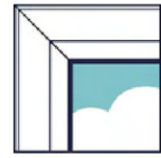


DESSIAN

PROFILE

OCT 2023



Dessian
PVCu Fabricators

INTRODUCTION

Hello everyone – I hope this message finds you and your family in good health. Also, I hope you had a good summer and feel refreshed, ready for a strong end-of-the-year trading season.

It is hard to believe that Christmas will be upon us in such a short period of time. I think it is fair to say 2023 has been challenging, although in a different way from previous years. The 'out of stocks' and labour shortages gave way to high inflation and high interest rates. As a result volume has been depressed, particularly on the 'new build' side of the business, which is more dependent on mortgage rates and availability of credit.

For the balance of the year we expect the market to behave with less volatility than previous years and more in line with the pre-Covid years. In other words, that we will witness a seasonality effect and, as a result, that the volumes in H2 will be higher than H1.

Over the last 6 months we have been busy on a number of fronts. We revamped our IT function by building a new team and made a number of upgrades: new servers, a number of machine upgrades and the implementation of Windows 365 throughout the company. Watch this space, we will have more investment in this area shortly.

We have also partially upgraded our fleet of vans with 4 new units across the business and we finished the installation of our new SV530 corner cleaner.



Another focus of 2023 has been our Health and Safety agenda. We had an external consultant review our practices and, as a result, we had every employee go through a training programme which included "manual handling", "alcohol and drug awareness", "equality and diversity" amongst other training modules. In addition, we improved our transport safety rules in the factory and trained both the Stores and Engineering teams on "working at heights".

As always, we put significant energy behind our Corporate Social Responsibility agenda. In addition to our usual successful activities such as the football match, the summer barbeque and the FIFA competition; this year we had a strong show in the "Hell and Back" extreme challenge assault course with 14 participants from Dessian. I am pleased to say that we raised £2k for "Life after Loss", a local bereavement charity, from this event alone.

I would like to finish by saying, as always, "thank you for your business". We very much appreciate it. Wishing you a fantastic final quarter of the year.

Onwards and upwards!

Jorge

PRODUCTION

Integral gasket now in Fully Reversibles

From 16th October, we introduced integral gaskets on our Fully Reversible windows. This offers greater efficiency in the assembly process by reducing the need to manually install it as well as better performance through increased insulation.

The gaskets are now black (previously grey) and will blend seamlessly into the Total 70 suite of windows.



HEALTH AND SAFETY

Hearing Tests

Our Production staff have recently undergone a comprehensive hearing test, a crucial step when working in a noisy manufacturing environment.

These tests play a pivotal role in ensuring the health and safety of our employees by providing early warnings of hearing loss, as well as indicating the effectiveness of our control measures, e.g. hearing protection.



Onsite safety

We have recently made some significant enhancements to our yard to prioritise onsite safety.

New road markings clearly show pedestrian pathways and designated parking zones for vehicles. We have also installed new mirrors and signage to ensure a safer environment for all users.



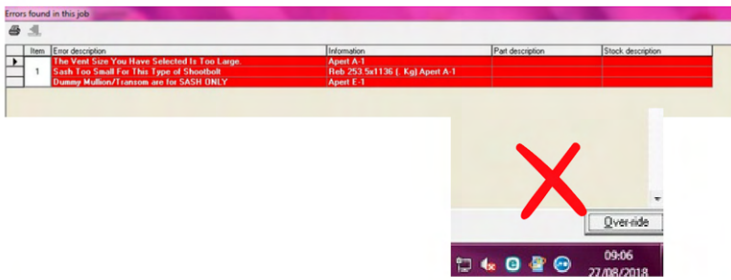
SATELLITE UPDATE

There are a number of Satellite issues we want to remind you about to help improve your ordering process.

Red Messages

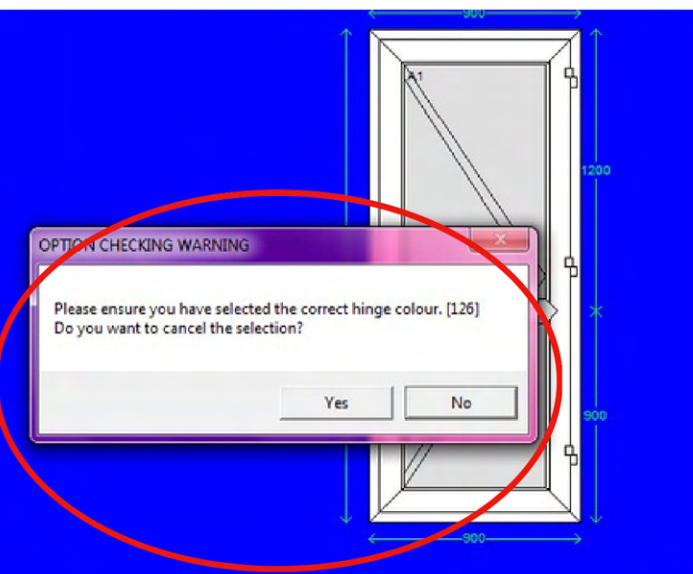
Please be aware if you get a red error message similar to below. You cannot leave items highlighted in red, you must make a new selection to remove it.

PLEASE DO NOT USE THE OVER-RIDE BUTTON TO AVOID THIS.



Hinge on foil on white doors

Please ensure that the correct colour of hinge is selected for an open-out door. Be aware of the message below.



