

# Life in Motion

YOUR HEPCO NEWSLETTER

SPRING  
2018

## A strong start for another busy year

**W**ith unprecedented sales growth since 2016 (14% in 2016 and 13% in 2017), the first quarter of 2018 has started with significant pressure for all staff.

Order intake has continued to grow at a similar rate to previous years, but shipped orders are up by just 7%. With the order book now at record levels, we have found it difficult to keep up with demand.

All staff throughout the business are extremely busy, and late deliveries have increased. It has been a frantic period with customers, and our own people under pressure.

However, the company is committed to providing the resources to support the growth. Articles later in this issue cover the investments in new staff to help with demand. In addition, unprecedented levels of investment in new equipment and machines will help us to increase output and the quality of our products.

We also continue to invest in our markets. We are enjoying particularly strong sales growth in China, Spain, Israel and Singapore as well as continuing positive

trading in most of our branch markets. We are adding to our sales teams in China, Spain and Korea.

Business at HepcoAutomation is also growing rapidly. We recruited two new engineers at the start of the year, and have now taken a huge order for a gantry system and associated automation, which alone is bigger than our whole turnover last year.

To accommodate this and other work, HepcoAutomation is relocating to new premises three times the size of our existing factory, to the north of Telford. This will provide a much better environment for building systems and developing the business for the long term.

Thank you, all, for your continued hard work.

**Peter Fanshawe, Managing Director**



## HepcoMotion expands in India

**W**e are extremely pleased to welcome our new partner into the Hepco group – HepcoMotion India. Founded by Assam Bearings (our former Indian distributor) with Hepco's support, HepcoMotion India has been established to serve the growing automation needs of one of the world's most exciting economies. As the world's eighth largest economy, with GDP growth of 7% in 2017, it will absolutely become

a key market for Hepco. We believe we have found the right partner to represent us.

Located in Delhi, Assam Bearings (part of the RBS Group) is a family run business with a turnover of around £25m. Within the group, a highly diverse skill-set includes general bearing and linear guide distribution, die casting, powder coating, sheet metal working and assembly line production.

The group run TATA Teas, the largest and most efficient tea packing plant in India, build low cost electric rickshaws and also harvest mangoes from their 100 acres' orchard!

We welcome Hepco India into the Hepco family and look forward to a long and successful partnership.

**Giles Forster, Chairman**

L-R: Sanjay Saboo – Managing Director; Nishant Tandon – Sales Head, Assam Bearings; Sourav Kumar Bera – Sales Head, Hepco India and Himanshu Sharma – Senior Customer Service Engineer.



# TEAM UPDATE

## Manufacturing managerial appointments

There have been key changes to our Manufacturing teams both here at Tiverton HQ and at BPC, Braintree.

Kevin Peters, Operations Manager, joined BPC on the 1st of March, bringing with him a wealth of operational leadership and experience. Kevin is responsible for the day-to-day operations; including environment, health & safety, production and quality.



Also at BPC, David Ford moves into the new role of Technical Manager, with responsibility for all things design, technical and engineering.

David and Kevin (L-R)

These changes are important in strengthening our focus at BPC in areas where we have been somewhat under resourced in recent years as the business has expanded.

To deal with manufacturing capacity issues, increasing V-bearing production is crucial. We look forward to working with Kevin, David and the teams to develop and further improve our performance.



Here at Tiverton HQ, Steve Ball (left) also joined on the 1st of March as Group Quality Manager, bringing with him many years of quality management experienced within the bearing industry.

He will be responsible for Group Quality performance, including ISO systems and internal quality across all functions and sites.

Best wishes to David, Kevin and Steve in their new roles.

## Welcome, Willkommen and 환영 – Hepco starters from January to May

**Tiverton HQ:** Peter Sabilo – People Prime; Thomas Perry – Production Planning Engineer; Morgan Beckley and Paul Stone – Housekeepers; Dane Chapman – Maintenance Engineer; Tobias Larkworthy – Technical Sales/Applications Engineer; Loretta Kaysworth – Administration Assistant; Dean Cottrell – Materials Handler; Jonathan Rudd – Design Engineer; Darren Davey, Valentine Ngwenya, Stephen Ingledew, Lukasz Miecznikowski and Zach Campbell – Cell Machinists.

