Launching our new feature, Mick Smith from Apollo Park, who celebrated his 25th year with us at the end of September, talks about his job and how it all started.

“ I’m currently a machine operator/fabricator working in our specialist profiles department which deals with the manufacture of bespoke fittings. Much of our work is for big industrial projects, covering many different areas – we’re doing a lot of work for hospitals at the

moment. When I started 25 years ago, I worked for Truline – later acquired by SAS – as a charge hand in the mineral fibre division which made ceiling tiles. I was also involved in the manufacture of suspension grids for the ceiling tiles. Before starting at Truline, I was already a charge hand elsewhere and was recommended for the job by a friend. I got an interview and the rest, as they say, is history.

At the beginning, my manager was Alan Woolard (who also was a director of the company). I will always be grateful to him for giving me my first opportunity.

Fast forward to the present, and my working day kicks off at 7.00am, ending at 4.30pm, involving a good deal of machine work – putting the profiles together.

What I particularly like are the people I work with. Also, I appreciate having been given a secure job for 25 years with a very forward-thinking company.

A project that I really like looking back on is the Dublin Airport one, during my early days with team. But what’s great about this job is that as the company grows and grows, and becomes even more international, I know there are

going to be many exciting things still to come – which I look forward to being part of. I suppose the main challenge in my line of work is meeting deadlines and constantly ensuring I keep up the high quality standards SAS is known for.

When I’m asked about the biggest changes I’ve seen, I simply answer: ‘the facilities!’ When I started the units were all very old. Now, we’ve moved from two to nine units and have the advantage of state-of-the-art, all-purpose multi-million pound buildings. In fact, the facilities here at Apollo Park have everything we need.”

SAS sponsors – and manages – Youth Football Team

SAS Direct is pleased to be sponsoring Eversley Football Club, an Under-18 Youth Team playing in the Midweek Southern Youth League this season.

The league covers central, south and west London and southern counties from Sussex to Hampshire, and gives youth players a platform from which they can step up into senior clubs.

The team is based on the borders of Hampshire and Berkshire, enjoying new Football Foundation sponsored facilities costing over £1.5 million. It plays midweek football under floodlights and is managed by SAS International’s own David Bland. He is assisted by two coaches, both ex-professional players.

Having made a great start to the 2011/12 campaign with a resounding 5–1 away win against Ash United, future targets include participation in the FA Youth Cup and the exciting possibility of playing against Under 18s from Arsenal and Chelsea in later rounds.



Snow's no problem in Josh's wheel adventure

Josh Hillman, Design Manager at the Dubai Office, felt proud of his achievement as he cycled through the streets of Paris on the final day of the Tour de France this summer.

Of course, he wasn't taking part in the great race. But he did soak up the atmosphere and reflect on the achievement of cycling, over a nine day period, almost 500 kms to heights which, added together, are a match for Mount Everest – the conclusion of his bid to conquer the big alpine stages of this year's Tour.

Climbing famous passes such as the Col D'Izoard and the Col du Galibier, he was in the saddle for around

four hours each day. Accompanied by his brother, father and a friend, he endured a range of weather conditions – although it was July, this included snow.

But to compensate for the effort was the satisfaction of seeing some of the world's toughest sportsmen struggle up the same savagely steep mountain passes he had climbed just hours before them.

The day in Paris was the culmination of the trip, as they witnessed the Tour de France winner being crowned. Josh commented, "This was truly one of the greatest experiences of my life and I will be sure to continue this tradition for many years to come".



Team SAS

The Red Line Racing/SAS International two-car team is poised for top honours as the 2011 Porsche Carrera Cup GB enters its exciting final phase.

At the time of going to press, our drivers Michael Meadows and James Sutton were in first and third position respectively, with the final weekend of racing at Silverstone on 15th and 16th October. A resounding win at Knockhill on 3rd September, followed by a second place at the same Fife venue the next day, put Meadows into the lead. But with dropped scores taken into account, there are just three points between Meadows and second-placed Stephen Jelley from the rival Parker/Juta team.



New Faces



ALYSON MALONE has joined us as Depot Manager at the new Barking site. She will head a new team, further strengthening the company's market position.

