



↑ A selection of the activities of the companies



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

"I planned to delay writing my forward until we had all learned more about the new Prime Minister's proposals to help with energy bills this winter as I felt that this could make such an impact upon the economy and in turn our trading prospects. Almost immediately we all received the sad news of the Queen's sudden death at Balmoral and I feel I have to respond to that first. The Queen pledged her life to duty and her dedication and devotion never wavered over the seventy years she reigned. Even in the last days of her life she was at work accepting the resignation of Boris Johnson and asking Liz Truss to become our next Prime Minister and to form a new Government. The Queen has been ever present throughout our lives and now that she is no longer with us, we can reflect on her remarkable life and fully understand what she has done for us. The Queen has been one of this country's greatest Monarch and will be sadly missed by us all. The Queen's coronation in 1953 was the first ceremony to be broadcast on television and was the catalyst for Roy's resolve to start his own business a few years later, so unknowingly to the Queen, she was pivotal to Snelling's nascence. This is just an example of how

she touched us all in one way or another. "Thank you and God Bless you, your Majesty". Throughout this Summer inflation has been rising driven by war in Ukraine and the eyewatering increase in energy prices as gas supplies to Europe were cut off. The prospect was one of poverty and dramatic cuts in disposable incomes. It is therefore with relief that the Government announced an Energy Price Guarantee to support households and business. From 1st October a typical UK household will now have to pay up to an average £2,500 a year for energy over the next two years. They say that this will save the average household at least £1,000 a year based on current energy prices and that this is in addition to the £400 energy bills discount for all households.

This is very good news for us as we were beginning to see consumer spending and confidence falling. The next two years are not going to be easy, but they will not be catastrophic. We have financial reserves, and we hold a long-term view for our businesses, both of which will help to see us through these turbulent times. That said, and as the Queen has demonstrated, it is people who can do extraordinary things and I am therefore hugely grateful that at Snellings we have got a tremendous team who can make a positive impact. "

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



## OUR NEW EMPLOYEE ELECTED TRUSTEE, MARK GOOK, ANSWERS A FEW QUESTIONS!

**IN MAY, MARK WAS SUCCESSFUL IN BEING ELECTED** as our new trustee, taking over from the excellent work undertaken by Colin Jacobs, who had held the post for the last 10 years. First of all, "Congratulations" from all the Trustees, Mark! Mark attended his first Trustees meeting on 22 June and below we give more insights to Mark and take a look at what he hopes to achieve during his term of 3 years in office. We asked Mark some questions to find out more about him and here are his answers. Can you tell us a little more about you.

**Q.** Are you a Norfolk lad and do you have any family?

**A.** I am a 'Norfolk Lad' not that I like to shout about it! I was born in the old Norwich Hospital. My Mother and Father were also local Norfolk people. I am the youngest in the family with an older Sister and Brother.

**Q.** When did you start working at Snellings and how have you progressed?

**A.** I started working for the company when I was just 16, fresh out of school, only 24

years ago! After a brief break from the company where I pursued a different career, I re-joined in 2008 as a Sales Executive. I have then spent the last 14 years gaining experience and developing my skills with the help of the company and the experienced teams I work with to ultimately become Sales Manager for the business working across our 3 locations.

**Q.** Why did you want to become our new Employee Elected Trustee? It's quite hard work isn't it?

**A.** I wanted to become our new Employee Trustee as I wanted to get involved, and understand more about the good work our charity does for the local community. Also, after everything that Covid threw at us, and how this affected people/staff throughout the country, I felt I could complete the Specific Duties relating to the role of Employee Trustee, acting as a bridge between staff and trustees. It is still very much early days but so far, I have very much enjoyed being involved and wouldn't describe something you enjoy as hard work.

**Q.** What plans have you got to draw the teams from the retail businesses and SBS together more?

**A.** I have been looking at ways we can run and encourage participation in a wide range of fun group fundraising events to support the staff charity, these are very much at the brainstorming & planning stage currently, I have had some great ideas from the team as well. As well as fundraising events I plan to arrange regular social events open to all locations to which I really hope everyone gets involved.

**Q.** Tell us what you do outside of work.

**A.** Outside work I like to relax with family and friends, family is hugely important to me, and I try and spend as much time with



Mark and his partner with their dogs out on the beach.

them as possible. I Facetime my father every night. I also obviously love to spend time out with my partner and dogs. I love nothing more than an evening walk along the beach with them. Whilst I currently don't have my own motorbike, I do enjoy a ride around the coastline with my father on his.

**Q.** And finally tell us a fact about you that most people wouldn't know!!

**A.** Now that is a difficult question! I think of myself as an open book, so I am going to struggle to answer this! I like to cook; I probably think I am better at it than I really am! When I initially left school, I had enrolled in a hospitality and catering course at city college as I wanted to be a chef, however, I changed my mind at the last moment and found employment at Gerald Giles and here I am today! 🍷

## The outputs of the 2022 Trustees Away Day.

**THE TRUSTEES HELD AN AWAY DAY TO DISCUSS KEY ASPECTS** of the operating businesses, which needed time for detailed discussions.

