



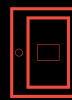
## Keeping the Art of Distribution Simple



Mechanical  
Services Contractors



Commercial Fire  
Sprinkler Contractors



Dry & Wet Riser  
Contractors



Residential Fire  
Sprinkler Contractors

# Shawston

/ʃɔː,ʃʊə-stəʊn/

*noun*

1. the only UK multi-market supplier servicing the Mechanical Services, Fire Sprinkler and Dry/Wet Riser markets.

“Shawston is a multi-depot, multi-market supplier.”

# Nationwide locations...

## Glasgow

Block 1 Unit 4  
Annick Industrial Estate  
31 Sandilands Street  
Shettleston  
Glasgow  
G32 OHT  
Tel: 0141 778 6975

## Manchester

Great Norbury Street  
Hyde  
Cheshire  
SK14 1BW  
Tel: 0161 368 4545

## Birmingham

Bay 1 Block D  
The Bescot Estate  
Woden Road West  
Wednesbury  
West Midlands  
WS10 7SG  
Tel: 0121 556 3400

## Shawston Steel Tube Processing & Distribution Centre

Unit G  
Third Avenue  
Poynton  
Stockport  
SK12 1YL  
Tel: 01625 877 133

## London

Units 8 & 9  
Hillbottom Road  
Sands Industrial Estate  
High Wycombe  
HP12 4HS  
Tel: 01494 460 910

... for next day deliveries.

# A Little Bit About Us

**We are proud of our roots. Manchester is where it all started for us back in the 1970's and our Hyde branch continues to be the beating heart of the Shawston business.**



Our journey over the last 50 years has seen us venture into new and developing market sectors, establish a nationwide network of 5 branches and create an employee owned culture that is the envy of many. Forever Shawston is built upon the foundations of delivering unrivalled customer service and industry leading product quality.

## How we grew

Shawston became a truly national business when we spread our wings and took our heritage to London in 2003. Our second depot in Hounslow embraced the Shawston culture and strategy, leading to exponential growth and the branch was soon relocated to High Wycombe - which is now our largest depot in the UK. We have 11 of our 25-strong vehicle fleet hitting the centre of London every day by 6am.

## Nationwide

Today Shawston is a large UK-wide business, with 5 nationwide depots in London, Manchester, Poynton, Birmingham and Glasgow. Our heritage and work ethic still play an important part in both our company strategy and the way we do business.

## Proud to be Employee Owned

The decision to become fully employee owned in 2015 was an important point in the history of Shawston. It signalled our intent to provide job security and wealth opportunities for the next generation of Shawston employee owners. And the next. And the next. Today, we are a thriving business with over 100 employee owners, all committed to our goal of delivering unrivalled customer service.



**SHAWSTON IS THE ONLY UK SUPPLIER TO SERVICE BOTH  
MECHANICAL SERVICES & FIRE SPRINKLER MARKETS**







**Deep Stocks**





# We are Employee Owned

**Shawston is an employee owned business. This means Shawston is wholly owned by its employees who have purchased shares in the company through investing their own money.**



Our employee ownership journey started in 2015, when the co-founders set us on the long-term path towards 'forever Shawston'.

## Unrivalled Customer Service

Shawston's commitment to providing unrivalled customer service has been through focussed and timely strategic business decisions to benefit our customers. Happy customers make Shawston happy and in turn provide benefits to our company, our employee shareholders, and our suppliers. Our strategy is key here - a customer centric focus through the individuals that are responsible for Shawston's success.

## Culture

Being employee owned has allowed us to create a new and improved version of Shawston, a Shawston better than before that will be around for generations to come. Recruiting and retaining talented people with a vested interest in our business, both personally and financially, has significantly impacted the growth of the business and its ability to withstand external market pressures.

## Sustainability

Ultimately, our commitment to employee ownership allows us to pave the way for a sustainable Shawston empowered by a workforce of co-owners. If our customers are happy then the Shawston family remain safe and happy as well. Trust is vital here too; we have a sense of togetherness that is rarely found within our market sectors. We own it and our methods reflect the business we are.



