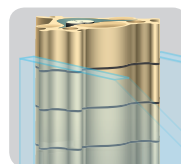




Forty
Customers
Mark Ten Years



The Science
of Warm Edge



Returning R&D
Expert, Gary
Shoesmith

Welcome to our latest Edition of the Edge

We're entering the final part of what's been one of the most remarkable years in Edgetech's history.

In 2017, we've not just celebrated a landmark decade of UK manufacturing – we've invested more than a million pounds in improving our infrastructure, expanded our Coventry headquarters, and laid the foundations for the next ten years of innovation, excellence and growth.

Our anniversary event was a resounding success. It was fantastic to welcome civic dignitaries, colleagues from around the world, and our longest-standing customers for a two-day celebration of everything we've managed to achieve since 2007.

But it also gave us a chance to look forward. Despite the uncertainties that lie ahead for all UK businesses, we're extremely confident about the future.

Consumer demand remains high, and there are huge opportunities out there for fabricators offering quality products.

While the total number of UK IGU

manufacturers is falling – particularly those making less than 100 UPW – we're seeing total volumes growing and product ranges expanding, and with the shift towards automation gathering pace, the future looks bright for Edgetech.

However, we're not complacent. Every member of our business wants to strive to make our products and the service we provide as good as they can possibly be – and as we move forward in the months and years ahead, we're going to be guided by three key principles.

The first is 'Customers at the Centre'. High levels of customer retention demonstrate our long-standing commitment to outstanding customer service, but this initiative will see us strive to become even more customer-centric.

The second is 'Innovation & NPD' – seeking to build on our reputation for innovative products by continuing to challenge the status quo.



And the third is 'Operational Excellence' – and represents our commitment to continuously improving the quality and value our customers receive.

To those who've supported us this far, we thank you – and we can't wait to see what we can achieve together in the decade to come.

Best wishes
Chris Alderson

Pioneering Edgetech among the first to sign up to Corgi Fenestration

Earlier this year, we became the first glazing components manufacturer to become CORGI Fenestration registered.

Chris Mayne, CEO of CORGI Fenestration commented: "We're delighted to welcome Edgetech into the CORGI Fenestration family.

"The company's ethos reflects our own – an overriding focus on trust,

reliability, expertise and quality. We look forward to working with them over the long haul."

Chris Alderson, Edgetech UK Managing Director, commented: "Our CORGI seal of approval assures our customers that both our products and our business processes are first-class, and we'll be wearing that badge of honour with pride."



CORGI
Fenestration

Edgetech celebrates ten years of excellence and innovation

We were delighted to welcome VIPs from throughout the industry to a celebration marking a decade of UK manufacturing.

Our Coventry factory became the first warm edge manufacturing facility in the country back in 2007 – and exactly ten years on, dignitaries including Bill Griffiths and George Wilson from our parent company Quanex, John Blundell, Deputy Lord Mayor of Coventry, and our longest-standing customers and suppliers gathered to officially open a £1m extension to the site.

We heard presentations from our Managing Director Chris Alderson, Quanex Group COO George Wilson, Quanex Chairman and CEO Bill Griffiths, and industry expert Andrew Scott, MD of Insight Data, and treated guests to a virtual tour of the new facilities.

"It was fantastic to welcome so many colleagues, customers and members of the media to celebrate such a major milestone," Chris commented. "It not only provided us with a brilliant opportunity to look back and reflect on everything we've achieved over the last decade and thank our amazing customers, but also a chance to share our vision for the next decade and beyond."

The Quanex Chairman's Safety Award was presented to Works Manager John Stark to recognize Edgetech UK's impeccable safety record, while Head of Marketing Charlotte Davies received a £1,000 donation from the company



towards her efforts for Paddle2Pedal, the all-female event from GM Fundraising that saw 12 fenestration professionals canoe, abseil and cycle hundreds of miles in August to raise money for the Hope House Children's Hospice.

Attendees made generous charity donations also totalling £1,000 sterling and – reflecting the international guest-list – a further £500 in dollars and euros which brought Charlotte's fundraising total before the challenge to over £4,000.

The event culminated with a fun-filled medieval banquet, and Edgetech's annual golf event the following day.



