

welcome...



With nearly 40 years in business we have built up a wealth

of experience here at Sharples Group.

The last decade has certainly been fast paced and we are very proud of our team's ability to keep up with the office equipment landscape and ever changing requirements of our customers.

With our people in mind we have concentrated the last 12 months on soft skills development, releasing the potential within our workforce and enhancing our values based culture.

It has also been a year of awards which we hope is seen as substantiation of how we differ from our competitors and we believe that people development is the best way to create the best possible customer experience.

We hope you enjoy this newsletter.

David Griffiths, Director
Sharples Group



Sharples scoops top business award

Sharples Group fought off strong competition from Chester Zoo, Jodrell Bank and others to win the High Sheriff's 2016 award for responsible business practice.

The announcement was made to 400 guests at the High Sheriff of Cheshire's Enterprise Awards at Chester Racecourse. Sharples MD Mark Brocklehurst said: "I'm delighted. This award speaks volumes about us and the way we do business."

Sharples will be celebrating its 40th anniversary next year and we're proud of our track record for responsible and ethical business. We care passionately about our impact on customers, the community, environment and our own staff. Examples of what we have achieved include: raising



£500,000 for North West charities; as a carbon zero accredited company, funding over 680 energy efficient stoves for families in Kenya; supplying two local schools with ground-breaking eco-friendly copiers with erasable toner, so pupils and staff can re-use their paper again and again; continuously investing in staff development up to Masters level.

Some of our efforts hit the headlines, such as when Mark and the Bolton Atlantic Challenge team rowed 3,000 miles across the Atlantic in an open boat to raise £270,000 for charity.

But equally important is the day-to-day ethos of Sharples ensuring that, whoever we touch as a company, they will benefit from the experience.

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Company news

Who's Who in Sharples?

Steve Watson: Service Manager

1. You started with Sharples in February 1996. Does it feel like 20 years or have we kept you busy?

Yes it does, I feel 30 years older but look 40 years older. So in answer to your question, yes you've kept me busy.

2. Is the company a different company to the one you started with all those years ago?

Yes, it's much more modern and forward thinking than it used to be. It's a brilliant company to work for. We have access to training other than just machine maintenance. My personal development has improved massively. We offer many more choices of machines now so it's more interesting for me.

3. What do you like to do when you're not here?

I like to walk Moose my dog, bike riding and spending time in Cumbria where I live. I like doing anything outdoors. I've always been an outdoor person.

4. If you like to go outdoors so much why are you a photocopier engineer?

My mum and dad wouldn't let me be a farmer!

5. If you could tune in your radio whilst driving between jobs what song would you most like to listen to?

I like Rock music so Planet Rock is my station. At the moment, this week I'm listening to a group called The Cadillac Three.



The Cadillac Three are playing at the Rambling Man Fair in Kent this year and as Steve's long-service award, Sharples are funding the weekend for Steve and his wife so they can go and see his favourite band play.

£250k Expansion Plan

Sharples Group is set to expand its warehouse and office in Warrington. Plans have been submitted to extend the current building at Woolston by 50% because of the continuing growth of the company. The new development will cost up to £250,000 and will be used to set up equipment and store recycling machines and toners.

The Woolston site is ideally located, sitting in the middle of three motorway networks, and we have enough land there to cope with our continuing expansion until at least 2020.



Thank you, Steve and Richard

With a staff of just 26, Sharples Group is extremely proud that the average length of service among our team is 13 years.

For us, 'putting principle before profit' means, among other things, constantly investing in our staff's development and well-being. We must be doing something right as nobody wants to leave!

Two colleagues are celebrating their 20-year service milestone this year. Service Manager Steve Watson and Senior Service Engineer Richard Allen have both made a brilliant contribution to the growth and success of Sharples. We are delighted to recognise this with their long service awards.

Steve and Richard work closely together but also share a passion away from Sharples. Both love to get plenty of exercise out in the fresh air. Steve is a keen fell runner and Richard is never off his bike (he's even used it for a service call).

Clearly both have energy to burn. Shows how well we look after them at Sharples!

Company news

Praise Indeed

A big thank you to three of our clients who've taken the time and trouble to commit their praise of Sharples Group to video.

We do a great deal of work in the professional sectors, so it's great that Stephen Attree (Managing Partner, MLP Law), Gary Cook (Partner, Booth Ainsworth Accountants) and Martin Forrest (Director, Gascoigne Halman, Estate Agents) have all been in front of the camera on our behalf, recording their testimonials. **These are now on our website and are also a welcome addition to the Sharples Group YouTube page.**

What our clients
are saying!

