

THE Connector

PROUD TO SUPPORT OUR NHS



James Bishop - Head of Planning, FGP Systems & FGP Lufton

At the end of March 2020 FGP was asked to support the manufacture of urgent ventilator parts for our NHS. Just like others in British manufacturing

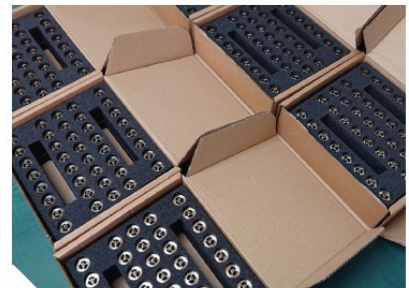
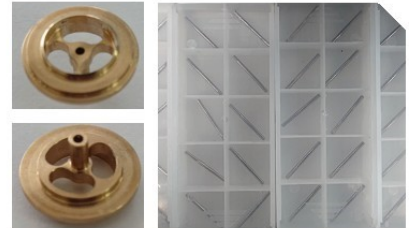
FGP rose to challenge to turn the parts round in record time. The whole team pulled together and by the 6th of April the first 2000 parts were on their way with a further 2000 following 2 days later.

Once the first part had been completed the next challenge arrived. 4000 parts at the rate of 800 every other day. A slightly more challenging part this time with a critical valve seat and some intricate deburring required. Without the use of our Citizen L32 the rate would not have been achievable.

Mid way through manufacture of the first 4000 we were asked if it was possible to produce a further 4000 following on from the first. Of course we said yes.

Although the machining was underway, from the beginning there was still the issue of how we were going to supply the parts to the customer with adequate protection. Knowing that once the parts reached the customer that they were being divided into 40 offs, we set out to use our Router to produce our own packaging. It had not been utilised in this way before so we had to learn very quickly.

By the end of April 2020 FGP will have supplied a total of 10000 parts for the Ventilator Challenge UK.



THE COVID 19 PANDEMIC

**Roger Lucas - HSE Manager,
FGP Systems, FGP Lufton & RSC**



The ongoing outbreak of the global COVID 19 pandemic has had a dramatic effect on the way we go about our daily lives and it appears that it will be some time before things return to 'normal'.

Much in the same way that you have had to adapt to the 'lockdown' & 'social distancing' requirements imposed by the government on home life, we as a business have also needed to review the way we operate & where needed, introduce new measures to keep us safe & comply with our legal duties.

From the outset, our stance has always been to follow the government guidance for employers & as I'm sure you are aware, this situation is an ever changing one & one where you have to react quickly to adapt to those changes.

To give an idea of some of the actions that have already been implemented across the Group to help prevent the spread of Coronavirus the key ones are listed below. Clearly this list could grow if stricter controls are introduced by the government.

THE COVID 19 PANDEMIC (CONTINUED)...

- No 'cold' callers are allowed on site.
- Access restrictions have been put in place to assist with the above.
- Only visitors / contractors completing work for statutory compliance or business critical needs are authorised to attend sites.
- Wherever possible, relevant employees are home working.
- 'High risk' employees (e.g. those with a serious pre-existing medical condition or who are pregnant) are being kept away from the business.
- Additional hand sanitiser stations have been fitted at each site.
- Additional cleaning measures for key touch points have been implemented.
- Employee communications through 'all hands' emails & employee council meetings are taking place.
- Daily 'COBRA' type video calls are being held by the management team to monitor the situation across the Group & take any actions as needed. Using this technology enables all of the team to communicate face to face even though they are working remotely.
- Employees informed of the need to maintain 'social distancing' behaviours of at least 2m from their nearest colleague.
- The state furloughing scheme has been introduced to support the business & preserve jobs.
- Where appropriate working hours have been adjusted to assist with the above.
- Customers & suppliers have been advised of the actions we are taking.
- Staff toolbox talk on COVID - 19 has been issued & communicated.

From our daily 'COBRA' video meetings where we monitor the impact of the virus at each site, it is clear that after an initial higher rate of staff absence, the situation has currently stabilised & that these actions have been effective. However, this could not have been achieved without the cooperation, diligence & support from you all during these challenging times. This in turn has allowed us to continue working on key customer programmes & meet our delivery commitments.

The table below shows a summary of how working arrangements have changed at each site in the last 4 weeks. This is a dynamic document which is reviewed regularly & changed as necessary to meet the demands of the business.



It is important that we continue to follow the guidelines & maintain the actions we have taken until there is confidence that it is safe to relax them. We recognise that this way of working is not always easy and the management team would like to thank each & every one of you for your collective contributions. We look forward to normality returning soon, but in the meantime - stay safe!