The Science of Warm Edge

At Edgetech, it's our dedication to intensive research and testing that's always stood us out from the competition – and this year, through our press advertising, at our FIT Show appearance back in May, and at our 10-year celebration event in July, we've sought to draw attention to that.

We take a scientific approach to everything we do to ensure that our product quality is second to none – and have absolute confidence in the performance of our product, not just because it's been extensively laboratory tested, but because it's proved itself in the field time and time again over the last 30 years.

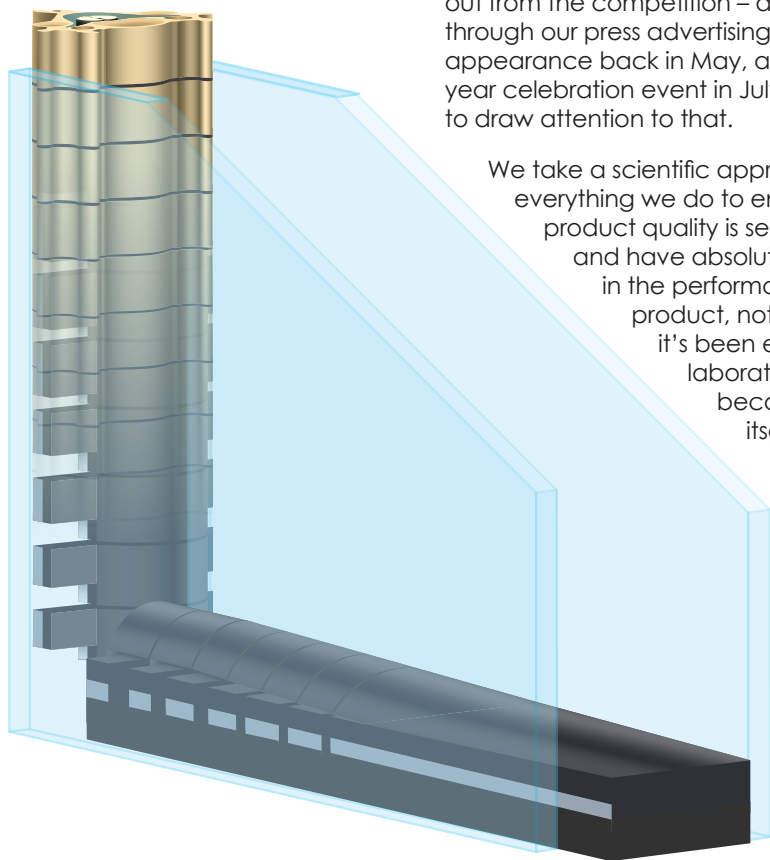
"It's easy for the industry to overlook the scientific rigour that's gone into producing Super Spacer

and our other warm edge solutions because 'they just work'," comments Chris Alderson, our Managing Director.

"That's why this year we decided to challenge our customers and others in the industry to look deeper at the science behind our warm edge technology."

Thanks to a major investment by our parent company Quanex, we're now able to benefit from a state-of-the-art research and development facility in Akron, Ohio – better known as 'Rubber City, USA'. The home of Goodyear, Dunlop and the American rubber industry, the testing facility draws strength from close links with the University of Akron and their internationally renowned polymer research department.

"So much has changed since we launched Super Spacer over three decades ago," comments Chris. "Once, warm edge was our USP. Now approx. 80% of units incorporate the technology. But we now produce a comprehensive range of fantastic spacer products fit for any application – and we have a clear vision for where we're heading, as we continue to expand in the UK and plan for the next decade of warm edge innovation."



Returning expert gets a warm (edge) welcome



Gary Shoesmith

Technical Development Manager

2014, and now re-joins us as Technical Development Manager.

Gary's appointment significantly bolsters our local R&D capabilities. Working with Ohio-based R&D colleagues from US parent company Quanex Building Products, and reporting directly to Edgetech UK Managing Director Chris Alderson, Gary will be charged with

We're delighted to welcome a returning member of senior staff after a three-year hiatus.

Gary Shoesmith served as Edgetech UK's Director of Operations and Quality between 2008 and

spearheading a number of key projects aimed at further developing our already industry-leading product range.

