

insider

September 2015



manufacturing world-class interiors



For this issue of the Insider we look at a variety of significant projects worldwide and hear from some of the SAS staff involved

Cover story:



Hamilton Square Station, Liverpool

During the last four months SAS has been manufacturing different products for projects around the world. The UK, France, Middle East, Australia and Hong Kong have all had a part to play.

Issue 20 of the Insider, published in October 2012 first announced SAS Project Management winning the contract for West Kowloon Terminal station in Hong Kong. Almost three years later, significant progress has been made on site (see page 12). To complement this, a new office has been opened for the dedicated Hong Kong team – meet them on page 6.

Crowned victorious is the striking Gateway Pavilion, Greenwich featuring our curved SAS System 750 Tubeline which had its deserved share of publicity with the AJ Specification Live event and FIS Contractors Awards double win (pages 4-5).

The next four months will be a challenging and rewarding time for our IT department, led by James Greene who is implementing various changes to our IT infrastructure and software, intent on completion by the end of the year.

The London boom of Insider 27 continues as we have secured two more significant projects as revealed on page 8; Enfield Civic Centre and 5 Broadgate. Next stop in the journey is the Middle East which Mike Collins reports on. Soon to be completed, we share site photos from The University of Sydney and 50 Flinders Street in Adelaide. Other on site projects are featured in Paris, Birmingham and Glasgow.

The Jargon Buster feature returns! This time we're translating SAS market and industry terms, including environmental accreditation bodies, BIM, different stages of fit-out and more. *Have you got any ideas for jargon busting?*

The second feature examines commercial office designs with particular emphasis on the markets in which SAS operate. Although culturally different, increasingly the objectives are the same across the globe: occupant comfort, productivity, collaboration and talent management.

Pages 18-21 showcase Hamilton Square Station, Liverpool (cover picture) and Kolkata Airport, India. Both are impressive transport projects, showing a key sector SAS is involved with. Watch this space for more exciting transport highlights.

Don't forget to catch up on our R&D update, and of course Digital Corner on pages 24-25. I would also like to do a shout out to Geraint Lewis who has served 25 years at SAS! You can read about his career path on page 30.

Last, but not least, meet our global Project Development team on pages 30-31.

This is your publication – so please keep sharing your ideas, stories and feedback.

Rosa
Rosa Lenders, Editor

The Insider brings you news from every part of the SAS Group. We would like to have your feedback and contributions, including your views about the changes we have made to the Insider. Our email address is sasinsider@sasintgroup.com

New faces at SAS International

The first eight months of the year have been a busy and exciting time at SAS International. The business is growing and has welcomed a wealth of new employees across the group (see page 29).

Recently joining the SAS International Board of Directors is Martine Robins, appointed Human Resources Director in April. The global management team also welcomed Mark Ottery and David Arnott.

Want to find out more about these significant decision makers and additions to Team SAS? The Insider has spoken to David, Mark and Martine about their past roles, skills and plans for the future.



David Arnott
General Manager
Joined June 2015
Based at Maybole office and factory

Motivational, strategically minded and driven by high standards are all qualities that make up the DNA of an influential General Manager. David Arnott, who joined SAS International at the Maybole site in June, aims to encompass all these values and more.

Starting his career in the industry as an apprentice sheet metal worker, David has worked his way up into senior management roles. Now, with 30 years' experience in manufacturing within electronics, automotive, and oil & gas markets behind him, David has the relevant understanding to make an impact on small project teams as well as the wider company culture.

Through practice in 'providing leadership in health & safety, profitability, people development and strategic planning', David has the relevant technical know-how to implement strategy for prolific results.

David aims to further develop processes that guarantee shorter lead times, superior product quality and deliver higher levels of customer satisfaction to ensure his site maintains 'a high contribution to the group'. He wants the Maybole site to continue to be a real asset to SAS International.

With ambitions set high, the Maybole site will become a real testament to David's talent and dedication.



Mark Ottery
General Manager
Joined May 2015
Based at Sydney office

To further strengthen SAS International's business in Australia, Mark Ottery was appointed as General Manager in May. Mark joins SAS from Tyco Fire and Building Products (Asia Pacific) where he held responsibility for 13 companies. Mark previously spent 14 years selling specification products in the UK, before returning to Australia with his family in 2000.

Having been involved in the redesign and structural management change of the sales, manufacturing and warehouse operations in China, Thailand and Australia for Tyco, Mark demonstrates international management capability that he brings with him to SAS International. With the strength of the brand globally, he saw there was real potential to expand SAS International sales in the Australian market as developers and contractors are looking for alternative, higher quality solutions for their buildings.