WEEK ENDING 5TH APRIL		WEEK ENDING 12TH APRIL		WEEK ENDING 19TH APRIL		WEEK ENDING 26TH APRIL		CURRENT FIGURE (AS OF 27TH APRIL)	
In isolation		In isolation		In isolation		In isolation		In isolation	
FGP S	11	FGP S	4	FGP S	1	FGP S	0	FGP S	0
FGP L	5	FGP L	1	FGP L	0	FGP L	0	FGP L	0
RSC	6	RSC	4	RSC	0	RSC	0	RSC	0
Working remotely from home		Working remotely from home		Working remotely from home		Working remotely from home		Working remotely from home	
FGP S	26	FGP S	21	FGP S	19	FGP S	19	FGP S	19
FGP L	3	FGP L	3	FGP L	4	FGP L	4	FGP L	4
RSC	0	RSC	0	RSC	0	RSC	0	RSC	0
Furlough		Furlough		Furlough		Furlough		Furlough	
FGP S	13	FGP S	26	FGP S	27	FGP S	24	FGP S	31
FGP L	0	FGP L	3	FGP L	6	FGP L	6	FGP L	6
RSC	3	RSC	6	RSC	6	RSC	6	RSC	2

RSC LUFTON LINES

Derek Smith
Operations Director, RSC

RSC will very soon see the Green Light for the new processes at their Yeovil site, as we go to print the final electrics and plant are being installed to allow Titanium Anodise and Hard Anodise to be introduced to the Scope of Processes.

Following qualification and accreditation this will put us in a position to enable us to compete more with our bigger competitors. These processes already have an in Group market, but RSC are aware that our current customer base will be in hot pursuit of this capability moving forward.

The Lufton expansion is taking shape and the groundwork has been completed, including the

old ducting system completely removed. Next steps is to get the partition fully installed/floor epoxy coated, and lighting complete.

Once this is completed we can install plant. This will see again group processes come in house, but also this will allow us to offer a group solution commercially with other markets and customers.

The Zinc Plating, Zinc Nickel and Electroless Nickel will be an exciting new venture for RSC and again we will hope that this future development will prove that we can, and will become one of the 'Must Use' Surface Coatings Facilities in the UK.



Hard
anodise
tanks

DI
Water
Plant



Lufton
plant
process
line



RSC LUFTON PLATING LINE

Before the area was used as storage
The bund has been reinstated and extended to allow for additional plant and plating tanks maximizing bunded footprint



CYBER ESSENTIALS PLUS ACCREDITATION

Craig Phillips - Business
Development Manager,
FGP Systems & FGP Lufton



I am pleased to announce that FGP has been tested and awarded a Cyber Essential Plus accreditation. Along with RSC's approval in 2019, this means the group are now all operating at Cyber Security level supported by a government backed scheme.

Not only does this help ensure the privacy of our data and the stability of our IT infrastructure, but will assist in winning contracts going forward, due to the ever growing emphasis on Cyber Security within the industry, and the criticality of protecting sensitive information.

SAO, our new IT support, have been doing a brilliant job implementing new systems and dealing with IT help requests: Network wide monitoring tools have been deployed and used to ensure systems and applications stay up to date, antiviruses are performing live and scheduled scans with no identified issues, backup procedures are running without issue, and servers are operating as expected. Additionally, our network has had been tested for and protected against external vulnerabilities.

This award is in no small part owing to the due-diligence demonstrated by all staff. We must keep treating cyber security with the upmost consideration and importance. Please remember the following key points to greatly improve cyber security:

- Use unique, long passwords.
- Do not share passwords with anyone.
- Double check if an email is legitimate. Were you expecting this mail? Does the senders email address look suspicious?

Are they asking for sensitive information or money? If in doubt, ask IT.

- If you believe you have opened malicious software, or the antivirus raises a warning, disconnect your PC from the network by removing any Ethernet cables (see right) and disabling WiFi, switch the PC off from the mains (hold down the power button if it is a laptop), and then make IT aware.
- Do not connect personal USB devices to any network hardware without IT approval.



The cyber security world is constantly evolving and it's vital we continue adapting to mitigate the risks. New hardware and software are regularly being deployed to our networks, and rules are constantly being

fine-tuned, all with the intent of keeping us, our customers and our suppliers, safe in the modern digital world.

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FGP'S JOURNEY TO SC21 ACCREDITATION



Paul Clark - Operations Director, FGP Systems & FGP Lufton

Why?

