

THE Connector

ENTER THE NEW DECADE

Sir Peter Wall
Non-Exec Chairman
FGP Systems,
FGP Lufton & RSC



The 'twenty tens' are behind us and we are braving a new decade. The last ten years have brought some massive changes – the advent of social media, the rise of China, and the power of US technology companies like Apple, Amazon, and Google; and for UK of course, eventually, Brexit. Some things haven't moved as much – the world economy has been pretty flat and Weymouth FC and now Yeovil Town FC are still playing exciting football!

And what about the FGP, Lufton and the mighty Ramp? Each of our companies is in a very different situation than it was a decade ago. Back then testing market conditions and various internal factors such as cash flow posed threats to our turnover and profitability, and in some cases to our very survival. Relief arrived in 2015 in the form of the Cyrus investment fund. That allowed each business to reset, adapt to evolving customer needs, and grow, before Cyrus was itself wound up.

Our investors are now taking an even more direct interest in each of our businesses,

which we appreciate, and we are fortunate to have Sandy Dunn as a Board member. We are maturing towards a single 'Aerospace Group', in effect a tight family of companies that allows us to be more effective, more efficient, more profitable and hence more resilient. This progress has underpinned the very significant investment we have seen in the past 2 years, especially into new machinery and equipment.

The recent past has had its political and economic challenges for the UK and we can be extremely proud of our current situation and what has been achieved. This is, of course, testament to the professionalism and hard work from everybody in our highly experienced workforce who consistently deliver such fine products and services to our customers. For that, the Board and the senior leadership of the business owe you all our sincere gratitude.

As we take on the next ten years we will feel the winds of change from the recent General Election. These should be pretty

positive: the Government has a strong mandate to complete Brexit and set a new course which will, we hope, be supportive of business. We all have a role to play in seizing the opportunities that should flow from some new-found confidence in Britain and British engineering, that is so dear to our hearts.

In our Group we will be looking hard at how we develop stronger relationships with a wider range of customers, and the potential to diversify into new sectors such as the electrification of propulsion and actuation systems across aircraft platforms. Improving productivity will be an ongoing quest, and we will consider more automation and the potential for robotic solutions. We are developing a new strategy for the next 3-5 years to bring these strands together, which we will share with you in due course.

The quality and commitment of our workforce is our key advantage. The emphasis on broadening all of our professional capabilities, such as the ongoing Cell Leader programme, will grow as we look to develop the way we operate. We must become more adaptive to shifting situations - we can expect even more change in this decade than we saw in the last in every aspect of what we do.

We can be certain that plenty of challenges lie ahead, and also plenty of opportunities; we are well prepared for both. Provided we remain a cohesive and collaborative Group committed to the pursuit of excellence we have every reason to enjoy the decade that lies ahead. Good luck!



THE IMPORTANCE OF SOCIAL MEDIA

Verity Pitman - Customer Account Manager, FGP Lufton

Social media is so prevalent in our 21st century lives that it's hard to believe that Facebook was only founded in 2004.

With so many platforms, trends and influencers it's very hard to keep up with the constantly evolving digital landscape.

Did you know 3.725 billion people use social media? Which equates to about 42% of the entire population?

A study in 2019 by Emarketer showed, 90.4% of Millennials, 77.5% of Generation X & 48.2% of Baby Boomers are active social media users.

Did you know the average individual spends 3hrs 22minutes on social networks and messaging every day?

73% of marketers believe social media marketing has been "somewhat effective"

or "very effective" for their business.

54% of customers use social media to research products.

Did you know that 78% of small businesses use social media to attract new customer's?

Did you know that one post that has 5 shares and the page has 100 followers, on average reaches 5000 people? Do you know 5000 people? How about putting 5000 people together and find out the amount of people that have a connection to the type of industry or sector you are



posting about, and what opportunities can potentially come of that?

Social media will become integral to our business, to promote both our brand and capability to our customers of the future.