**ACTING LIKE OWNERS: SHAWSTON ARE WHOLLY OWNED BY ITS EMPLOYEE SHAREHOLDERS**





# Vision & Values





## Our vision

‘To be a great place to work with a passionate and committed team providing unrivalled customer service, delivering a quality product enabling us to be the market leader in our industry.’

## Our values

The key principles that underpin the way we treat each other, our customers and suppliers.

1. Teamwork with respect and honesty.
2. Treat others as they would wish to be treated and value all opinions.
3. Do as you say, with integrity.
4. Work hard and enjoy it.

# Servicing the **Mechanical Services** and

## **Mechanical**

We are the largest specialist provider of traditional steel tube, fittings, valves and pipe supports for use in all types of major construction projects, such as HVAC systems and plant rooms. Our broad product range in this sector helps engineers, site owners and contractors to solve the most complex of challenges. And our emphasis on quality control means you can rely on the products we supply to be fit for purpose and comply with stringent safety and building regulations.



## **Dry and Wet Riser**

Recognised as the market leading fire protection distributor in the UK, we stock a wide range of riser tube, fittings, valves and bracketry alongside a vast selection of dry and wet riser cabinets. Current building regulations state that a dry riser should be fitted in buildings above 18m, whilst a wet riser is used for buildings above 50m. At Shawston, we own safety, so working with premium brands like Victaulic and Hydrotech ensures we can supply market leading products to support you and your projects.



# Fire Sprinkler Markets

11

## Commercial Fire

Now more than ever, the fire market is evolving. Our experience in working with project managers, fire safety engineers and contractors on large scale fire installations means we are perfectly placed to help minimise the risk of injury or loss of life in the event of a fire. We supply market leading products from world recognised brands. Working alongside the market leading brand Victaulic, all our steel tube is processed in-house, saving you significant amounts of time and money against traditional on-site installs.



## Residential Fire

The demand for cost effective, high-quality fire protection systems has risen dramatically in recent years. Recognising this growing demand, we have invested heavily in extending our product range, offering a complete package for the residential fire market. Our 5 nationwide depots carry deep stocks of market leading Blazemaster CPVC residential sprinkler pipe, residential test valves, Hydrotech and Potter flow switches, brackets and supports. All delivered on our own vehicles saving you courier costs and minimum order charges.

# A Day in the Life

04:30



A driver begins to prepare for another full day of nationwide deliveries. Checklists and vehicle inspections are carried out before deliveries can begin. An early start is essential to meet timed delivery deadlines. **We deliver 60,000 orders on time and in full each year.**

07:30



In Birmingham, a member of the customer service team arrives early, keen to make a start on preparing quotes for key customers. Discretionary effort is visible everywhere you look in Shawston, an output of the ownership culture - **wholly owned by our employee shareholders.**

Our Head of Compliance & Operations checks on the production of the new additions to the Shawston vehicle fleet. Our deliveries are safe, FORS Silver accredited and feature Safe-T-Drop rails. **In 2019, we achieved over 1 million hours lost time injury free.**



13:00

In London, a Key Account Manager visits a project site to check on one of the 60,000 deliveries we make each year. Our customer relationships are very important to us and allow us to continually achieve a **98% customer satisfaction level.**



11:30

14:00



Our team of drivers have returned back to base now and are cleaning down their vehicles, completing H&S checks and getting ready for another full day of deliveries the following morning. **We make a delivery every 90 seconds.**

15:30



The busiest time of day in the office is 2pm to 4pm. The phones are busy, route planning for the next days deliveries has started in earnest and the warehouse team aren't far behind. **Orders can be received at 3:30pm - processed, packed and delivered on site by 8am the next day.**



08:00



Branches open. Goods Inward start receiving and checking deliveries, booking in stock and stacking the shelves. We perform perpetual inventory checks on every item of stock several times over the course of the year, to ensure that the stock is available when you need it.

09:00



Our customer service teams are busy responding to enquiries, sending off quotations and resolving any customer service issues from the previous day. **The customer service team process an order every 2 minutes.**

Customers are already arriving at Goods Inward to collect orders placed at 5pm the previous day. All our branches have experienced co-owners offering their help and expertise to customers. **We handle over 1 million items a year.**



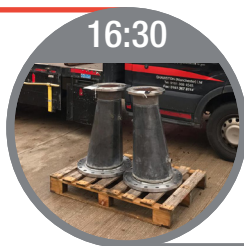
10:30

The daily team huddles are taking place, ensuring all colleagues are up-to-date with the latest company news, product updates and H&S issues. Daily huddles play a hugely valuable role in allowing us to keep our employee owners engaged and informed.