Amongst other agenda items, the Trustees discussed the warehouse facilities we will need for our retail business and our needs for the future as we develop our online business, as well as the development of the Museum.

The Trust Deed (the document which governs how the Trust is structured and run), was updated. Michelle Jarrold was formally appointed as a new independent Trustee and is also joining the new retail board as a non executive director.

Paul Giles was appointed as a Trustee due to his position as Managing Director, although Paul has always been involved in the Trustees meetings in the past.

There was also a discussion about the impact and usefulness of bonuses and our remuneration strategy for the future.

Speaking about the Trustees Away day, Chairman Nigel said "it's very useful to be able to have the time to discuss the larger issues the Trust might face in the future and to make sure everyone has a say and is involved in the longer term, strategic thinking which is necessary to keep the Trust in good shape. I'd like to thank each of the Trustees for giving not only their time but also for their active participation". 🍷

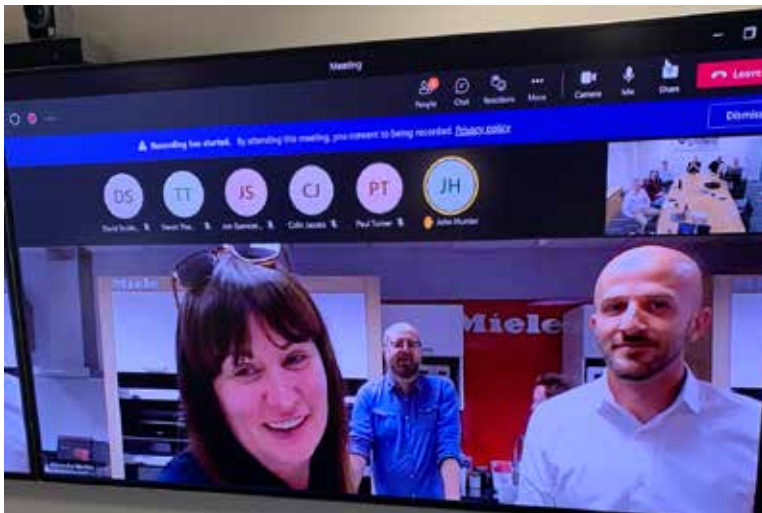
**NEXT YEARS TRUSTEE AWAY DAY IS ALREADY IN THE DIARY - 18 APRIL 2023**



Michelle and Paul, who both became new Trustees.



**Over £1,000 raised for Wings4Warriors, our staff nominated charity.**



**ON 8 SEPTEMBER**, Mark Gook and Alex Weston organised a staff and families raffle for the 4 x 30 minute pleasure flights offered up by Wings4Warriors. All staff were invited to purchase tickets for each of the flights which are worth about £250 each, in order to raise funds for this year's nominated staff charity. Mark and Alex organised the ticket sales in advance of the live draw. Tris Boler was the first name out of the champagne bucket, followed by one of Toby's family who had bought tickets. Next was Shani Crews and the final ticket was drawn out for David Ruschbrooke. Over £590 was raised by family and staff, which will be matched funded by the Trust, taking the total to over £1,000. It's a great effort and Mark and Alex would like to thank everyone who helped by purchasing tickets. Mark also announced that there would be further fundraising, fun activities later on in the year. Congratulations to all the winners and we hope you enjoy your flights. ☺

## THE SNELLINGS COMMUNITY KITCHEN IN DITCHINGHAM VILLAGE HALL IS NOW OPEN!

**LOCAL CHARITIES CONTINUE TO BENEFIT** from the grants for the Trust and whilst virtually all of the charitable causes acknowledge our grants, some go further and show us how they have used the money we have given them.

A recent example is the request from Ditchingham Village Hall, who were building an extension to the village hall which would benefit local pre-school children and the wider community. They asked us to help provide funds for a kitchen, and the Trustees awarded £3,000 to help them. Rowland sent them their funds in April and in July, the project was completed. "The kitchen is complete and looks amazing", said Laura Myatt, from the team at Ditchingham who worked hard on this community project. "We are so proud of it and thank you for your support – we wouldn't be where we are without it". ☺



## Trust Accounts completed for the last year show £226,000 of grants given out last year.

**ROWLAND COGMAN IS THE TRUSTEE WHO IS RESPONSIBLE** for co-ordinating the annual financial statements of the Trust and filing them in accordance with the various legislation the Trust is bound by. Whilst the accounts include the position of our finances as at our year end, they also show the details of the 89 charitable good causes we supported, where our grants were made and how much was given. "As always, the grant giving from the Trust covers a wide range of charities and local good causes, all within a 30 mile radius of Blofeld", explained Rowland. "There are a few larger donations to local charities like the Norfolk Churches Trust, Norfolk Community Foundation and the Norfolk branch of Macmillan, right down to donations of £250 to organisations like the Friends of Acle St Edmunds CoE Primary School".