NEW COMPRESSOR INSTALL AT FGP SYSTEMS

Simon Griffiths-Hughes
Director of Engineering,
FGP Systems & FGP Lufton

The modern machine shop is now totally dependant on a continuous high quality pneumatic air supply, guaranteeing machine up time and quality deliveries to our customer base, it was necessary to turn our thoughts to our current compressors in the second half of 2019.

With one compressor at the end of its usable life and the second not having sufficient capacity to support our current demand, we started a data logging process within the company. The process was designed to monitor the volume of air consumed across the business, covering all shift patterns currently operated including weekend running and automated machinery. This process would enable us to base line current usage and future proof the air capacity required for the factory to operate with additional machinery going forward. The data collected allowed the business to tender for replacement compressors armed with all the relevant information at hand.

Kaeser had a proven track record at FGP as they supplied the current solution, which have performed faultlessly over the lifetime of their product, achieving outstanding uptime, serviceability and quiet running capability.

The business selected two replacement CSD105T Kaeser compressors, supplied by AEP Compressed Air Technologies Ltd.

Along with the new compressors we also had some challenges, we had to allow for an increased footprint, which meant the extension of the compressor room and a re-organisation of the area. AEP were on site in December to start the five day site installation. The project progressed well with new pipework and commissioning completed within the quoted time frame, leading to no loss of working within the factory.

The new equipment is both energy efficient and quieter, using the latest factory 4 technology which includes heat recovery capability. The systems is now able to redirect the excess heat back into the factory during the winter months. To further reduce waste within group one of the existing compressors was removed from site and rehoused at

RSC in Yeovil as a back up system for the business.

A big thankyou to AEP, FGP Maintenance team and all involved in this latest installation.

Great team work and communication culminating in zero lost hours production.



HUMAN QUALITIES

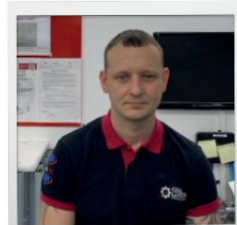
If success was free everyone would have it!

Derek Smith
Operations Director, RSC

I would like to take this opportunity to share with you some Human Traits that I believe are a quality second to none. Examples of which I have experienced both in the workplace and in personal life, these have been a Pleasure to have been part of and shows the strengths we have to succeed.

Hard Work-Determination-Resilience.

Martin Evans joined Ramp in 2003 having left his previous employment due to no career path, Martin was still unsure what he wanted to do, but opportunities were there for the taking as we expanded. I could see



Martin Evans

qualities in Martin that I liked, and felt he certainly had the correct attitude to invest time and energy in. In the beginning sometimes you aren't ready to handle the success and responsibility that comes with it, but earning it with sweat and sacrifices prepare you. Martin was extremely conscientious, a quality that would be

needed if he was to progress in Surface Coatings. Martin had zero experience and had to start from scratch.

His determination to increase his Skill set and get the highest level of Job satisfaction through achievement has always been commendable. Years of Training and hands on experience have paid off. It has not always been easy, Martin is always the 'Guinea Pig' when it comes to New Processes, we work together and deal with the highs and lows of New Process conformity and his resilience always pays off and we achieve our Goals in the end. Hard work has always shone through and 17 years down the line Martin is now a Valued Senior Member of RSC, and one of our Key Cell Leaders. Martin now uses his Skills to train and pass on to other members of the team.

A real success story for us and Him!

Outside of work my experience with my Daughter shows that even at 57 I can be overwhelmed by peoples Determination-Hard work and Resilience, Poppy followed her dreams to play professional football in America and after season one the heart breaking news came through that

she had snapped her cruciate ligaments. Poppy used the qualities mentioned to come back against all odds and play

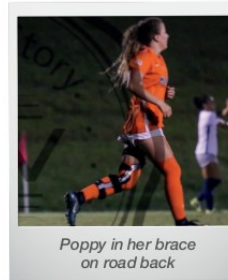
competitively within 7 months, unfortunately 18 months later she sustained the exact same injury, Sept 19. I was heartbroken for her, I believed her dreams were truly shattered !!,

But no, she was not to be beaten, back she comes again, hard work following surgery in the gym, coupled with her resilience to not give up is amazing, and her determination to be back on

the field is amazing her coach and medical team, (Photo: Poppy in her Brace on road back)

The more you focus on your goals and take action connected with them the more doors you will open, the more life will give you to get closer to your aspirations. The best measure in Life is Progress, nothing else brings more results on a consistent basis than Hard work.