09:30



16:30



A member of the fabrication team designs products from customer schematics. Our state-of-the-art LEV systems ensure this is carried out safely and effectively. Minimising mess, time and waste. **#weownsafety**

19:00



In High Wycombe, the night shift has started. Our vehicles are being stocked ready for another full day delivering into London. The team begin loading customer orders onto the vehicles ready to start all over again the next morning. **We transport over 250,000 tonnes of goods every year.**

# 10 Reasons Why People Choose Shawston

---



**You often suffer from multiple deliveries to complete your order.**



**You spend time waiting for other stockist “feeder hubs” to deliver to a local branch before it arrives to your site.**



**Your engineers and supervisors are losing valuable time on-site chasing suppliers.**



**Your current supplier uses too many third-party carriers and you are suffering with late/no delivery and inadequate paperwork.**



**Your current supplier neither has the knowledge nor deep stocks of Mechanical Services, Fire Sprinkler and Dry/Wet Riser products.**



**You are fed up speaking to customer service contacts who don’t seem to care. They don’t respect your customer needs and your on-site pressure.**



**Your current supplier cannot deliver your order on time and in full the very next day.**



**You’re being regularly let down by poor customer service.**



**You want to speak to an experienced and dedicated team.**

**OWNING 25  
VEHICLES  
ACROSS 5 DEPOTS  
ALLOWS US TO OFFER**



**NEXT DAY DELIVERY  
NATIONWIDE.**



**LONGSTANDING**  
**CHOICE**  
**RELIABILITY**  
**TEAMWORK**  
**PASSION**  
**NATIONAL**  
**INNOVATIVE**  
**UNMATCHED**

---

# Unrivalled Customer Service

**Shawston is recognised nationally for its unrivalled customer service and multi-market coverage.**

The person you speak to on the phone, the person who picks and packs your order, and the driver who delivers your order to site the next working day are all working together in perfect harmony to provide industry leading unrivalled customer service.



## Pride

Our passion for quality is a shared goal committed to by every employee owner at Shawston. This means delighting our customers daily, with an unrivalled customer service offering that is yet to be matched or beaten. We audit our customer service daily and we achieve 98% satisfaction levels (the industry norm is 85%- based on customer feedback).

## Deep Stocks

We are proud to say that we are the only UK distributor with national depot coverage and deep stocks to service the Mechanical Services, Commercial and Residential Fire Sprinkler and Dry/Wet Riser markets. Deep stocks mean stock on the ground, in the depot where contractors need it to be, not held in a central feeder hub. And we make one delivery to a customer every 90 seconds via our nationwide vehicle fleet.

## We've got you covered

With our unbeatable depth of stock and our unrivalled customer service philosophy, whether your requirements are in Mechanical, Fire or Dry/Wet Riser we've got you covered. One order, one invoice, one delivery, one company – Shawston.

**WE ACHIEVE 98% CUSTOMER SATISFACTION LEVELS**



# Health and Safety Matters

---

## At Shawston, we own safety.

This means as business owners, we put safety at the heart of every decision we make, not only for our colleagues, but also for our customers, for the environment we work in and for all of those affected by our actions.

Collectively, we are committed to safe warehousing and offices for depot and functional teams, safe vehicles and delivery arrangements for our drivers, and high-quality products for our customers.

We are dedicated to a focus of risk reduction through hands-on management, embracing and empowering cultural change and continuing to build on our supply chain relationships. We will always ensure that health and safety is embedded within everything we do.

## Our Health and Safety Focus

1. Manage and **reduce risks** through a controlled management system, fit for purpose policies, and preventative controls and measures.
2. Empowering our people through a cultural shift to take **personal responsibility** for the safety of themselves and their colleagues.
3. **Working collaboratively** with our supply chain and our customers, leading by example and proactively delivering safer environments.