Responsible for helping grow SAS Direct, she will develop its brand awareness throughout the London region with the target of becoming the leading distributor of interior fit-out products.

"The prospect of working with a dynamic and expanding business was instrumental in my decision to join the SAS Direct team" commented Alyson, who has worked with several interior fit-out companies. "There is a huge market potential here and I look forward to working closely with our customer base and developing it further."

We would also like to welcome the following, who joined SAS over the summer.

SAS International

Reading

Paul Aubrey – National Sales Manager
 Jennifer Gibbs – Distribution Administrator
 Stephanie Graham – Receptionist
 George Hendriks – Product Sales Manager
 Louis Sansome – Senior Estimator
 Adam Thein-Rice – Brand Manager

France

Julien Connan – Sales Manager

Apollo Park

Paul Cox – Doors Manufacturing
 Mehdi Dosti – Trench Heating Manufacturing
 Mark Hale – Doors Manufacturing
 Joshua Horner – Grid Manufacturing
 Mark Jones - Doors Manufacturing
 Ruben Marcon – Doors Manufacturing
 Carl Peters – Doors Manufacturing
 Tony Upton – Apollo Park Maintenance
 Paul Weeks – Doors Manufacturing
 Bev Wilson – Buyer

Bridgend

Harold Batley – Toolmaker
 Ryan Davies – Toolmaker
 Shaun Keddy – IT Technician
 Nicola Smith – Group Purchasing Director

SAS Direct

Barking

Stephen Cockley – Warehouse Supervisor
 Mick Lazenby – Driver
 Vicki Clark – Branch Administrator

Birmingham

Stephen Sims – Glazing Manager

Burgess Hill

Paul Marshall – Branch Manager
 David Sayers – Warehouse Supervisor
 Daneel Swanepoel –Glass Fitter

Reading

Simon Beasley – Sales Co-ordinator
 Nigel Lemon – Warehouse Supervisor
 Earl Nickie – Warehouse Operative
 Mikolaj Rejwerski – Driver
 Veronique Swift – Purchase Ledger Controller

Long Service Awards 2011

Congratulations to all those who have become Long Service Award Winners in the last few months.

Name	Location	Service	Starting job	Current job
 <p>Michael Smith</p>	Apollo Park	25 years	See 'My Work' feature on page 13.	
 <p>Alan Higginson</p>	Apollo Park	25 years	Machine Operator	Line Loader
 <p>Paul Ketley</p>	Apollo Park	20 years	Machine Operator	Lead Hand

Name	Location	Service	Starting job	Current job
Clelland Stewart	Maybole	15 years	Production Operator	Production Operator
William Smith	Maybole	15 years	Production Operator	Production Operator
Michael Thomson	Maybole	15 years	Production Operator	Production Operator
Mike Cornish	Bridgend	15 years	Material Handler	Transport Coordinator
Paul Collins	Reading	15 years	Senior Sales Executive	Regional Sales Manager
Anthony Major	Bridgend	15 years	Production Operator	Paintline Setter
Stephen Hannah	Maybole	15 years	Production Operator	Production Operator
Stuart Smith	Maybole	15 years	Production Operator	Production Operator

Name	Location	Service	Starting job	Current job
Colin Briney	Apollo Park	15 years	Management Accountant	Management Accountant
Darren Rossiter	Bridgend	15 years	Production Operator	Storeman
Steve Horner	Apollo Park	15 years	Production Manager	Works Director
Lorne Jones	Bridgend	15 years	Production Operator	Line Leader
Richard Hall	Bridgend	15 years	Press Operator	Wemo Setter
Alasdair Connell	Maybole	15 years	Production Operator	Production Operator
John Higginson	Apollo Park	15 years	Machine Operator	Line Loader
Stephen O'Neill	Bridgend	15 years	Paintline Operator	Shift Manager
Sian Fitton	Bridgend	10 years	Production Operator	Paintline Quality Inspector
Diane Thomas	Bridgend	10 years	Production Operator	Chilled Line Leader
Gemma Sutton	Apollo Park	10 years	Receptionist	Purchase/Stock Administrator
Kye Edwards	Reading	10 years	Trainee Designer	Design Manager (SAS Direct)
Kevin Lewis	Bridgend	10 years	Assistant Carpentry	Supervisor
Stanley Feltham	Apollo Park	10 years	Machine Operator	Machine Operator
Brian Whittaker	Apollo Park	10 years	Machine Operator	Machine Operator

