



**NIGEL SAVORY**  
Chairman of  
The RC Snelling  
Charitable Trust.

↑ Just a small selection of activities

**I AM SURE I, LIKE YOU,** wonder quite how the UK has changed so much in such a short time. Some of it of course is not of our making but is a result of world events. The vicious Brexit process saw people on both sides of the debate taking very entrenched positions and being openly critical and intolerant of those who did not share their views. That was followed by the Covid-19 pandemic which brutally exposed fragilities in every area of society, and now there is a war in Ukraine which has triggered inflation the like of which has not been seen for a generation and in response large rises in interest rates. Each event it seems has made a lasting effect. It is therefore not surprising that people now feel so concerned for themselves. Many large organisations such as Banks have cut costs to serve their shareholders and, in the process, distanced themselves from their customers. Snellings of course is not immune from the effect of these changes, but we have good reason to think we are lucky to be in a better position than many other businesses.

*We have no debt. The Group is self-funding. We own our properties. We pay little outside rent. We have reserves to invest in the Group and help to make it sustainable. We are experts in what we do; we have strong alliances; we represent great brands and have developed more channels to market. Our culture is strong, and we are determined to do the right thing. We have loyal customers and, we have great staff. However, we must never become complacent. Please can I ask each of you to re-read the paper "What we Stand for". This sets out our values of being Professional, Trustworthy and Friendly and what we need to do to achieve each value. If each day, we can think of how we helped a customer or colleague and did something to make a positive impact I know we will continue to do well. Thank you all for your support.*

**Great teams achieve great things.**

**Nigel Savory**  
Chairman, The RC Snelling Charitable Trust.



## TRUSTEES RESPOND QUICKLY TO SUPPLY EMERGENCY FUNDING.

RECENTLY THE TRUSTEES have responded to two requests for emergency funding from local charities. The first came in from The Silver Road Community Centre Food Bank, which is run and organised by local volunteer manager Julie Brociek-Coulton. Julie was asking for emergency funding to keep the food bank running. Responding to the request, Trustee Rowland Cogman said *“the Trustees have supported the Silver Road Community Centre Food Bank in the past, with donations of £1,000 in 2021 and £1,500 in 2022 and clearly there was a need to try to help really quickly. The trustees agreed to give emergency funding of £1,000 to help them keep the food bank going in these difficult times.”*



The second call for emergency funding related to the Phoenix Centre in Mile Cross (an area of Norwich recognised for its deprivation) who had an immediate deficit to clear whilst exploring all avenues to keep the Centre going. The centre plays a crucial role in the local community and hands out free lunches to children who otherwise would not have eaten. The plight of this centre was highlighted in a recent edition of the Evening News newspaper. The trustees agreed to give emergency funding of £2,000 to keep the centre going whilst it seeks a sustainable and viable solution going forward.

↑ 2 local charities helped by emergency grants from the R C Snelling Charitable Trust

Commenting on the Trust’s emergency grant awards, Nigel Savory, Chairman said *“whilst we do have a quarterly Trust meeting which allows all Trustees to collectively review the requests for grants which have come in, in these difficult times we also have to be cognisant of the need to act swiftly when it’s necessary.”* ☺

## Trusts donations having a significant effect

IN THIS EDITION we continue to look at how the grants awarded by Trustees have helped local good causes. A grant given in January to a charity called the Respite Association, which provides Norfolk carers with support, is a typical example of what can be achieved with the grants which are given. John Turner MBE, the charity organiser said *“Your support in January, especially in these most challenging of times, meant so much to us and to the many carers that we have been able to support across Norfolk and I wanted to write and thank you once again, and to update you on how your kindness has made a difference to so many lives.”*

John went on to provide examples of how the carers were helped, including a lady who looks after her 45 year old daughter who has brittle bone disease, and a lady who looks after her elderly Mum who has heart failure, arthritis and a hearing impairment. The few hours of respite the charity can provide is really appreciated by these hard working carers and the Trustees were pleased to have been able to help in this way.

Another charity which was recently helped by the Trust was Happy Days, which is a charity which helps children with profound and multiple learning difficulties to experience the normal things which life has to offer. In December 2022, this charity received a grant of £1,500 from the Trust and Ryan Sinclair, their CEO wrote to explain how the grant had been used.

*“On 5 January, 45 people from Norwich aged between 3 and 17 who all have multiple learning difficulties and many have autism too, watched a show entitled “Snow White”, performed by a visiting theatre company. The show was designed to help with their sensory awareness and to improve their social and communication skills, whilst at the same time giving the children some excitement and fun. This enabled the children to feel a part of the wider community thereby, increasing their social inclusion.”*

After the show the children were encouraged to write and draw pictures to demonstrate what they thought of it, with one youngster describing the show as their ‘best day ever.’



↑ Picture of Happy Days, best day ever



## NEXT YEAR'S AGM AND STAFF EVENT IS LIKELY TO INCLUDE EVENTS IN WHITLINGHAM PARK

**AFTER DISCUSSIONS WITH ALL TRUSTEES** and taking into account the view of staff who felt that after a number of years we should now move away from horse racing, it has been decided to hold the social event of the staff AGM day in Whitlingham Park just outside Norwich. The anticipated date is around 14 – 16 May 2024 and a series of fun events and good wholesome food is being planned so that all our teams can mix and enjoy themselves. There will be some friendly team competitions and games for everyone to enjoy. At the moment the venue for the AGM meeting and presentations is still being decided and it's likely to be in Norwich to make the journey to Whitlingham Park as easy as possible. 🍷

## Meet Paul Giles, Managing Director of Snellings & Gerald Giles.

**TODAY WE LEARN MORE ABOUT PAUL GILES**, the Managing Director of our retail companies. Paul has been in the electrical retail trade all his life, he began helping his father Gerald at weekends when aged 14 and developed a passion for retail, running his own family business for over 30 years.