**Hepco Korea** saw the recruitment of Sol-Eun Lee – Factory Operative (pictured left) and Yeong-Jun Lee – Technical Sales Engineer (pictured right).



New members to the **BPC** team are Allister Goldsmith and Rafal Mach – Grinding Operators; Dean Sargent and Stephen Caton – Setters/Operators; Jonathan Burr – Trainee Production Controller; Mark Newman – Stores Assistant; Keith Fullbrook – Assembly Operative; Jane Lock – Cleaner/Janitor and Zsolt Kovacs – Warehouse & Factory Assistant.

At **Hepco Germany** we welcome Katja Braun – Administration Assistant; Jan Grau – Technical Sales Engineer and Sonja Lardeau – Public Relations Officer (pictured right).



We wish you all a very big  
Welcome to the Hepco family!

## Share your stories

Do you have a story to tell that you would like to share with your colleagues? Perhaps you are raising money for a charity or there is a special holiday celebration in your home country that you would like mentioned. Please email [lifeinmotion@hepcotion.com](mailto:lifeinmotion@hepcotion.com) or contact Sue in Marketing.

## Feedback

We welcome your feedback and ideas. Connect with us by email or speak to Sue. All suggestions are considered.



# MANUFACTURING UPDATE

## Teamwork is crucial – Barry Engstrom, Manufacturing

Managing through another quarter of record customer demand has been challenging. However, this is the situation we face, and in many ways it's a nice problem to have.

Plans are in place to take us forward and the record investment or 'Cavalry' I mentioned in Autumn 2017 has arrived in Tiverton. The Robo4 drilling machine and Hedelius 2 entered production this Spring. The Sigma 2 grinding machine is not far away from being operational, with the Auto Blackfast process also in the pipeline.

At BPC, we have started running the Hembrug Lathe across three shifts. Additional capacity is still to arrive with the Studer 2 grinder, BG40 Inner race grinder and the Auto Assembly process. To improve customer satisfaction, we have extended our lead



Hedelius2's February arrival



Barry being interviewed by the BBC last year

times. We have also increased our material purchases to alleviate the extended lead times seen from our suppliers.

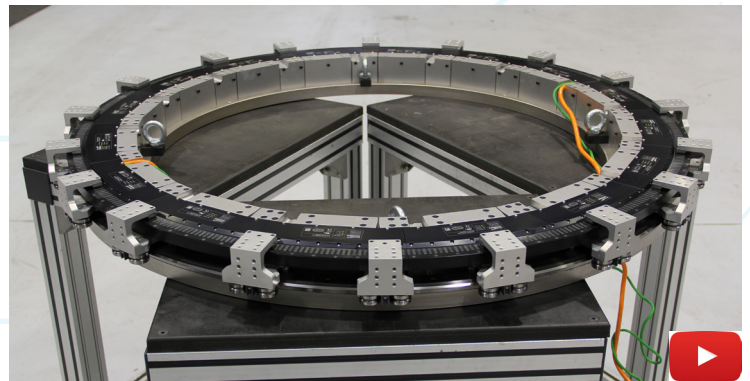
Communication during this challenging time is very important and everyone will 'keep talking' and share key information as soon as risks to customer orders are known. The earlier Sales are informed, the better the chances of managing customer expectations.

Everyone will continue to work together, building on the wonderful team we have around us; to maximise output, increase stock and recover customer satisfaction, all of which is so important to us as a company.

I look forward to working with each one of you; I know we will come out the other side of this difficult time a lot stronger.

## Continuing to innovate

Hepco recently produced the longest DTS2 system. The 11.5m system has an impressive 94 carriages, indexing every 0.6 seconds. It was bought by Continental in China and is being used for the automated assembly of liquid level sensors within the automotive industry.



Also of interest is our first Ring GFX system, bought for an Italian cosmetics application, for the packaging of lipsticks. This is the first application where Beckhoff's XTS motor system has been combined with a PRT2 ring as part of Hepco's GFX offering.



# MEET TECH SALES

In this issue we meet Hepco's Technical Sales team based at Tiverton HQ.