Meet the team

The Soenen Department at Bridgend plays a key role in SAS International. It is here that the first stages of ceiling tile manufacturing take place, where expert operators take the raw sheet steel or aluminium and go through the process of slitting, notching, perforating and forming into shape. The completed products are then sent to the press shop and paint line and from there to the assembly room.

In this issue we catch up with four members of the Soenen team, all working to ensure all procedures run smoothly and that there are no bottlenecks in production.



Geraint Lewis

Geraint is the Production Manager. He has to ensure the department (in which 35 people work) sticks to production schedules, quality standards and health and safety requirements; he also oversees labour and resources. This involves analysing his main Key Performance Indicators, monitoring all machine centres and square meterage output, and taking care of Overall Equipment Effectiveness (OEE).

Among those he liaises closely with are shift managers Stephen O'Neil, Martin Edwards (see below) and David Bateman. He is also in regular contact with Robert Benes from the press shop and paint line: a good working relationship is vital because his department feeds Robert's areas.

As the company expands and new business comes in, finding new ways of improving efficiency, although it is already high – is paramount. There's a consequent need to arrange meetings with the shift managers and others to identify areas where actions can be taken.

Many members of his team have been around for more than ten years, and he appreciates what he calls the "real characters" around him. He has worked for SAS for 21 years, and values the knowledge and qualifications he has gained. His most common shift is the continental, or three day shift pattern, requiring working for three days with two days off, then two days on and three off. On some of these days off he plays rugby and coaches an Under 13 team.

Martin Edwards

Martin is Production Shift Manager. Like Geraint, he aims to achieve company goals by meeting quality standards and daily delivery schedules.

Slitting, Perforating, Notching and Punching of Blanks to the required quality levels are at the heart of his department, where progress must follow the delivery schedules as smoothly as possible. He works closely with the other Shift Managers, Dave Bateman and Stephen O'Neil: they will no doubt be flattered to know that he says they are both "hard working and very knowledgeable people".

The ability to be a strong communicator is called for, as every hour of every day involves engagement with staff in the Maintenance, Press, Paint and Assembly sections, and occasional dealings with the Planning and Drawing departments.

He describes work as "demanding but interesting": among the potential problems he has to deal with are making sure finished products are up to standard and that machinery functions at maximum productivity. Outside work, he watches sport (football) and has an interest in sports therapy.





Where it all happens

Daine Bossano

Daine is a Performance Operator. He sets the press, loads the coil through and, once things are running, checks that the products are meeting specifications.

Working alongside Steve Cooper (Team Leader), Martin Edwards (Shift Manager – see left) and Wyn Lewis, he operates on a three shift pattern of 6am to 2pm, 2pm to 10pm and 10am to 6pm. He keeps a careful eye out for bottlenecks which could ultimately, if not checked, result in missing the customer delivery date.

Perhaps the biggest challenge is to keep up with the efficiency of the other departments – as he doesn't want to keep them waiting! So it's a case of constantly finding ways to raise standards even further.

When work's finished, he likes socialising over drinks with his colleagues.



Raw steel coils

Sean O'connor

Sean is one of five Wemo Operators. The tiles come to him once they have been through the slitting and perforating stages. In his department, he programmes and sets a bend-forming machine (the Wemo) which forms the perforated blank metal sheets into finished tiles. He sees that the quality checks are in place and that the product meets the specifications originally given to him.

Sean works alongside Byron Hill at the Wemo Machine. There has to be a good level of communication within the department and also with the perforation team. This ensures the precise quality control that would stop a tile with a mark on it, should one slip through the system, going any further, and is a spur to efficiency. Similarly, he has to liaise with the next stage of the process, the Paint line – if, for instance, they do not have enough tiles to send through.

For the last five years Sean, a keen footballer in his spare time, has been working a three shift but has also experienced the continental version.





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