### Q. How did you come to be involved with Snellings?

**A.** My father Gerald and Roy were lifelong friends and despite being competitors, they frequently socialised after work, so I'd known Roy Snelling all my life. In his older age Roy had found it difficult to find directors with Electrical Retail experience, so in 2010 he contacted me to ask if I'd be interested in running his business and joining Gerald Giles with Snellings. It wasn't a quick or easy decision to give up owning my family business but after many chats with Roy I felt the long friendship between our families made it seem right, plus it would be good for the longer-term future of both businesses and the loyal staff.

### Q. Looking back over your time with us, what do you think is your greatest achievement?

**A.** There are many things, but I feel the most significant was bringing both businesses together in the first place. In addition, the modernisation of systems and procedures along with the introduction of Kitchen

*Appliances and servicing, have been key to our success. The Gerald Giles brand celebrates 75 years this October and I'm very proud to see the continuation of my family's name alongside Snellings.*

### Q. What gives you most pride about what our retail teams do?

**A.** Their excellent customer service. We always look after our customers; this is even more evident when you read our online reviews. Customers write glowing reports about their experiences and many mention our staff by name. This outstanding personal service makes us stand out in today's retail world and I'm very proud of our staff and the way they uphold our longstanding trusted reputation.

### Q. Given the recent growth of online retailing, do you think we still have a future in owning shops?

**A.** Yes, there will always be a place for shops, provided you keep them engaging, informative and interesting places to visit, but I believe shop numbers will decline, with only the progressive ones surviving. Today's customer journey is complicated, we call it omni-channel, some customers visit our shops, then return home and buy from our website. Others browse our website before they come in-store, preferring to see the product for real before they make their purchase. Many products can only be really appreciated in the flesh, this is particularly true with Televisions and the more expensive products we sell. If we have an attractive high street presence and a good website, we are more likely to succeed.

### Q. If you had your time again, what would you have done differently?

**A.** Nothing really, although I probably wish I'd worked slightly less hours and had

*more family time, family businesses tend to be a twenty-four-seven job so it's difficult to switch off. It's easy to look back and wish you'd done different things, but it's no-good having regrets about the past, it's learning from mistakes and using those lessons in the future that's important.*

### Q. What do you do when you're not working?

**A.** My wife Michele tells me I'm always working! .... but I enjoy most sports, especially Tennis. I've been playing since I was 6 and at school took part in the junior finals at Queens Club. I still play Tennis every week, it helps to keep me fit and clears my mind too! I follow Norwich City attending home games with my mother and my son Luke, it's not always a good result for Norwich but great to spend time with family and enjoy the atmosphere at the same time. My wife and I love the coast whether it's North Norfolk, Spain or Jersey and enjoy our long walks on the beach, whatever the weather! 🍷



Paul and Michele after a weekly tennis session.

## ***Bicycle, bicycle, I want to ride my bicycle, I want to ride my bike!***

RECENTLY MANY OF OUR COLLEAGUES undertook gruelling cycle rides in order to raise funds for their chosen charities and below are the details of two of the most recent events.

Toby Wise, CEO of SBS rode over 60 miles in the Norwich 60, 2023 cycling event to raise funds for Big C. Overall Toby raised £1,442 doing his cycle ride. *"The ride went very well, so well in fact that I beat my personal best times in 70 of the 95 segments of the race,"* said Toby. *"Big C is a charity which is close to my heart because of my Dad and I'd like to thank all of the people, including my colleagues and Trustees, who helped me raise this money."* Toby took just 3 hours 47 minutes to complete the ride at an average speed of 16 miles per hour. Well done Toby! The Trust will match fund the amount raised, meaning that Toby will have raised a total of £2,884. 🍷



## **Snellings, Gerald Giles and SBS all turn up for the Tour De Broads 2023 cycling event.**

THE ANNUAL TOUR DE BROADS cycle event is a regular on the charity cycle ride circuit. *"It's the largest cycling sportive event in our area,"* said Mark Gook, Trustee. *"It was great to get as many people from all of the companies together as we did and I'd like to also thank all those who also donated on our Just Giving Page. Almost 60 people supported us on line. We raised over £1,718 and we are very pleased that the Trust will match fund what we have all raised. So a total of £3,437 will be donated to our staff nominated charity, It's On The Ball. Thanks also to Shani Crews who was our main organiser."* 🍷



## **SBS FC star in football Cup competition at Carrow Road.**

RECENTLY, THE NEWLY FORMED SBS FC football team entered the local charity cup, playing against 6 other local football teams. The venue was Carrow Road, home of Championship and former Premier League club Norwich City, and the ground where not that long ago Norwich beat the mighty Manchester City. But it wasn't to be a repeat of those giant killing moments this time round as despite their best efforts, the SBS team were knocked out in the group stages. *"It was a great event to be involved with,"* explained head trainer Alex Weston. *"It was obvious to see that some teams play very regularly and I think next time we will have a practice session first, but it was a great team building event and we all enjoyed taking part."* 🍷



↑ After the first get together of the SBS service team, directors and senior sales team members met up to celebrate a very successful event at Canary Wharf.

Everyone wishes many congratulations and best wishes to Toby and Bev on their recent marriage!