Pictured from left to right are Angelo, Jason, Ethan, Neil, Stuart, Toby, Gordon, Kate, Jodie, Julian and Andrew.

With a restructure over the last year, the team is now significantly larger, ensuring that we can offer technical support to our customers – an area which is becoming more important as we see growth in gantries, track systems and GFX.

Jason Cox leads the team, with Stuart Hill on hand to assist.

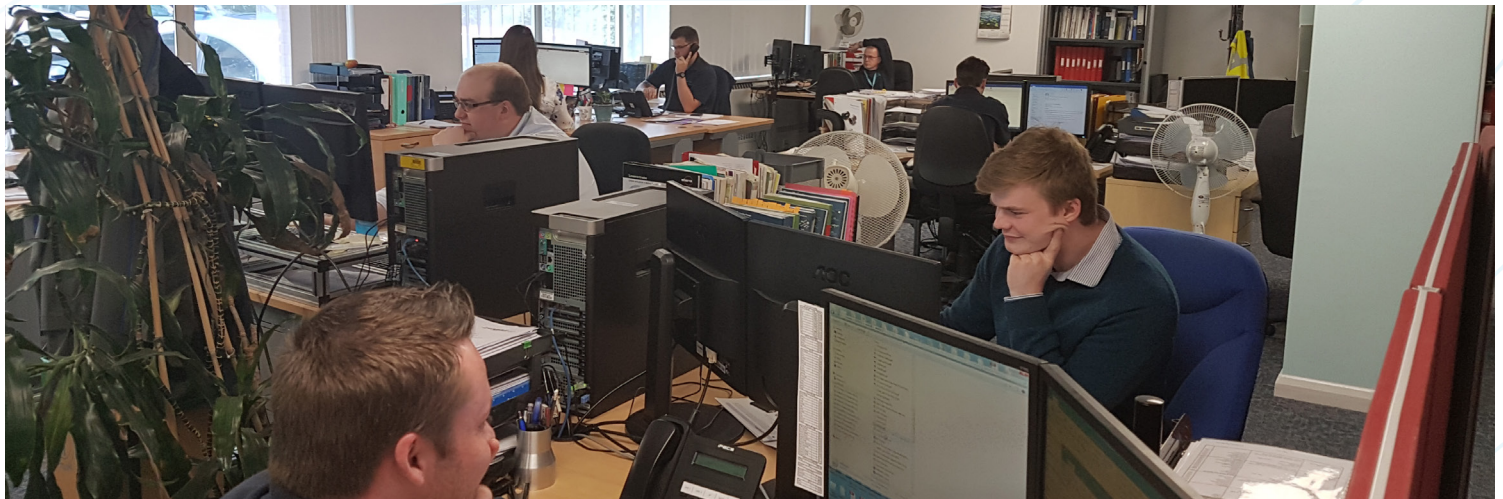
The Ancillary Products (AP) team has joined the original Tech Sales team to form one technical team.

Julian Welsh, Jodie Hill, Andrew Chapple and Kate Harwood were part of the original Tech Sales team.

Gordon Archibald and Neil Jones joined from the original AP team. Gordon is responsible for supporting key products, including Zimm and Winkel. Dom Pendry who was part of the AP team moved on to the UK Field Sales team.

Additional recruits are Angelo Areington-Eyres, who moved from the Production team, and Ethan Pavey, originally from the Production Control team.

New to the team and to Hepco is Toby Larkworthy, who joins us from Kingston University, London, where he completed his Masters in Aerospace and Astronautical Engineering.





# HAPPILY RETIRED

Peter Davies, Production Control Manager at Hepco HQ, retired at the end of March after 25 years service.

In January 1993 when Peter joined Hepco, John Major was Prime Minister and Bill Clinton President of the US. A gallon of petrol cost £2.33, Jurassic Park, Mrs Doubtfire and Sleepless in Seattle were popular films. The World Wide Web was developed, mobile technology began and Dyson sold its first bagless vacuum cleaner.

Barry Engstrom, Manufacturing Director, on behalf of all staff, wished Peter a long and happy retirement. He thanked him for his service to the company and the legacy of a solid manufacturing and planning team.