Gary commented: "It's been a great experience returning to Edgetech UK – the wonderful welcome I've received has made me feel right at home again, and the company's commitment to continual investment in safety, quality, training and an expanded infrastructure was immediately clear upon my return.

"In a market that's growing ever more competitive, differentiating yourself through innovation and an extensive range of unique, high-quality products is essential. It's that innovation process that I'm here to resource and drive – and I'm confident that given our decades of expertise and well proven technology, we'll be able to stay ahead of the field, to deliver even more value and choice to our customers."

Chris Alderson, Edgetech UK Managing Director comments: "It really is excellent

news that we now have Gary back with us. Our goal for the next ten years is to cement our position as the UK's spacer supplier of choice, known for our commitment to continuous improvement and product innovation – and this appointment is an important part of facilitating that.

"This year, we've established three guiding principles that we want to inform our development in the year ahead: 'Customers at the Centre', 'Operational Excellence' and 'Innovation and NPD' – and it will be Gary's responsibility to drive the third of these.

"Gary has been instrumental in bringing new products to market with Edgetech in the past, and we're already benefiting from his knowledge. After a decade manufacturing in Coventry we're on the cusp of another period of growth and advancement – making it a hugely exciting time for Edgetech and our customers."

Meet the team – Tony Palmer



Tony Palmer

Key Account Manager

Key Account Manager Tony joined us in November 2010, and looks after our biggest customers across Northern England and Scotland.

What does your role entail?

Put simply, I look after our key accounts in North. It's a big area – covering Scotland right down to Liverpool, and including Nottingham, Grantham and Leicester – and a big responsibility. I'm the main contact around 125 valued customers, and it's a challenge I relish.

How does your role support customers?

Although I'm a sales representative, it's not just about getting sales. At Edgetech, we offer a full support package to our customers.

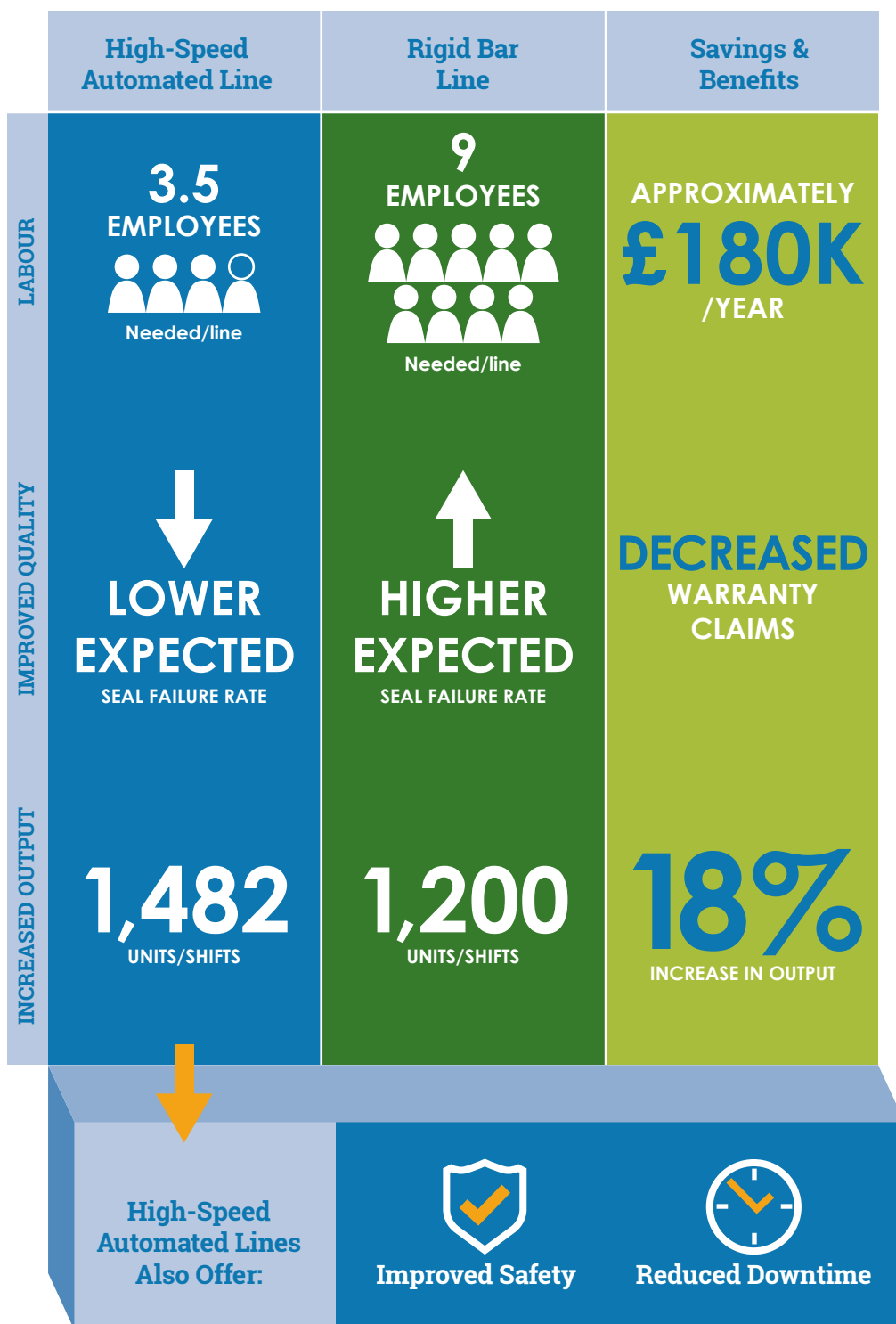
I've got 26 years' glass processing experience, and that means I can help with everything from manufacturing line layout to training.