I am proud to have been part of both of these life experiences, and proud of the individuals, as James Bond says **'Never say Never Again.'**



Poppy in her brace on road back

VITAL PARTS

Derek Smith - Operations Director, RSC

RSC are pleased to announce their approval for the Process of Surface Coating on Vital Parts for Leonardo Helicopters.

This is another important inclusion in our Armoury of capabilities that we are building to support our Customer Base.

Vital Parts are sometimes classed as 'Flight Safety Critical', these are Products that would cause a major incident if they were to fail in flight. Our Companies approval for this activity demonstrates the highest level of quality and Control which we currently demonstrate at RSC.



Set out in the approval are Vital, Critical, Category F and Flight Safety parts all of which we will hope to see processed at Site over the coming months.. These High Integrity Components or assemblies are controlled by Stringent process and all parts are covered by a frozen operation. These cannot be altered or re-sequenced on the routing and therefore are usually dictated to one supplier.

All Parts are clearly identifiable on Process through RSC, through coloured Route cards to ensure it is clearly distinguishable from standard orders.

All new orders are subject to First Off Inspection by qualified Inspection Personnel, with in process inspection carried out by Self Certification. Final Inspection is carried out at 100% dimensionally and visually with all Coating requirement inspection included and recorded, the Route Card is also finally Inspected to ensure conformity.

RSC are confident that now we have Leonardo on board we can now use this to venture into New Supply Chains.

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TRAINING CENTRE NEWS

“ **We do take pride in what we make** ”

Andrew Johnson - Apprentice Supervisor, FGP Systems Ltd.

A few months in and our 1st year apprentices get the opportunity to display and discuss the parts they have produced. Members of the Senior management team and Cell leads came to the training school to discuss, advise, observe and praise their efforts so far.

It is enormously important that our apprentices have no fear of management or the shop floor environment, the ability to chat about their experience with managers and Cell leads from all aspects of our business is invaluable in helping them develop and grow in confidence.

So what's it all about?

Certainly within Engineering we are our harshest critic and nobody is as hard on ourselves as we are. Unfortunately, the negative bias we have about ourselves turns into a habit and soon enough, constantly criticising the way we are becomes so natural that we don't even realise we're doing it. Being validated by our managers is a big step in feeling accepted but maybe sometimes we may feel a bit threatened, we may have started a new test piece or moved to a new machine and don't feel fully settled yet or perhaps something in your personal life is affecting our performance at work. As a manager we can encourage thoughtful reflection, whether

it's time to conduct appraisals or simply listening and offering positive reinforcement.

Do you value constructive criticism, or do you resist its power?

In Bob Goff's recent best seller, *Everybody Always*, he tells a story of what can happen when you resist constructive criticism.

As a young man, he owned a second hand truck. When he went back home, his father reminded him to change the oil in the truck. Every time Bob visited, his father gave the reminder, knowing that Bob wasn't so good at keeping up with details.

Yet every time Bob heard his father's reminder, his spirit rebelled against the good instruction and he chose to ignore it. He wanted to prove that he no longer needed his father's advice. But he paid a price for not following the correction.

Eventually, the truck stopped working because Bob never changed the oil in it. He didn't take care of the truck and reaped the costly consequences. Now he admits he should have listened to his father all along. (www.devotableapp.com/daily-devotion-the-value-of-constructive-criticism/)

Christian Field discussing with Gary Northway (Head of Quality) the rigors of producing report sheets for every component produced.



Ben Harding discussing with Nigel Pitman (Managing Director) the merits of producing batch work.

Scott Greaney explaining how he achieves a medium Knurl to Yvonne Mullen (Financial Controller).



So far so good, with a selection of parts complete ready for assessment.