As far as our finances are concerned we remain in a very healthy position with a net asset total on the balance sheet of £12.4m as at the end of our financial year. ☺

## PENSIONS

**AT A RECENT TRUSTEES MEETING** the issue of employee pensions was raised and discussed. Rowland has put out an email to all staff letting them know that the Trustees are looking to ask a specialist pension company to review our scheme and to look at hosting a number of staff workshops, so that this very important issue is handled well and our staff know what they can do to effect any changes they wish to make. "Whilst it's not a subject many people think much about until they are close to retirement, the changes staff can make to their pension funds can be something which is very valuable in later life", said Rowland who is steering the review of the specialist company. ☺



## ***Phil is promoted to head up our bespoke kitchens business.***

**THE RETAIL BUSINESS HAS** invested a considerable amount of resource and energy into producing a complementary, bespoke fitted kitchen business, including building example kitchens instore. Although it has started well, difficulties with attracting the right staff and the effect of Covid on this type of business, where home visits are an essential part of the process, has meant that we have not yet made the most of this opportunity. Recently Phil Canessa, previously a top sales exec at Gerald Giles, has been promoted to the role of heading up our kitchen business. Speaking about his new role, Phil said *“Kitchen design is something I have had an interest in for some time. When my journey with Snellings/Gerald Giles began, Kitchen design was at the forefront of our discussions and I’m glad to finally be given the opportunity. We’ve already seen the potential based on past projects and customer demand seems to be extremely high. With the revenue and profit we can generate (and have generated in a short space of time), I’m confident this area of our business can flourish. I have the support behind me to truly make this a success so I’m looking forward to taking on the challenge and in turn, cement our place within the Kitchen industry.”* We are adding a new supplier Der Kries to our range and also planning to create a kitchen display in our Gerald Giles Norwich city centre store. **We all wish Phil all the best in his new role!** 🍷

## ***Gerald Giles is highlighted in local newspaper report for helping people cope with the extreme weather.***

**THE RECENT HEATWAVE** and drought conditions has enabled our stores to concentrate on helping customers cope with what many find to be difficult living conditions. *“Most of us are not used to continued spells of very hot weather, which also makes it difficult to sleep at night so we used this as an opportunity to help people cope,”* explained Tracy Martin, our Ecommerce & Marketing Director. *“So it was good that our local newspaper contacted us to enable us to demonstrate how we are helping our customers to control the air in their living spaces, whilst these exceptional conditions persist. The Dyson air purifier was a good seller and we sold over 60 of them in the first quarter at a price of £499 each. In fact they were our top online selling line”* 🍷



## ***Queen’s Jubilee created good promotional display opportunity for our stores.***

**WHILST MOST OF US** in the UK & Commonwealth were enjoying some additional days off to celebrate the 75th anniversary of the coronation of HM The Queen, it also created an opportunity to showcase some good product promotions. Many manufacturers produced special ranges and promotions and the stores and website fully embraced these. However, we were all saddened to hear of the death of our Queen on 8 September, just a short time after her Jubilee 🍷



Here are the team tucking in!

## Queen's Jubilee produced a good opportunity to enjoy pizzas and to later reflect on the Queen's sense of fun and adventure

THE RECENT QUEEN'S JUBILEE created an opportunity to have an office get together in Wymondham as we celebrated the life and reign of HM The Queen. 🍷

## Lilac ladies enjoy a cookery demonstration at Snellings

A LILAC LADIES afternoon tea event was held at Snellings kitchen showrooms, which included a cookery demonstration. 30 ladies attended and it was a very successful event with over £1,000 raised for the Cancer Charity as well as introducing some new customers to Snellings. 🍷



## TEAM GET-TOGETHER A BIG SUCCESS AT SBS

THE LEAD UP TO the final quarter of the year proved a good opportunity for a team outing and so a dinner was held. "It's always good to get our team together, especially since some of our team are working in locations a long way from our Wymondham office", explained Toby. 🍷

## Trust sponsored UEA students enjoy their graduation ceremony.

AS PART OF OUR commitment to the wider community, the Trust supports students who would not normally be able to attend university. Recently, Toby Wise a Trustee was invited to the graduation ceremony for 2 of the students we have funded at the University of East Anglia. "The graduation ceremony was a really uplifting event with the UEA recognising all of their host sponsors. It was really good to see just what our funding had enabled two bright, young people to achieve and to know that their life outcomes will be so much improved because of the help they have had from the Trust," said Toby. Accepting their degrees were Prince Reid, who was awarded a Bachelor of Science degree in Business Studies and Chloe Evans, who was awarded a Bachelor of Science degree in Computer Science. As well as the UEA sponsorship, SBS offer a £5k annual funding support for one student which is supported by Panasonic, and the Trust also has ongoing support for 2 apprentices at Norwich City College as well as a new involvement with University Technical College. 🍷



## SBS carbon neutral plan nearing completion.

SBS HAS GIVEN A COMMITMENT to achieving net zero emissions by 2050, so a strategy to reduce the company's carbon footprint and help mitigate the risks we all suffer from the effect of global climate change is being developed. "It all starts off with a complete measure of the baseline of the emissions which we produce," explained Pauline Sandell, SBS's chief operating officer and director. "We looked at 2019 as our base line and used the measures set by the Net Carbon Negative website to determine our current outputs. We are doing everything in compliance with the formal certification for carbon footprint PAS 2060." 🍷