The team and I build fantastic relationships with our customers, and they can trust that, whatever their issue, we'll do everything in our power to sort it.

What makes you proud to work at Edgetech and Quanex?

Above all else, it's the company's values – an unshakeable commitment to offering our customers to best possible service, and a dedication to adding value to the energy efficient window industry.

Sales and Marketing Director Alan Fielder says: "Tony's a real grafter, utterly dedicated to his customers, and with a level of expertise that makes him a real asset to Edgetech and the businesses he works with."



It's time to embrace automation

For years, we've been helping the industry take strides towards fully-automated IGU manufacture.

First came semi-automation, helping companies significantly boost productivity and produce higher performance IGUs more cost-effectively.

But full automation was the real game-changer. It enables better accuracy and increased productivity, all without the need for more staff – and it's our technical division's job to help customers get the very best from their automated

Super Spacer lines.

"We're seeing more and more customers wake up to the huge benefits of implementing high-speed automation in their factories," says Tony Palmer, our in-house line layout expert.

"Want to boost productivity, save money, and make more product with less staff? Then automation is the way to go. Give me a call today on +44 (0) 2476 639931 to learn more about how high-speed automation can transform your business."

Forty customers mark ten years-plus with Edgetech



Alan Fielder

Sales & Marketing
Director

A fantastic day of celebration in Coventry was capped off with presentations to 40 of our most valued and long-standing customers, all of whom have been working with us for ten years or longer.

At Edgetech, we strive to build lasting, mutually supportive relationships with our customers – and we're extremely proud that we can count so many successful businesses as loyal, long-term clients.

To celebrate those partnerships, and demonstrate our commitment to maintaining and deepening them in the years ahead, we brought representatives from a number of long-standing customers to the stage to present them with a trophy commemorating our relationship.

We also screened a special video that saw Sales & Marketing Director Alan Fielder and Head of Marketing Charlotte Davies interview some of those customers, and learn more about how working with Edgetech has helped their business.

"Our relationship with Edgetech has been hugely beneficial to us," commented Ian Sims of Double R Glass. "In the fifteen years we've been working with them, we've never once considered switching to an alternative spacer."

David Laing of Cleartherm commented:

"When I saw a fully-automated line using Super Spacer for the first time, I saw the future. This was in the US in 2006, and at the time we were still running a semi-automated line back home. After seeing that, it wasn't long before we had a fully-automated line ourselves – and since then, we've never looked back."