And Remember...

Praise makes you feel good. Critique makes you better.

ADDITIONS TO THE TEAM



The group would like to give a warm welcome to the 5 new additions to the team this quarter. I am sure you will all join me in wishing them well in their new roles and congratulate them on their successful applications. So, welcome:

Sam Pascal
Machinist
FGP Systems

Shaun Lampett
Masking & Treatments
Operator RSC

Kieran Fry
Machinist
FGP Lufton

Kevin Boyland
Machinist
FGP Lufton

David Wakelin
Machine & Facilities
Maintenance Engineer
FGP Lufton

CELL LEADER TRAINING PROGRAMME



Kerry Weaver - Personal Development Manager, FGP Systems

The Cell Leader training programme started in July 2019 to help prepare our existing Cell Leaders for their crucial contributions to the success of the business. Cell Leaders hold key roles within our business and are responsible for decision making that will enhance our performance and productivity. The business continues to invest in the very best machinery and processes which will enable the Cell Leaders who sit at the heart of our business to improve and development on this training programme, this is an essential investment for our future growth. The aim of the programme is to develop the combined capabilities and skills of our Cell Leaders to optimise performance and productivity across the group.



The main objectives of the programme have been to:

- Develop leadership and management skills of Cell Leaders
- Understanding the strategy of the business, how it is organised and how it operates
- Understanding trends and developments in the aerospace industry supply chain
- Building collaboration and teamwork across the cohort of Cell Leaders

The programme is led by the programme facilitator Jennifer Carnegie. Jennifer was a shift manager and industrial engineer for Mars, incorporated, she was responsible for the smooth running of their production lines making pet food. She moved into learning and development and established the Mars

University, supporting the training needs of 65,000 people across 160 sites in 70 countries. She is now the director of Ivory, a leadership consultancy, the president of the Jersey Chamber of Commerce and on the Board of the Channel Islands Cooperative Society.

So far Jennifer has helped the Cell Leads to learn more around group culture, personal behaviours, productivity, presenting, coaching, difficult conversations and much more! But of course Jennifer hasn't done this alone, she has had a variety of different people to help along the way. General Sir Peter Wall and Nigel Pitman have been the programme sponsors, sharing

their vast knowledge of engineering and leadership. There have also been speakers from different departments such as Yvonne Mullen and Samantha Wedge from Finance, Roger Lucas from HSE, Simon Griffiths-Hughes and James Bishop from Engineering and Planning, Ian Rowe, Jason Davidge and Jordan Darby from Sales (and many more!). Each department sharing their knowledge of the business and how their department operates within it.

Another session will be held on 6th March where we look forward to hearing from other speakers and learning more.

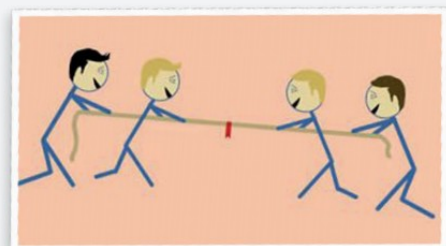
This is the start of a development and training programme which will be rolled out across the group to give all our employees the tools and skills to meet the challenges that lie ahead.



TEA BREAK TEASER

Question:

In a game of Tug-o'-War, Oliver & John easily won over Thomas & Jacob. When Oliver & Thomas were a team, they could barely pull Jacob & John. When Oliver & Jacob played in a team against Thomas & John, the game ended in a draw. Can you name each person from strongest to weakest performer?



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SUCCESSFUL PRODUCT LAUNCH

Jason Davidge - Technical Sales Manager, FGP Systems.

Delivering New Product Introduction (NPI) whilst maintaining core production contract commitments is a well-known challenge within our business, but it is vital for our business growth and sustainability going forward. Successful implementation requires a well-planned process with a suitable structure to bring all of the relevant resources together at the right time, involving a significant amount of cross functional



communication and teamwork. This is something that has certainly been achieved with two of our recent projects.