Peter, taken some years ago



Peter will be missed, not only for his perseverance, professionalism and reliability, but also for his quirky observations: 'It wasn't like this when I was in the desert', 'It's all part of life's rich tapestry', 'What's up with ya man?' and 'Come on, be more cavalier'.

On his last day in the office Peter thanked everyone for their kind messages and gifts.

Peter on his last day

## ALL ABOUT DATA

As of 25 May new data protection regulations came into force across Europe. The change brings outdated personal data rules up to speed within an increasingly digital era.

To support this, the Hepco Data Protection Team was formed to prepare and implement these regulations across the group.

We have compiled a list of do's and don'ts on how to protect personal data on a day to day basis:



### DO

- ✓ Use passwords to encrypt files, mobile phones and workstations
- ✓ Lock your workstation when you are not at your desk
- ✓ Keep all personal data locked away in a secure cabinet
- ✓ Lock your office door (if you have one)
- ✓ Operate a clear desk policy
- ✓ Log off shared network PCs (Dining Room, Conference Room, etc.)
- ✓ Always liaise with the Data Protection Team via email at [dataprotection@hepcotion.com](mailto:dataprotection@hepcotion.com) if you have a query

### DON'T

- ✗ Share passwords or send unprotected files containing data
- ✗ Divulge information on your colleague's whereabouts (sickness, holiday, etc.)
- ✗ Leave confidential documents on desks containing special category data (for example return to work forms, sick notes, accident forms, change of address, etc.)
- ✗ Keep data that is not necessary or no longer purposeful on the basis of 'just in case'
- ✗ Keep duplicate copies of files
- ✗ Panic – if in doubt apply logic and don't forget we are here to help you

# IN MEMORIAM

## Glyn Jones

In August 2017 we were saddened to hear of the untimely passing of Glyn Jones, one of our longest serving Sales Engineers.

Glyn joined Hepco in 1990, and was our most senior Salesman until his retirement in 2008.

He was the consummate sales professional, an absolute gentleman and well-liked and respected by all who knew him.

Glyn's life revolved around his wife Sue and family, but even after his retirement he remained very much a Hepco man. Many people from the company attended his funeral.

He will be sadly missed by all that knew him.



Pictured are Dapper (left) and Nigel Cooke – Engineering Supervisor.

## Phil 'Dapper' Geen

February 2018 saw the sad passing of Phil 'Dapper' Geen, a skilled turner by trade with nearly 20 years of service, commencing with Hepco Power Transmissions in 1996 as a Multi Skilled Machine Operator. Before he moved on in 2015, Dapper worked in both Job Shop and the Ring Production Cell at Tiverton HQ. Dapper was instrumental in supporting the successful growth of our ring and track systems.

A keen golfer, with his colleagues Greg Newman and Nigel Cooke, his involvement was key in keeping a Hepco team in the North Devon 20/20 cricket league. His colleagues and friends will fondly remember Dapper.

In his memory, Robin Fouracre, along with fellow Job Shop retiree, Greg Newman, completed the seven mile Hospiscare Men's Walk in Exeter on the 17th of March.

In testament to his popularity, friendly nature and larger than life character, his funeral was well attended by colleagues past and present.

He will be missed by all.

Greg (left) and Robin (middle) are pictured at the Finish of the Hospiscare Men's Walk on an icy day in March.





# ALL WELL DOWN UNDER

Chris Rees, Hepco's Sales Director from 1999 to 2015, popped into Tiverton HQ for a quick catch up in May.

After retiring, Chris and his wife Lynn moved to Little Mountain in the Sunshine Coast region of Australia, where they are very happy spending time with their grandchildren.

Chris has also been volunteering with his local round table group, and is involved in a project to assist socially deprived young people in the community.

He has just purchased a canoe to enjoy a paddle in the local creeks. He did consider stand up paddle boarding, but with a genuine risk of shark attacks if you fall in, decided to stick with canoeing.

Chris, it's wonderful to hear that your new life "Down Under" is going so well.

We wish you and your family all the best for the future!



Chris pictured on his recent visit

## OUT OF THE OFFICE

### Apprentices recognised at national Awards

Hepco's Calum Hutcheon and BPC's Jamie Matthew went head-to-head with other regional winners from across the UK at the EEF Future Manufacturing Awards held in January in London.