With great insight into the market, he aims to establish a clear vision to share with the team and to provide the information, knowledge and methods to help translate this vision into a structured, strategic plan.

Mark comments: "My stretch goal is to develop a business in Australia that becomes a significant and profitable part of the overall SAS International brand, to mentor and grow potential leaders for the future and leave a physical mark on the architectural landscape in Australia."



Martine Robins
Group HR Director
Joined April 2015
Based at Reading office

In her previous position as HR Director at Alent Europe, Martine's role was defined by developing HR strategies at a global level and executing these throughout Europe. Coming from supporting two businesses, with 800 employees and 5 manufacturing sites across 12 countries, she has joined SAS International with invaluable skills and experience.

Someone who enjoys 'working in a changing environment and the challenges that it can bring', Martine is more than eager to work closely with the team to drive improvement. By understanding what will work best for the business and liaising with the leadership team, Martine will effectively ensure that everything HR touches has a 'broad benefit across the whole organisation' and a definitive end result.

The construction industry is a new business sector for Martine, however, working across the whole HR lifecycle during her career means she has gained a real understanding of what businesses need. From developing a new appraisal scheme in 11 languages to introducing eLearning into the business, Martine is an established and skilled HR generalist.

As a director who appreciates the significance of balancing objective and subjective thought, with a strong focus on business development and looking after her team, Martine will have a great impact on the business.

Variety is the spice of architecture – SAS International sponsored AJ Specification Live

SAS International sponsored the AJ Specification Live event focussing on walls, ceilings and partitions on the 30th June. Architects and designers flocked to The Building Centre in London to listen to SAS International's R&D Lead Designer Matt Butchard and Gemma Collins from Marks Barfield Architects talk about the Greenwich Gateway Pavilion project.

Marks Barfield specified SAS International because of our capability to not only supply, but also design and install the highly unusual curved ceiling of the building. A 3Doodler was used for initial design concepts; then using a 3D printer, the preferred design could be realised, and any final adaptations made before production. A rapid 3D prototyping method to create the bespoke fixing bracket was utilised, and once manufactured, the successful bracket design was used for both exterior and interior fixings on the project.

Other speakers on the evening included:

- **Adam Knight**, Director at Hugh Broughton Architects, gave a presentation on the refurbishment of the Institution of Structural Engineers' new Headquarters in Islington, for which SAS supplied System 8000 glazed partitioning and System 330 metal ceilings..
- **Nick Schumann**, Founder and Managing Director at Schumann Consult, offered his thoughts on the procurement process and lobbying for early involvement: "Ideally, architects should always work closely with manufacturers."
- **John McRae**, Director of Orms Architecture, shared his knowledge of sliding walls, bespoke metal rafts and acoustically lined walls, and provided valuable examples from personal experience.
- **Chris Malcolm**, Architectural Director at Ryder Architecture, presented a case study on the Aberdeen Criminal Justice Centre, showcasing a very different take on building design.



After the presentations, guests were treated to refreshments and were able to trial 3Doodler pens. Ten of these were also given away to the lucky raffle



winners. Attendees were pleased with the great variety of the guest speakers, offering their opinions and insights into the industry.

SAS sponsored Interior Fit Out category at the FIS Contractor Awards 2015

SAS International has sponsored the Interior Fit Out category at the FIS Contractor Awards 2015 to support the industry's talent and commitment to quality.

The winners were announced on the 9th June at the prestigious Dorchester Hotel, London, recognising true commitment to delivering contemporary designs that meet and exceed standards.

The FIS Contractor Awards celebrate design quality and craftsmanship in seven categories, including

Interior Fit Outs, Ceilings, Partitioning, Drywall Construction, Specialist Joinery, Operable Walls and the Judges' Award.

The Interior Fit Out category is further split into three sectors: Offices, Retail and Leisure, and Other. The shortlisted contracts were visited by a guest judge who went on to determine this year's winners:

Interior Fit Out – Office GOLD

PKF Cooper Parry, Derby by Paragon Interiors Group plc

Interior Fit Out – Retail and Leisure GOLD

Abercrombie Kids Flagship Store, London by Castletech Construction Ltd

Interior Fit Out – Other GOLD

The Biscuit Factory, Block K, London by Pexhurst Services Ltd

Congratulations from SAS International!

