



NIGEL SAVORY
Chairman of
The RC Snelling
Charitable Trust.

During the pandemic, Snellings, Gerald Giles and SBS continue to be successful.

Our Values and “our determination to do the right thing” are guiding us through these difficult times.

MY LAST ARTICLE flagged up the changing world that we were just entering into as a result of Coronavirus. I said that:

“We were lucky to have invested in great people; new technology; and top brands

*Our customers would continue to want/ need our products
We needed to be flexible by using our resources wisely,
redeploying people to where the demand is greatest; and that
We should not forget to help those in need in our community”*

On the Retail side of our business our web sales have mushroomed, and we now have a proper e-business. Our sales have grown from pre COVID levels of £30K pcm to nearly £200K pcm. All this was achieved by using sales staff, who were unable to serve our customers as normal, to pick and pack products from our shop in Ber Street, Norwich which was closed at the time. The products included Miele consumables, Kitchen Aid appliances and Dyson products. We have gained many new customers and the feedback has been that they have not only found the products they wanted but that they also enjoyed our super Snellings service. Now that the stores are open, we are in the process of moving our web-based business to our Norwich warehouse where I am sure that it will continue to grow and be a major contributor to our retail business. Special thanks go to Paul Giles, Tracy

Martin, Alex Martinez, Mark Gook, Phil Canessa, Joanne Collins and Dan Taylor.

At SBS we have also been able to move the business forward. In this edition you can read about another top international award; gaining a place on the Northern East Universities Purchasing Consortium which will help us win further work in the HE Sector; and re-engineer our processes to enable us to improve both Service and Maintenance. SBS have renewed service agreements with Abcam, The University of Westminster and WPP in Amsterdam.

I would like to thank our senior teams who have guided us through these unprecedented times and made sure that our premises; working procedures; and environment were COVID safe. Special mention must also go to the aid that the Government has given us over this period through the Coronavirus Job Retention Scheme, rates relief and retail cash grants. This helped us deal with the economic burden whilst we had to shut our premises and send some staff home. As a result, we were able to retain our excellent staff, who through no fault of their own had to be furloughed, and we have now been able to bring most of them back full time.

Things have been difficult in the Charitable Sector where demand for services is high and funding is stretched. There are people right on our doorstep who are sadly falling through the support net. The Trustees have been proactive in trying to help these people. In April we donated £6,000 to the Soul Foundation a Charity that currently provide 45,000 meals to 5,000 families per week.

I believe that our Values and “our determination to do the right thing” are guiding us through these difficult times. I thank all our staff for their support and dedication; it shines through in these dark times.

Nigel Savory

↓ Rowland modelling one of the new face coverings.

TRUST FACE COVERINGS KEEPING EVERYONE SAFE: A SIGN OF THE TIMES.

AS WE CAME OUT OF LOCKDOWN, one of the Government recommendations was that we should wear face coverings in enclosed spaces where the 2 metre social distancing guidelines would be difficult to enforce. Obviously there are all sorts of face coverings, from the medical variety to designer labels. Now, the Trust has its own branded face coverings, made by local company Dandis.

"All staff, Trustees and museum volunteers have been given two masks each, with a choice of black, white or one of each", explained Rowland. "In these very changed times where the new normal behaviour is to think about our protection and the protection of others, these face coverings are an added part of our support to our teams and continues our desire to support the local community whilst keeping staff safe". 📌



THE LATEST SET OF ACCOUNTS SHOWS THE TRUST IS IN GOOD SHAPE.

EACH YEAR THE TRUSTEES ARE REQUIRED to prepare a set of accounts and lodge these with the Charity Commission. "The accounts give a view of the state of the health of the Charitable Trust as well as confirming the details of the donations which have been awarded and how this compares to the previous year", explained Rowland Cogman who is the Trustee who works on the preparation of the accounts with our accountants.

"The trust currently has assets of £11.76 million, and last year 72 good causes were awarded a total of £122, 830, another year when total sums exceeded £100,000. The amount of awards ranged from quite small amounts, like the £250 for the handicapped Children's Action Group to much larger amounts for example the £10,000 given to the Norfolk Community Foundation", said Rowland. "The range of donations given by the Trustees has helped a lot of communities and the people they serve across a wide range of social activities. As expected during the difficulties of lockdown and the effect of the pandemic, a number of awards were given to organisations which helped vulnerable people during lockdown and this was given a priority". 📌

MEET THE TRUSTEE – TOBY!

THIS IS THE SECOND PART of our "meet the Trustees" sessions, following the request from the staff workshops to know more about the Trustees.

TODAY, WE LOOK AT TOBY WISE, THE CEO OF SBS.

When customers and suppliers first arrived at the Snellings retail showroom on Laundry Lane, Blofield in the late 1980's, they would have driven past a row of satellite dishes, something which many people had never seen before. It was a clear statement that you were about to enter a very modern and forward thinking business. Once in the showroom, there was a fabulous display of all the channels you could watch on satellite TV, compared to the 4 channels which had existed until then on terrestrial TV. The man responsible for supplying those satellite dishes was Toby!

"I joined Snelling as an engineer in 1989. In the early part of 2000's I set up Snelling AV under R C Snelling Investments and this later became SBS in 2004.

I hold an HNC in electronic engineering and I gained an HND in computing and a postgraduate Diploma in Management whilst with Snelling. I have worked with technology for my entire career, much of which has been spent with Snelling, building SBS from its humble beginnings to the rapidly growing business it is today.

As a trustee I have an interest in the whole Snelling group, not just SBS and having experience with both sides of our business has been fascinating, I retain a real passion for both technology and customer service. "Doing the right thing" is core to our Trust and businesses, it is a fantastic way to work and manage too. Being a trustee enables me to ensure this ethic will continue long into the future.