It became ever more apparent through conversations with both existing and potential new customers that Purchasing teams were now being challenged to use suppliers that had SC21 accreditation, demonstrating their ability to offer sustained quality and delivery performance, managed by robust standard work and business management tools (SCIPE). Also a supplier that could demonstrate a proactive approach to Continuous Improvement to ensure the best engineering solution was offered to the customers both internal and external.

In simple terms not having a SC21 accreditation could leave existing customers procurement teams and new customers with clear instruction to use SME's who had proven performance levels recognised through SC21. See entry point performance customer expectation.

Award Level	Delivery	Quality	Continuous Sustainable Improvement Plan (CSIP)	ManEx	BusEx	RelEx
gold	99.00% - 100%	99.90% - 100%	Improvements identified, prioritised and implemented, focused on performance improvement activity, regularly reviewed including with customer(s)	> 500	> 500	> 500
silver	95.00% - 98.99%	99.50% - 99.89%		> 400	> 400	> 400
bronze	90.00% - 94.99%	98.00% - 99.49%		Assessment completed with score 0 - 399	Assessment completed with score 0 - 399	Not Mandatory for Award Highly recommended especially Self Assessment

These reflect the exacting requirements of some of the major aerospace and defence organisations worldwide.

How?

See 4 step framework (right)



Engagements

Step 1. Launch your improvement journey by registering on the OE programme and engage with our Partners and Practitioners FGPS assisted by both THALES & Leonardo.

- Carry out self assessment (11/05/2018) sections - Leadership, Strategy, People, Partnerships & Resources, Process Product Services, Customer Results, People results, Business Results, Society Results.

Diagnostics

Step 2. Identify the areas for improvement (AFI) in your business by using proven tools and measures which focus on the following dimensions:

- Quality and Delivery metrics (including also Quality certifications)
- Manufacturing Excellence
- Business Excellence
- Relationship Excellence

When

Step 3. Create a Continuous Sustainable Improvement Plan (CSIP) by using a gap analysis tool, to identify, test and implement solutions for areas for improvement identified during the diagnostics process. The CSIP will enable you to deploy & track the identified improvements.

Improvement see extract of CSIP created by FGPS (below)

What?

Step 4. Gain industry wide recognition of your performance by achieving national performance standards and receive an award by submitting your company for recognition. Your submission will be assessed by an independent Industry Approval Board. If successful, your company will be invited to the next ADS "Achieving Supply Chain Excellence" event, where you will be presented with your award by leading industry figures. Furthermore, if selected, your submission will also be promoted nationally as a SC21 Success Story Case Study.

Open Action List									
Item	Priority	Subject	Description	Owner	Target Date	Actual Completion Date	Progress	Status	Comments
11000010	001	Continuous Improvement Plan (CSIP)	Continuous Improvement Plan (CSIP)	FGPS	2018-01-01	2018-01-01	100%	Completed	
11000010	002	Continuous Improvement Plan (CSIP)	Continuous Improvement Plan (CSIP)	FGPS	2018-01-01	2018-01-01	100%	Completed	
11000010	003	Continuous Improvement Plan (CSIP)	Continuous Improvement Plan (CSIP)	FGPS	2018-01-01	2018-01-01	100%	Completed	
11000010	004	Continuous Improvement Plan (CSIP)	Continuous Improvement Plan (CSIP)	FGPS	2018-01-01	2018-01-01	100%	Completed	
11000010	005	Continuous Improvement Plan (CSIP)	Continuous Improvement Plan (CSIP)	FGPS	2018-01-01	2018-01-01	100%	Completed	

Extract from CSIP Document

FGP Current Prime Customers

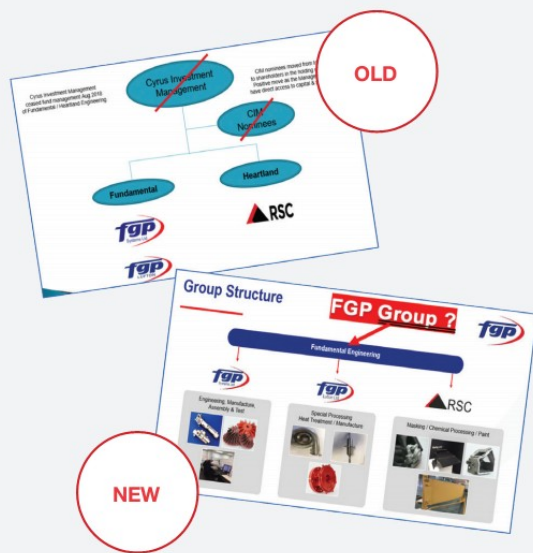


Summary

To achieve the levels of performance over a sustained period with such a diverse work portfolio, has been both interesting and without doubt extremely challenging. Working even closer with our customers to ensure the Purchase Order exception messages were either actioned or challenged in accordance with customer standard work processes. Having said that it has been an excellent focal point for benchmarking, Developing People, Processes & Culture making us a stronger better equipped company to both embrace change and meet business growth that should follow. (See left change in opportunity)

