

Win For Thermoseal at the G Awards

At the Glass and Glazing Industry's G18 event at the Hilton on Park Lane on 30th November, the Thermoseal Group team were presented with 'Customer Care Initiative of the Year'.

2017-18 has seen the installation of a new order tracking and delivery system at Thermoseal Group which is the final stage of its 5-year plan to achieve paperless sales order processing and a system which, as well as doing its bit for the environment, ensures a first-

class service to customers.

The Group's MD Gwain Paterson said: "Winning this award is testament to the great team of people we have at Thermoseal Group both involved in the implementation of the systems and processes we have in place to enhance our service, and of course all those involved in making sure we deliver on our promises to customers. From



production to account management and administration, all of our teams are a 100% focussed on offering best in class service. **i**

Screwing Down The Carbon Footprint



Window and door sector fastener specialist Rapierstar has is reducing the environmental impact of its operations at its Star Business Park HQ, warehouse and distribution centre in Cheshire.

Better management of waste water has been prioritised with the installation of three new water treatment plants, which will turn waste water from the complex into drinking quality water for release into a nearby brook. An additional new oil capture tank that recycles brown water for further treatment from the large car parking area has also been installed. Inside the building, Rapierstar has installed a dynamic lighting solution throughout its warehouse and packing area. This has provided an energy saving of over 90%, by operating at only a

sub 10% background lighting level before responding immediately to any vehicular or personnel movement and switching to full luminaire level.

Packaging now utilises recycled packing chipings in all customer orders, helping to reduce reliance on new packaging materials.

Staff are already getting involved in car sharing and, for those who live locally, cycling to work is being actively encouraged.

Rapierstar has ensured that drivers of 100% electric vehicles – visitors and staff – can now charge up whilst on site with the installation of a new rapid charging point. This has also enabled the company to add a plug in electric vehicle to its fleet. Picture: Rapierstar's Star Business Park HQ, warehouse and distribution centre. **i**

New Faces At Renolit



Renolit Cramlington has made two key appointments to its Exterior UK & Ireland team. Alex Callan (pictured right) joins as business manager and John Gray (pictured left) joins as account manager.

These are important roles within the company states Sales Director Mark McDonagh: "Alex and John will be at the forefront of customer account management within the UK and Ireland for Renolit's exterior business."

Alex has 25 years account management experience within the construction and automotive industries. John has a strong background in technical sales within the industrial automation sector. With the relevance and depth of experience, they will provide an unrivalled support to the UK & Irish markets. [i](#)

G18 Win for FENSA Members



It was a double celebration for FENSA at the G18 Awards with two members winning the Installer of the Year and the Installation of the Year awards.

The Window Company (Contracts) Ltd, were first to celebrate as they took to the stage to accept the Installer of the Year award from Anda Gregory, Managing Director of FENSA who commented:

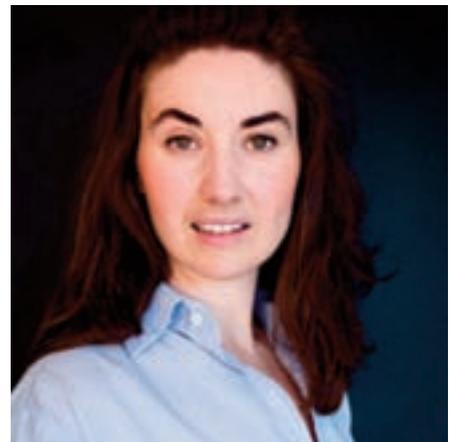
"I am delighted for The Window Company to win this award. It is most deserved as they lead by example with high quality installations and professional customer service."

Monarch Home Improvements (North East) (pictured) won the Installation of the Year award which was voted the best by homeowners from their feedback. [i](#)

BoingBoing Group Appointment

The Boing Boing Group has strengthened its Executive Management team with the appointment of Amy Jansen, as Projects & Marketing Manager.

Gary Morton, CEO, explains: "Amy is a trained opera singer with a background in project management, Amy certainly brings a fresh outlook to the business and is a great addition to the group's Executive Management team. Having initially joined CentralRPL in a part time capacity, managing our customer's service calls, Amy's natural ability to organise and solve problems quickly revolutionised this area of the business. We are delighted that she has now joined us in a more senior full-time role, to lead the marketing function and other projects we have planned, such as the FIT Show. [i](#)



Year on Year Sales Increase

Freefoam has reported a strong increase in year-on-year sales. The company says its impressive performance is down to an innovative product range and a policy of working closely with customers to help them grow.

Commercial Director at the company, Colin St. John explains: "Our mission is to help customers grow and achieve success. It's how we operate our business. Freefoam

has a clear stockist-only policy and provides them with the products, service, technical, commercial and marketing support to help customers build profitable businesses.

"We've made #HelpingCustomersGrow our official policy because it's what we have always done, and it works. Our customers continue to outperform their markets, and when they grow, we grow. That's true in the UK and in France, Ireland and other countries in the EU. [i](#)



G18 Win For Deceuninck



Deceuninck has won the G18 'Product of the Year' award with Linktrusion technology. This is the second year running Deceuninck has scooped the top prize for product innovation at the prestigious G-Awards.

Linktrusion is a completely new, patented composite technology that combines pultruded glass fibre with PVC-U in Deceuninck's 5000 composite system. Windows and doors made with Linktrusion are light and strong with slim sightlines and outstanding thermal performance.

MD Rob McGlennon explains: "Linktrusion is a real innovation and it is already making a big impact in the commercial sector. Our 5000 window and doors with Linktrusion combine outstanding performance with a flush, contemporary appearance that specifiers love." [i](#)

Getting Ready For FIT 2019



DGCOS has announced that it will be exhibiting at the 2019 FIT Show.

Founder Tony Pickup says: "We're hoping to host a special guest appearance at the show, when we introduce the new celebrity face of DGCOS to the market, in person. We're keeping this a secret for now, but all will be revealed very soon. We'll also have on the stand some examples of our exceptional marketing support – support that really does help close sales.

"While we'll be having some fun at the show, the serious message behind what we do will always come first. With 35 years' industry experience, we understand that homeowners want transparency and peace of mind that they can trust the companies who are working in their homes. With 35 years' industry experience, we understand that homeowners want transparency and peace of mind that they can trust the companies who are working in their homes. [i](#)