**BY THE END OF 2019 WE ACHIEVED**  
**1 MILLION HOURS LOST TIME INJURY FREE**





#weownsafety





Certified Products



# Quality Assured

**Providing quality assurance to our customers is a fundamental way of life at Shawston, both in the way we operate and the way in which we expect our suppliers to operate.**

We work constantly to benchmark our products and ensure what we are delivering to the customer is consistently of high quality.

We also understand the compliance requirements placed on you by government legislation and principal contractors. The stringent auditing of suppliers within our supply chain ensures most of our products align with BS9001. We can even influence the design of some products. Therefore, all customer feedback is assessed and recommendations are made where necessary to continue to supply market leading products.

And in the event that there is a product quality query, our robust Quality Management Procedure means that we'll rapidly get to the heart of the problem regardless of where in the supply chain it sits. Armed with that knowledge, we can then work with our customers on a swift solution.

## Our Quality Commitments

1. Provide customers with reassurance that we understand our industry and the challenges our customers face.
2. Give assurance the products we supply and manufacture are amongst the best in the world.
3. Audit our supply chain, ensuring they care as much about the end user and the product as we do.
4. Act on feedback and make quick, effective changes to ensure continuous improvement.
5. Investigate all quality disputes and work closely with our suppliers and manufacturers to find the best solution for everyone.

**bsi.**



British Automatic Fire Sprinkler Association  
**bafsa**



**OUR DEEP KNOWLEDGE COMES FROM  
A BROAD BACKGROUND OF YEARS OF  
INDUSTRY EXPERIENCE**

# Acting with Integrity

**Every employee owner at Shawston recognises there is a global imperative to take action to avoid climate breakdown.**

Having already taken steps to reduce our carbon emissions, we are committed to going even further. Our goal is to constantly search for new ways, no matter how small, to help to minimise our carbon footprint and therefore our impact on the environment.

We consistently monitor our supply chain to ensure it complies with our sustainable sourcing agreement, and we make adjustments where necessary to provide quality products to all our customers.

Holding deep stocks at each of our 5 nationwide branches allows us to make regional deliveries rather than using a central feeder hub. This helps to limit the impact of our vehicles on the environment because our deliveries are sent straight from our nearest branch to the customers location. All our goods are delivered on FORS silver accredited vehicles, and we are in the process of upgrading our entire fleet to the very latest Euro 5 emission standards.

## Social and Environmental Commitment

1. Developing new and innovative ways of reducing our carbon impact through the way we deliver services to our customers.
2. Contributing positively to the local communities where we have a branch presence.
3. Creating long term job security and enhanced capital wealth opportunities through our Employee Ownership model.
4. Providing career development opportunities for all, through our dedication to being an employer of choice.



**WE ONLY USE FSC CERTIFIED WOOD IN THE PRODUCTION OF OUR WOOD BLOCKS**



## **Eilidh Brown Respite Home - Glasgow**



*It's not often you get the chance to make a dream come true. So when Shawston were asked to support the Eilidh Brown charity, we just had to help.*

*Shawston are proud to have donated all the CPVC pipe, fittings and bracketry to the Eilidh Brown respite holiday home for young people and their families who are going through, went through or have sadly lost a child to cancer.*

**Forever Shawston**





### Shawston London

Units 8 & 9,  
Hillbottom Road,  
Sands Industrial Estate,  
High Wycombe,  
Bucks HP12 4HS

Tel: 01494 460 910

Email: [London@shawston.co.uk](mailto:London@shawston.co.uk)

### Shawston Birmingham

Bay 1, Block D,  
The Bescot Estate,  
Woden Road West, Wednesbury  
West Midlands WS10 7SG

Tel: 0121 556 3400

Email: [Birmingham@shawston.co.uk](mailto:Birmingham@shawston.co.uk)

### Shawston Manchester

Great Norbury Street,  
Hyde,  
Cheshire SK14 1BW

Tel: 0161 368 4545

Email: [Manchester@shawston.co.uk](mailto:Manchester@shawston.co.uk)

### Shawston Glasgow

Block 1 Unit 4,  
Annick Industrial Estate,  
31 Sandilands Street,  
Shettleston,  
Glasgow G32 OHT

Tel: 0141 778 6975

Email: [Glasgow@shawston.co.uk](mailto:Glasgow@shawston.co.uk)



[www.shawston.co.uk](http://www.shawston.co.uk)