CREATING THE FGP BRAND & IDENTITY

Ian Rowe - Commercial Director,
FGP systems, FGP Lufton & RSC



Lets shape for the better times ahead

**"You cannot have a
Rainbow without a Storm"**



What actually is branding?

A way of establishing an image and marketing the personality of our Company in our Customers eyes.

This branding should help Customers develop a specific image of the FGP Group.

This branding should also articulate our Company's values.

How important is branding?

Very, our brand should effectively be a promise to our Customers for the services we offer. Our logo should also give a visual representation of our company brand and what we are about.

What will we be changing?

It is fair to say that over the last couple of years that the 3 businesses within FGP have struggled to establish a true single identity, what with management under the CIM Organisation, being pitched with City Engineering and Rhino Doors with limited synergies. In addition, the 3 businesses were also split across 2 investment funding vehicles: Heartland Engineering & Fundamental Engineering.

Today we continue to consolidate and optimise the 3 business groups into the 2 Value Streams:

- Machining and Assembly
- Special Processing

But our promotional sweet spot to both existing and new Customers is very much around providing that Single "One Stop" Solution. This along with our common goals and values within Group, will give us a very strong brand, identity and hopefully offer a unique entity to the Customer base.

Vision Statement

"To be the Supplier of Choice"

Values

Compliance / Integrity / Innovation / Make People Better / Passion & Commitment

Target Markets going forward

Traditionally we have been Aerospace Customer biased and this will continue to be a core market for the FGP Group. However this unique entity that we continue to build will also give us an attractiveness to Customers in alternative markets, these would include Fighting Vehicles, 3D ALM, Medical, Marine, Gas and Nuclear applications.

Despite todays challenging times, the FGP Group remains very much open for business as usual and will continue with its Business Growth Strategy Plan regardless.

ADDITIONS TO THE TEAM

Nataliya Mavrova
Administration
Assistant
RSC

Maisie Smith
Site Maintenance
RSC

Rowan Yates
Junior Inspector /
Packaging Operator
RSC

Richard Corvinus
Estimator &
process engineer
RSC

Spencer Lovell
Machinist
FGP Lufton

Hannah Lockely
Packer/ Dispatch
FGP Systems

Stephanie Leyland
Finance Manager
FGP Systems



— Well done! —

Brendan McNulty
and Elliott Gunn for
completing your
First Aid training

First year
apprentices; Louis
Wilkinson, Scott
Greaney, Christian
Field, Ben Harding
and Daniel Kingman
for passing their
probation

Sam Pascal and
Kevin Matterface for
passing probation
(systems)

Shaun Lampett for
passing probation
(RSC)

Kevin Boyland
and Kieran Fry for
passing probation
(Lufton)

Congratulations!

Hannah Murray and
partner on the arrival of
their baby girl

FGP Receiving a
SC21 Bronze Award

Thank you for everyone's
continued support during
these challenging times.

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REGISTER OF APPRENTICESHIP TRAINING PROVIDERS

Andy Johnson - Apprentice Supervisor, FGP Systems

Organisations that are eligible to receive government funding to train apprentices.

During these unprecedented times it's fantastic to receive some good news.

FGP Systems/Lufton & RSC have now been included on the "ROATP" and can now deliver up to 500k of quality Apprenticeship training in house to our main providers throughout Dorset. Having grown and developed a world class facility this is testimony to the vision of

management and investors in the Training Centre and we are looking forward to opening our doors to talented new apprentices from across the region.

If your struggling with your 20% off the job requirements and would like to know your apprentices are getting the best possible training then please get in touch.

We are all in this together and more than ever, we need "World Class Engineering talent".



FGP INTERNAL MAINTENANCE DEPARTMENT

(machine maintenance & facilities maintenance)



Shown here a great example of recent work undertaken by the maintenance department to re-purpose part of the facility.

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

FGP has a proud history of engineering excellence, always pushing what can be achieved with the latest technology working 24/7 to support our customers. With this comes the need to keep this technology in great working order to assure safety, quality and delivery.

