

# Newsletter

Issue 4 - Autumn 2010

## Company Values



We have recently produced a **Company Core Business Values** document. The following is an extract from the section on customers:

- ~ We treat customers with **respect**
- ~ We always try to **exceed** customer expectation
- ~ We **listen** to our customers and always endeavour to be **helpful**
- ~ We strive to produce customer solutions where everyone **wins**

We like to think that customer feedback like those below proves that we are achieving our objectives.

*Thank you for the great support you gave me while doing my PAT training yesterday, It was so helpful you taking the time out of the normal time allocated to each student to give me one to one training and instruction. I would have no hesitation in advising anyone to take up your professional tuition in the field of PAT training in the future. Karen, please accept my personal gratitude to yourself and colleagues. I have since received the equipment so thank you for a great service.*

*"I am very happy with the service I have been provided with, usually by telephone or e-mail. Always given useful and informative information which helped greatly when purchasing a PAT tester and also with regard to calibration - this was dealt with promptly and efficiently. We have dealt with your company for several years now and have purchased training packages, PAT tester and have also used hire facility and calibration service. I would have no hesitation in recommending your company to other people"*

## All Kinds Of Adaptors



People are always asking us for advice on testing appliances that do not plug into the PAT tester. We have responded to these queries and have worked on various adaptors to make your life easier. Our main ones are summarised below.



If you have an appliance that does not plug into any of these please let us know and we will try our best to source one for you.

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## PAT Course Venues



Following popular demand we have scheduled the following extra courses in 2010.

**York 28th September**  
**Milton Keynes 9th November**  
**Swindon 24th November**

For our full list of venues and prices please have a look at our website.

## Lighting Up!



*We continue helping companies reduce their carbon footprint and save costs. So far we have saved more than 50,000 kg of CO2 which is equivalent to the annual emission from 10 family cars. See how we helped Pavers shoes save around £3000 per annum. See our website for further details*

## People News The Operations Team

TELE PRODUCTS



From left to right

*Steve: From production to calibration to shipping the place just wouldn't run without Steve.*

*Karen: Responsible for the quality of everything coming in from our suppliers and everything that goes out to our customers. Nothing much gets past Karen.*

*Kevin: The calibration of every customer's PAT-IT and BattPAT is Kevin's mission.*

*Jim: Technical backup to the operations department, from repair to writing specifications all fall into Jim's area.*

*Ian: Keeping Operations ticking along, Ian also looks after the company's IT infrastructure and software.*

## News

First Stop Safety has teamed up with Age UK (formerly Age Concern) to offer a new training venue at Milton Keynes. This is conveniently located in the Midlands and courses here are priced very competitively at £99.

## Champagne Win!



First Stop Safety was at the Association of Charity Shops Conference for the 4th year running.

Thanks to all those who visited our stand and congratulations to Mandy Searle of Cornwall Hospice Care who won the magnum of champagne. They are keeping it for a special occasion.

## An Eye On Their Power



*The PowerEYE 200 went on trial in August at Fulford School in York. We are looking forward to this being used as a tool to encourage energy saving habits in students and staff and saving the school some £3000 in electricity bills over the next few months.*



*This is a typical screenshot from the PowerEYE 200 showing current power, cost, CO2 emissions and trends over the last 12 weeks. Anyone interested in learning more about this, please contact Seggy or Ryan on 01904 792211.*