The electrification of aircraft platforms is on the horizon and the speed in which products are being developed is extreme. There are multiple vehicles that will use this technology across air taxis, cargo drones and eventually commercial aircraft.

Working closely with our customers design and engineering teams FGP managed to assist the Design For Manufacture (DFM) process, procure material, develop a manufacturing strategy and assemble the part all within an 8 week window. Regular communication through the business and to the customer was vital in assuring these targets were met. Testing of the product is now continuing at pace and this technology will soon be used in our everyday lives.

Our second project was a large mounting plate to be installed within a satellite. It's not often you get to produce parts that reside 830km above the earth flying at 25,000kph but that's exactly what has been achieved.



The size and complexity of this NPI component required the full team at FGP to hold regular scheduled meetings with our customer to produce the high standard needed. The surface treatment was carried out at RSC and fitting of assembly items at FGP Systems.

A world class production facility producing parts that are literally out of this world!

RECENT NEWS

Congratulations!

James Bishop and Charlotte Robson
on the safe arrival of your baby girl.

Happy 'Special' Birthday to RSCs
Debbie Raison.

Gavin Walters and Casandra Sims
on the safe arrival of your baby girl.

Mr and Mrs Cuff on your wedding.

Mr and Mrs Beckett on your wedding.

Kynan Brian for receiving your offer of
employment for after your apprenticeship.

Lewis Knight for receiving your offer of
employment for after your apprenticeship.

Want to say
something
special?



Email **Verity Pitman**
to include your message
in the next issue.

verity.pitman@fgpltd.co.uk

TEA BREAK TEASER ANSWER
Oliver > John > Thomas > Jacob

SECRET SEVEN



This Issue's Secret Seven Director is Ian Rowe, Commercial Director at FGP Systems, FGP Lufton, RSC

Each quarter a different Director is asked the same questions so you get to know a little bit more about them. Ian was asked:

Favourite 90's TV show?

Father Ted

First Job?

Choirboy & Gravedigger

What is the best fancy dress costume you've worn?

Worzel Gummidge

When you're not working, how do you spend your time?

Babysitting / Walking / Kayaking

Favourite subject at school?

Maths (least favourite Latin!)

What is your hidden talent?

Can make a wicked Curry.

Something you say you'll do, but never do?

Swim in the sea all year round.

Well Done

Karen Perrett, Paul Lewis, Craig Falconer and Sam Purnell for taking part in Weymouth Harbour Christmas Day swim

Lara-Rose Porter for passing your probation



Happy 6th Birthday...

...to RSC's Dave – rumour has it he is the most competent Driver in the Group, definitely no points for this fella.



Dave!



At the wheel!

Christmas Party

I'm certain we all share the same thoughts in that the 2019 Christmas party proved to be very successful, with something a "Little different" to keep us all entertained.

A huge effort went into ensuring the evening passed as smooth as it could, given the challenges faced through the day. It really did prove to be Friday the 13th!

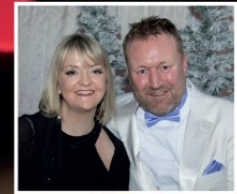
The fire alarm was activated, one of the overflow pipes above the entrance turned into a fountain, and to round it all off, the burglar alarm was activated in the offices. All this occurred between 1500 and 1715hrs whilst final preparations were underway!

That aside, it was so satisfying to see everyone enjoying themselves and having a great night, with all of us well fed and watered in the process.

Highlight of the night proved to be the singing waiters who put on a terrific show, backed up by great music by both bands.

Some of us had a little more (to drink) than others, but overall, safe to say, it was a terrific evening.

The children's party on the Sunday didn't have as much drama building up, but again proved to be a great day for everyone with a variety of entertainment for all ages.



Santa also expressed his joy at being in Weymouth, although did mention he preferred being in the valleys of south Wales!

A big big thank you for all involved in the preparation and build up, Scott McCauley for being Santa, and of course, a massive thank you to Annette and her sister (Ree) for every

input made in making the weekend very successful.

Finally, on behalf of Nigel and the senior management team, thank you for all who attended and here's looking forward to Christmas 2020.

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