With 24 machine tools at our Yeovil site and a further 59 machine tools at our Weymouth site, ranging from manual lathes and manual mills to our high end 5 axis CNC machine tools, of which we have 16 across both sites. The business need was always to have an in house maintenance department, this has been key to reducing machine down time to allow maximum productivity to support our customers production schedules.

Looking to our first 5 axis machine now in its 19th year of production and still producing vital parts for the aerospace sector, as accurately today as it did 19 years ago, this is testament to our maintenance scheduling by the in-house department.

FGP has four maintenance engineers working across the two sites and supporting RSC across both their sites.

The skill sets within the team have been developed to best support the wide range of machine tools used across all sites, fault finding, electrical installations/repairs and mechanical installations/repairs. As with all machine tools, unforeseen breakdowns can and will occur out of office hours. With the team we have across both sites out of hours call outs are not a problem with most machine breakdowns being overcome immediately.

Error logging and fault finding being key to getting machines back in to production, spare parts availability is crucial to support this activity even with most machine tool suppliers offering next day delivery on key parts, FGP hold a number of parts on site giving the ability to get a machine back in to production within the day vital to reducing lost time through machine breakdowns.

With the help and support of our external service providers keeping unplanned breakdowns to an absolute minimum is the ultimate objective for any business. PPM (planned preventative maintenance) is the best protection against this type

of lost production, having employed a full machine tool PPM schedule across both sites for many years this has proven to control costs with the reduction of critical parts failure on machine tools. During PPM servicing any parts that may cause a problem can be scheduled in with production for replacement at their convenience.

The maintenance department also play a key role with new equipment installation and commissioning, well ahead of any machine delivery, work is undertaken to ensure we are ready. Concrete pads, power, air, data and machine relocations all need to be planned to best support and take receipt of any new equipment. With a 27 day cure time on most concrete pads laid to date the schedule of works is key, on the day of delivery the support given by FGP maintenance to the machine tool provider insures a faultless timely offload at site. In recent months this well proven process was put to great test with three new machine tools delivered and two machines relocated over a two day period, all machines handed over to production and engineering within twenty four hours.

SECRET SEVEN



This Issue's Secret Seven Director is Wayne Churchill, Group Procurement Manager, 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?

Not really a TV person, but Gazzetta football Italia was pretty good. It was new and the only opportunity to watch Italian football at the time.

First Job?

Royal Air Force (Supply and movements)

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

Halloween party as a nun!

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

Gym (Believe it or not), and as much time with my daughters and grandson

Favourite subject at school?

Maths (PE to one side)

What is your hidden talent?

Oooo, toughie, probably badminton

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

Another Pre-season tour watching MUFC

Likes and dislikes?

Likes; Garlic, cider and pink – dislikes; Cheese and Liverpool FC

FURTHER INVESTMENT AT OUR LUFTON FACILITY BRINGS GREAT OPPORTUNITIES

Paul Clark - Director of Operations

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

Q1 2020 FGP Lufton manufacturing capability and capacity benefits from further manufacturing investment that brings capability alignment with FGP Systems. This strategy is the enabler to engineer better engineering solutions (productivity), risk management (Protecting the customers with dual source capability), making easy decision hard when making work sharing strategies that meets our customers risk / disaster strategies in sharing work allocation.

The whole team at Lufton have been lifted by this change that has now ensured operational continuity with the removal of the machines that were in place allowing multi manning and rapid support across group, through controlled transition of work – truly one company. An outstanding effort in terms of planning and execution of this project all completed with minimal disruption to operations many thanks to Simon Griffiths-Hughes and his team for their commitment & endeavour in meeting the challenging 13 day timeline.



Preparation - Decommission & removal of existing services and old plant



The collaborative approach agreed in carrying out extensive manufacturing trials on both existing and new products was conducted at YMT's showroom. The strategy was a great success and the enabler to have all plant up and running in full production mode within 48 hours of commissioning

Life on hold...

In these unprecedented times every aspect of Life has been put on hold or affected in some way,

Whilst Business's everywhere find their own struggles, Social life and activities have had to take a real back seat,

The FGP group Sponsor game for Yeovil Rugby Club was obviously cancelled, this following the delivery of some much needed Match balls to the club, Picture (right) of Robbie Burnell, Captain, and

Brandon Brown, Club Captain accepting the new kit.

They wish me to thank the Group for their continued support of Grass roots sport that 'more than ever' need community clubs to be helped at these times, we all need to be there at the end of this unfortunate madness,

To ensure life will soon return to madness, and perhaps we all need to roll in the mud once this is over! Take care.



New Kit!



New match balls!

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THE Connector



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