Outside of work I love to travel, cycle, swim, scuba dive and spend time with my family who love to explore too. 2 of my grown up children live in Australia, so it's always lovely when I can get out there to see them. The scuba diving there is also pretty good too". 📌



Photo of Toby and Jasmine, one of his daughters in Australia

A BIG THANK YOU FROM NORFOLK FAMILY CARERS- THE IMPACT OF AN R. C. SNELLINGS CHARITABLE TRUST DONATION.



AT EACH MEETING THE TRUSTEES review each of the requests for charitable support which have been requested. Those which are deemed appropriate and which appeal to the Trustees are supported as much as possible. Sometimes we get to hear from the charities and good causes we support. This can range from

a simple email of thanks or indeed a full report of how the contribution has helped the charity or the people who have asked for support.

"We gave the Norfolk Family Carers a donation of £2,000 and we recently had a full report from them of how the funds we had gifted them had been used and just how important our donation was to the young carers who do such valuable support work in their own families", said Rowland.

Norfolk Family Carers look to support young carers who are aged between 5 and 18 and who are affected by a family member who is suffering from things like a physical disability, a long term illness or a sensory impairment or a mental health condition.

"Our grant helped 70 young people who are carers for adults and other family members to attend regular group activities which help them to cope with the challenges they have at home. During lockdown in March, the regular fortnightly meetings became Zoom meetings and activity packs containing quizzes, games, colouring and competition ideas were sent out regularly to help keep spirits high. Especially vulnerable young carers and families had weekly welfare calls to make sure they had the emotional and practical support they needed in these especially difficult times. The note from Chloe, aged 10 says it all". ☺



CHLOE AGED 10

'I am a young carer and help care and support my mum who has mental health difficulties and hearing loss. I also support my brother who has special needs. I love going to our young carers group and have lots of fun, I take part in activities, games and crafts. it gives me a chance to have some time just for me with others that understand'

The new Trust video is now available for everyone to view.



ONE OF THE THINGS which came from the staff workshops which were held last year was that we wanted a mechanism to show people what the Trust is all about and what it stands for. Using Rob from Oneonone Communications,

we were able to put together a really modern and informative video which shows everyone what the Trust is about and it stars some of our own colleagues and Trustees who give a valuable insight.

"In an era when so many people look at quick, informative videos on places like Youtube and WhatsApp to give them more detail and knowledge, this video brings the Trust right up to date", said Rowland. "It's available on people's PC's, tablets and phones so we can reach them wherever they are. It shows the background of the Trust, the values we live by and the most valuable part is that these values are explained and demonstrated by our colleagues", explained Rowland. ☺

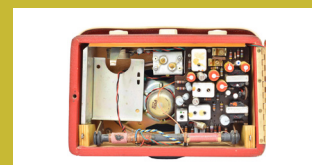
To view the video on your phone, just scan the QR code.



An example of how an item is displayed in the virtual museum. A Roberts radio, inside and out! ➔



← Philip Buttinger, the Trustee looking after the Museum.



Museum update.

CONTINUAL PROGRESS has been made with the Museum collection after the Trustees pledged to offer more financial support. Overseeing the museum project is Trustee Philip Buttinger.

"Our volunteers have started to return and are steadily repairing some of the exhibits. They all went through their return to work Covid-19 training before coming back. Currently 4 of our 6 volunteers are back with us and we are very appreciative of their activities. The website is up and running and working well and we are getting feedback that people are enjoying the easy search mechanisms. We are getting 3 or 4 postings every week. However we are unfortunately not immune from the effects of Covid and this has caused the cancellation of 2 museum events this year: the Science Week at the Forum in Norwich and the Brundall Historical Society meeting." ☺



CHRIS BURROUGHS JOINS AS SBS SERVICE ACCOUNT MANAGER.

IT'S A BIG SNELLING'S WELCOME TO CHRIS, who joins us with a wealth of AV service management experience having worked for The Ministry of Defence, Barclays and Electrosonic

in the past. Chris will head up our service function at SBS. This is a senior role and an important one for the profitability of SBS. It's good to have you with us Chris! 🍷



GERALD GILES WELCOMES SHANI.

Shani Crews has joined Gerald Giles in an additional support role, which will free up some of the administration work for Mark Gook and the sales team at Gerald Giles. So, welcome to the Snellings / Gerald Giles team, Shani. 🍷

2 SBS TEAM MEMBERS WIN CLIENT COMMENDATIONS FOR THEIR DILIGENT WORK.

TWO SIGNIFICANT CLIENTS made special commendations of the support they had received from 2 key SBS colleagues.

Mike Banach was highly commended for all of his support work for the Institute of Engineering and Technology (IET), having helped them in their Savoy Place headquarters in London. Przemek Bartnik was also highly commended for his support work with ABCAM, the world's largest producer of protein research agents and antibodies, based in Cambridge.

Toby Wise, CEO of SBS said that all of the SBS board and colleagues were proud of the exceptional service shown by both Mike and Przemek. 🍷



Przemek Bartnik



Mike Banach

NATASHA USES LOCKDOWN TO PASS A MAJOR EXAM IN THE AAT (ACCOUNTANT'S) QUALIFICATION.

SBS'S NATASHA (TASH) BIGGINS has recently re-started her AAT qualifications Level 4 study, and with exams already passed she is aiming to qualify in December.

"The final AAT qualification is an advanced accountant's qualification, with experienced AAT qualified accountant Technicians being able to undertake similar tasks to Chartered Accountants, and it is a qualification which is greatly respected in the accountancy industry", explained SBS CEO, Toby. 🍷



Natasha Biggins aiming for her AAT final exams in December.