A Small Detour

Two of our trusty engineers tried an installation of a different type when their Sharples Group van took a detour from the Snake Pass into a nearby field.

The van was returning from Sheffield when it hit a patch of black ice in the wintry weather, sailed off the road and embedded itself in the verge. **Thankfully, there were no injuries - just two red faces.**



We're the Boss in Bolton

Sharples Group continues to grow with the acquisition of the photocopier division of Boss Office Supplies in Bolton.

Boss wants to concentrate on its core printing and office supplies business. In a letter to customers, Boss' Managing Director Tim Guest said: *"We wanted to find a specialist photocopier provider who has the same customer focused core values as we do. After careful consideration we have chosen Sharples Group. They will deliver the best possible service to you going forward and like us, they are easy to deal with."*



The deal adds 85 customers to Sharples' client base and more potential acquisitions could soon be in the pipeline.

Coaching Culture

by David Griffiths



Like many industries, the world of office technology is complex and constantly changing. It places increasingly tough demands on employees who are required to deliver the best possible service they can at all times.

At Sharples Group we believe that meeting the demands of customers is paramount and in order to achieve optimum performance at all times we began a programme to introduce a coaching culture at the beginning of the 2016.

The Institute of Leadership and Management highlights that coaching is a particularly powerful tool in the modern workplace - one that has proven to be a

highly effective way of developing individual and organisational performance.

The aim of the programme is to improve communication, interpersonal skills, leadership, personal confidence, attitudes and motivation. In delivering the programme we hope that our customers will recognise what we believe to be a raised awareness when dealing with day to day issues and activities, both internal and external to our organisation.

Having completed four months of a 12 month programme we are already seeing the benefits. The feedback from staff so far suggests a happier more collaborative workforce with much improved communication lines.

We will continue to feedback our progress in future newsletters, suffice to say we are now committed to what we believe a very positive way of delivering skills and management development.

In the community



Helping a hero

At the Sharples Group, we're always looking for ways to make a positive impact on our local community. To us, it's a key part of being a responsible business. So when we heard about Adrian Derbyshire from Warrington, and his remarkable one-man campaign to help young people, we knew we had to be involved.

Adrian has been in a wheelchair since 2008 when it was discovered he had an inoperable brain tumour. In the following four years he became a 2 Gold and 3 Silver medal-winning wheelchair fencer and a 2012 Olympic torchbearer. He retired from fencing in 2013 and threw his considerable energies into raising awareness among young people about the dangers of self-harm and hate crime.

Adrian has now established a foundation to further his work and our Financial Director, Aimee Timmins has taken on the role of the foundation's Treasurer, with the support of Sharples. She will help Adrian with the foundation's development and hopefully one day the achievement of his dream, to open a youth centre where counselling will be available in a friendly, informal atmosphere.

Adrian says he's been overwhelmed by the support he's received from Sharples: "It's a breath of fresh air that a local business wants to support an up-and-coming charity."

To find out more about this inspirational man:
<http://www.adrianderbyshire.co.uk>

sharplesgroup

What goes up...

How do you follow nine weeks in an open boat, rowing 3,000 miles across the Atlantic? How about cycling four times the height of Everest?

Yes, Sharples Group's MD Mark Brocklehurst has regained his appetite for physical torment and is taking on the world record for endurance cycling in July, to continue his fund raising quest for Bolton Lads and Girls Club. He will cycle up and down the steep Anglezarke Hill for 72 hours non-stop, that's 339 times, a total of 112,000 feet. Mark aims to raise £50,000 towards Bolton Lads and Girls' youth club project in Westhoughton and is undertaking a rigorous training programme overseen by the University of Bolton, where Mark holds an Honorary Doctorate.

Making the Connection

Sharples Group has received a pat on the back from David Briggs, the Lord-Lieutenant of Cheshire. The Lord-Lieutenant is the driving force behind Cheshire Connect, a scheme that helps local charities and community organisations benefit from the business skills and experience of companies in the county.



Support can come in a variety of forms, from helping with accounts to advising on bid applications. A monthly donation from Sharples is helping to fund a Cheshire Connect coordinator who links companies with charities in need.

Mr. Briggs commented: "I am hugely grateful to Sharples Group. You have enabled us to continue to help all sorts of good causes in the town from Warrington Youth Club to the Warrington Disability Partnership and from Walton Lea to John Holt Cancer Care. In the short time you have been involved with Cheshire Connect you have already made a real difference to some of the organisations which help the most needy people in the town - you are an outstanding example of a great corporate citizen."

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