Kevin Wheatman of Hurst Plastics commented: "Over the last decade, Edgetech has established itself and Super Spacer as market leaders – and that's been a massive help to us as a business. Customers know and respect the Edgetech brand, and that means they have more confidence in our products as a result."



THE TEAMS & INDIVIDUAL WINNERS WERE:

Team – 1st

- Paul Gibbs, Hegla
- Chris Kemp, Inagas
- Larry Johnson, Quanex Building Products
- Steve Sidebottom, Clearview

Team - 2nd

- Malcolm Searle, Clear Thinking Software
- Paul Buckley, Glassteq Sealed Units,
- Ian Woolley, Integral Blinds Ltd
- Steve Sharples, Northwest B-Folds Ltd

Team – 3rd

- Joe Hague, Promac
- Guy Hubble, Regalead
- Andy Jones, Synseal Extrusions
- Mark Cerrone, Synseal Extrusions

- Individual – 1st Place – Jeremy Mavin, Glassteq Sealed Units
- Individual 2nd Place – Steve Sidebottom, Clearview
- Individual 3rd Place – Chris Kemp, Inagas



365 accident-free days leads to safety award

We were delighted to see our fantastic Works Manager John Stark presented with the Quanex Chairman's Safety Award as part of our ten-year anniversary event.

Quanex takes health and safety extremely seriously – and each year, the firm seeks to recognise individuals and sections of the business that have gone the extra mile to keep everyone who works with us safe.

After Edgetech's Coventry and Burnley facilities went more than 365 days without a single accident, it made them an obvious choice for the award – and

John Stark accepted it from Chairman Bill Griffiths on their behalf.

"It was a real honour to receive the award, and a testament to the hard work and scrupulous health and safety conduct of dozens of Edgetech UK employees," commented John.

"Our dedication to employee safety and well-being not only makes Edgetech a very ethical place to work – it also means that our customers can benefit from consistent supply, uninterrupted by accidents and other mishaps in the factory."

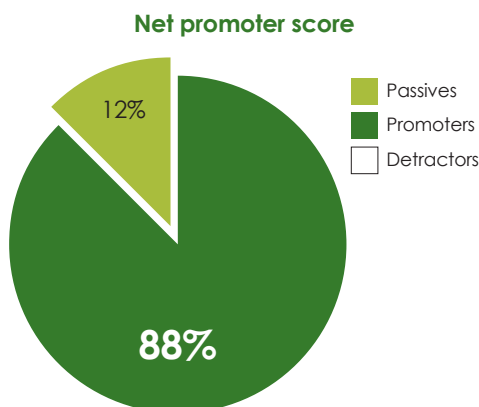
Edgetech praised by customers in latest survey

Our annual customer satisfaction survey produced extremely encouraging results.

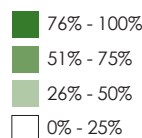
We approached a random selection of clients taken from all spending brackets and asked them a series of questions about their experiences dealing with Edgetech.

This year, we've decided to apply the same system used by other organisations in the Quanex Group – the Net Promoter Score.

Essentially, that involves taking the percentage of customers that would rate us 9 or 10 out of 10, and subtracting the percentage of customers that would rate us 6 out of 10 or under to produce our total score.



Percentage of units produced using Super Spacer



88% of the customers surveyed gave us either 9 or 10 out of 10, and no customers gave us under 6 out of ten, giving us a total Net Promoter Score of +88.

91% of respondents said Super Spacer accounted for between 76-100% of the warm edge units they produce. 6% use Super Spacer for 51-75% of their products, and 3% use it for 26-50%.

97% said Edgetech engineers respond quickly to any technical issues that arise. 94% said they were happy with the design and functionality of the new customer area of the Edgetech website,

Are you aware we have launched an ancillary range?



Do our technical engineers respond to issues promptly?



and 97% said they would be happy ordering online from Edgetech in future.

"We're delighted by the results of the customer survey," comments Managing Director Chris Alderson. "Our excellent Net Promoter Score is particularly encouraging – the average company scores just +10, while the highest-performing businesses usually register between +50 and +80. Scoring +88 gives us a fantastic base to build on as we strive to become even more customer-focused in the months and years ahead."

For more information on our warm edge technology, **call 02476 997103**



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