Frames with Dummy Transoms

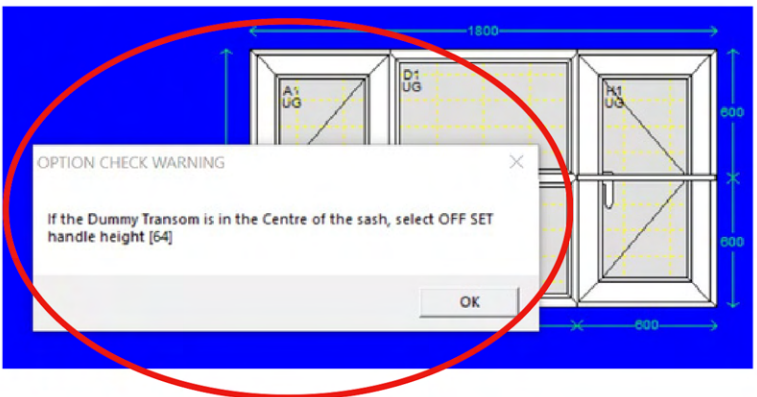
Please note the following updates regarding dummy transoms.

- Dummy transoms should only be put within a sash and not as part of the fixed frame.
- Transoms within a frame must be "structural" and selected as a pre-set design or as part of designing a frame.

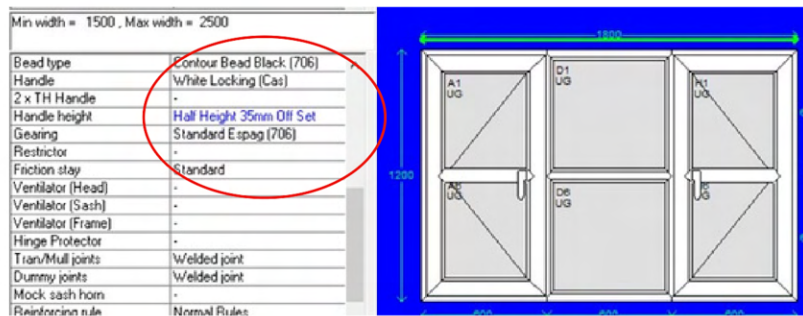
MOST DESIGNS ARE ALREADY SET UP AND CAN BE SELECTED FROM THE DESIGN LIST.

For casements which have a dummy transom in the centre of a sash, ensure to change the handle height to **"half height 35mm offset"** as prompted by the warning shown below.

Before

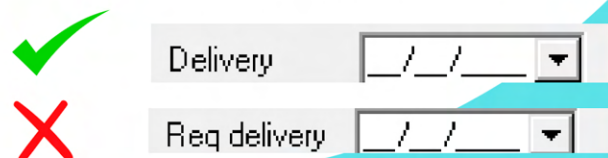


After



Delivery Dates

Please ensure that you complete the **"Delivery"** field rather than **"Required delivery"** otherwise your frames may not be delivered in line with your expectations.



COMPANY UPDATES

Dessian Scotland

Dessian Scotland is incredibly proud to be the window and door supplier for CALA Homes, one of the UK's leading house builders.

With a 40-year history of building quality homes, CALA places emphasis on using top-notch products.

In 2023, Dessian Scotland has supplied uPVC windows and doors for over 250 homes, marking another successful chapter in this partnership.



Queensferry, Scotland

Fax machine defunct

Please note that our fax machine is no longer operational, and we are therefore unable to accept orders via fax.

All of our customers who are affected by this change should have already been contacted.

Orders can now only be received via email or Satellite.



Strengthened IT Team

A new server in Dessian has improved our IT function. With its enhanced performance and reliability, we've experienced faster data processing, greater reliability and improved security.

Elliott Lloyd has been appointed Group IT Coordinator and heads up the team together with William Hewitt and Mac Anderson.

Elliott says "I'm thrilled that Dessian recognises the importance of an efficient, robust, and secure IT solution. This is evident in the significant investment that has recently been provided, not only to refresh the server hardware, but for defence and monitoring solutions also."



Mac Anderson, Elliott Lloyd and William Hewitt

Dates for the diary

Christmas: Closing 22.12.23

New Year: Reopening 02.01.24



Our Customer Service and Transport teams will be in touch to advise on how order cut-offs and deliveries are affected by the holidays.

CORPORATE SOCIAL RESPONSIBILITY

Hell and Back challenge

In June, a number of us took part in "Ireland's toughest assault course", aptly named Hell and Back.

It was a day filled with extreme conditions - hot weather, cold water, mud and more mud! It was gruelling yet incredible, fun and rewarding.



Magda Pyrka, William McGarry, Sarah Drysdale and Michelle Mandipira



Hell and Back team at cheque handover

Despite a few injuries and sore muscles, it was a successful day, with the team raising £2,000 for a local baby bereavement charity, Life After Loss.



Autism NI fundraising

In 2023 we are also supporting a charity called Autism NI, as some of our staff have, or know of, families living with Autism.

Our busy CSR calendar has included our annual football match, an Ice-cream van visit, a FIFA competition and coffee morning as well as an upcoming Christmas raffle. We are on target to raise at least another £1000 for charity.



Paul Irvine and Juan Teiera
Football Match



Lynsey Baird and
Ann O'Brien
Ice Cream Van



Derek Milligan, Bonus Ball Winner



Martin Carville and Ryan Barrow, FIFA Competition