Congratulations to Calum, pictured on the left, for achieving the Highly Commended award and to Jamie, on the right, for achieving the Rising Star award.

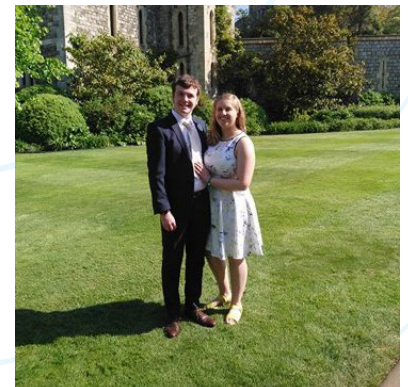


### Toby invited to Royal Wedding

Engineering Apprentice, Toby Cowan, was nominated by Exeter College, where he is enrolled, to attend the Royal Wedding of His Royal Highness Prince Harry with Meghan Markle, which took place on 19 May.

Toby was one of 1,200 members of the public invited, and said: "My friends and family thought I was kidding at first, but when the actual invite came, they believed me".

Toby's girlfriend, Izzy, was delighted about the invitation, and accompanied him on the day.



Toby and Izzy at Windsor Castle

### More wedding bells...



We would like to wish John Ellison of the Technical Prime team at BPC and his bride-to-be, Chelsea, all the best on their special day on Friday, the 1st of June.

Here's to a long and happy life together!

# OUT OF THE OFFICE

## Alec runs London Marathon

We are all very proud of Alec Dick, UK Sales Engineer, who ran the Virgin London Marathon on Sunday, 22 April.



Alec raised life saving funds for the UK's leading cancer charity for children and young people, CLIC Sargent.

He doubled his fundraising target and says a massive thank you to everyone who donated.

Finishing the 26.2 miles in a time of four hours, 33 minutes and 19 seconds, on officially the hottest London Marathon on record, was no mean feat.

**YOUNG LIVES  
vs CANCER**  
CLIC SARGENT

## Grizzly 2018

The Grizzly is renowned as covering one of the toughest going terrains for runners, attracting participants to Seaton, Devon, from all over Europe each year, in March.

Stuart Hill – Tech Sales Supervisor, Shaun Hudd – Purchasing Manager, Kit Adams – Purchasing Assistant, Jeremy Turner – Programme Manager and Ethan Pavey – Tech Sales Engineer, all took part this year.

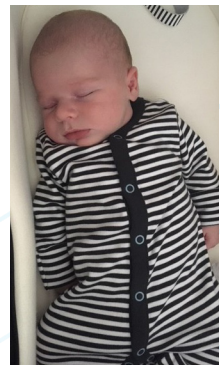
Due to a snow blizzard, the usual 20 mile route was shortened to nine miles. The runners still found it very challenging, but thoroughly enjoyed it.



## The Hepco baby boom

Congratulations to our three ladies; Holly Cottrell, Sammy Goff and Shaunnah Green, based in the Customer Service team at Hepco HQ who are all recent proud Mums.

Sleeping peacefully on the left is Holly's bundle of joy, Sonny. On the right are Shaunnah's little girl, Chloe, and Sammy's little boy, Elliott.



Chloe

Elliott

Amy and Gary Ruby, Project Engineer, were delighted to welcome in to the world a baby boy, James Anthony (left), born in January, weighing 7 lb and 8 oz. Congratulations to Mum and Dad!

Congratulations also to Katie Fraser, R & D Design Assistant, and hubby, Andy, who are recent proud parents to a little girl, Rosina.

Jade Sorrow, Administrator at HepcoAutomation, is a proud mum to Arthur, born in April. Congratulations to Jade and her partner, Daniel.



We would also like to congratulate Shanna and Thorsten Pfau, our German Sales Manager, on the birth of their little girl, Violetta, on 6 May. Violetta, right, weighed almost 8 lbs on arrival. Baby, Mum and Dad are all doing well!

## Jon shines in panto

In January, Jon Barnard, Apprentice Toolmaker at BPC took part in a pantomime to raise money for a local amateur dramatic group based in Silver End, near Braintree.

Jon played a leading role as Prince Ferdinand in Snow White and the Seven Dwarfs.