Working hard for the win – BCO Award winners 2015 announced

As reported in the last issue (27) of the Insider, SAS International sponsored the 'Fit Out of Workplace' category at the BCO Awards 2015. The regional winners were announced in April and May, and go forward to be judged by the National Judging Panel in July. The pinnacle of the awards will be reached on 6th October at the National Awards Dinner at the Grosvenor House, London, where the awarded regional projects compete for National trophies and the ultimate accolade of 'Best of the Best'.

SAS International wants to congratulate all winners, and wishes everybody the best of luck for the National Awards!

Out of 27 winners, 12 projects specified SAS International:

Scotland

Corporate Workplace: GDF SUEZ House, Aberdeen – 3,200m² of System 130

Fit Out of Workplace: PwC Edinburgh, Atria One, 144 Morrison Street – System 130

Projects up to 2,000m²: The Albus, 110 Brook Street, Glasgow – System 120 & 130

Innovation Nominee: PwC Edinburgh, Atria One, 144 Morrison Street – System 130

North of England

Commercial Workplace: One St Peter's Square, Manchester – Partitioning: 81m² of System 8000, Ceilings: 1,900m² of System 130, 4,400m² of System 330 and System 150, 500m² of System 320

London and the South East

Commercial Workplace 10 Hammersmith Grove, London Floor 3 – 2,412m² of System 330

Projects up to 2,000m²: 20 Bentinck Street, London – 1,200m² of System 150, and System 205

Refurbished / recycled: 1 & 2 Stephen Street, London – 160m² of System 130, System 330, and architectural metalwork spinning discs

South West, Thames Valley & South Wales

Corporate Workplace: Keynsham Civic Centre & One Stop Shop, Market Walk, Keynsham – 281 linear metres of System 8000

Commercial Workplace: Point, Maidenhead, 27-29 Market Street, Berkshire – Currently: 202 linear metres of System 8000

Fit Out of Workplace: Life Sciences Hub, 3 Assembly Square, Cardiff – 105 linear metres of System 8000

Midlands and East Anglia

Fit Out of Workplace: National Grid House, Warwick Technology Park, Gallows Hill, Warwick – 500m² of System 130



Innovative curved Tubeline system wins Gold at FIS

The installation of a highly complex Tubeline system at the Greenwich Gateway Pavilion, United Kingdom, saw SAS International win Project of the Year and Gold in the Judges' Awards categories at the Finishes & Interiors Sector (FIS) Contractors Awards 2015.

The visually stunning Gateway Pavilions are the first completed project in Knight Dragon's impressive vision for the Greenwich Peninsula. The Pavilions create an opening between the proposed central park and a newly defined plaza. To the seven million people who visit Greenwich or pass close by each year, the Pavilions have now become the window into Greenwich and act as an exhibition, event space and destination in its own right.

Architecturally speaking, the Greenwich Gateway Pavilion project posed a number of complex challenges, including whether or not a ceiling solution that could span the intricate curve could be manufactured. High wind loads demanded an installation method to accommodate up to 150mm deflection.

Judges' comments:

"This project is proof that seemingly impossible concepts can become reality."

Covering seven categories, the FIS awards celebrate design quality and craftsmanship, and recognise the commitment to delivering contemporary designs that meet and exceed standards that ensure the FIS award is a true mark of quality.



SAS International is driven by an ethos of quality, innovation and value. The continuous investment and development of the business ensure high quality product solutions, providing outstanding value to project teams and clients pursuing excellence.



SAS engages with over 100 Australian architects through CPD

Helping architects to improve their professional knowledge of suspended metal ceiling systems, SAS International Australia has been offering CPD seminars for the past year.

July saw the completion of the 12th architectural CPD presentation of 2015, fulfilling the yearly target within just six months – a fantastic achievement for both business as well as the 12 architect practices presented with their certificates.

Amongst the 12 awarded were Bates Smart (Sydney), Grimshaw Architects (Sydney & Melbourne) and



Design Inc (Sydney). Over 100 architects have now received their SAS International Australia CPD certificates this year.



SAS is sponsoring the Fit Out Awards 2015 in Dublin

SAS International is dedicated to recognising excellence within the industry and this year sponsors the Fit Out Project of the Year category. The awards celebrate brilliance in the execution of world-class fit-outs, as well as the people and clients who drive such projects forward.

The Fit Out Awards are committed to the biggest emerging market in the construction and design sector

in Ireland. Through this sponsorship, SAS celebrate the sector's achievements and encourage key fit-out skills together with best practice.

With past winners including the likes of Ancestry.com, Google Docks and Savills HQ, the Fit Out Project of the Year category promises to be competitive, engaging and relevant in this thriving industry.

The Awards will take place on Thursday, 5th November 2015 at The Double Tree by Hilton Hotel in Dublin.

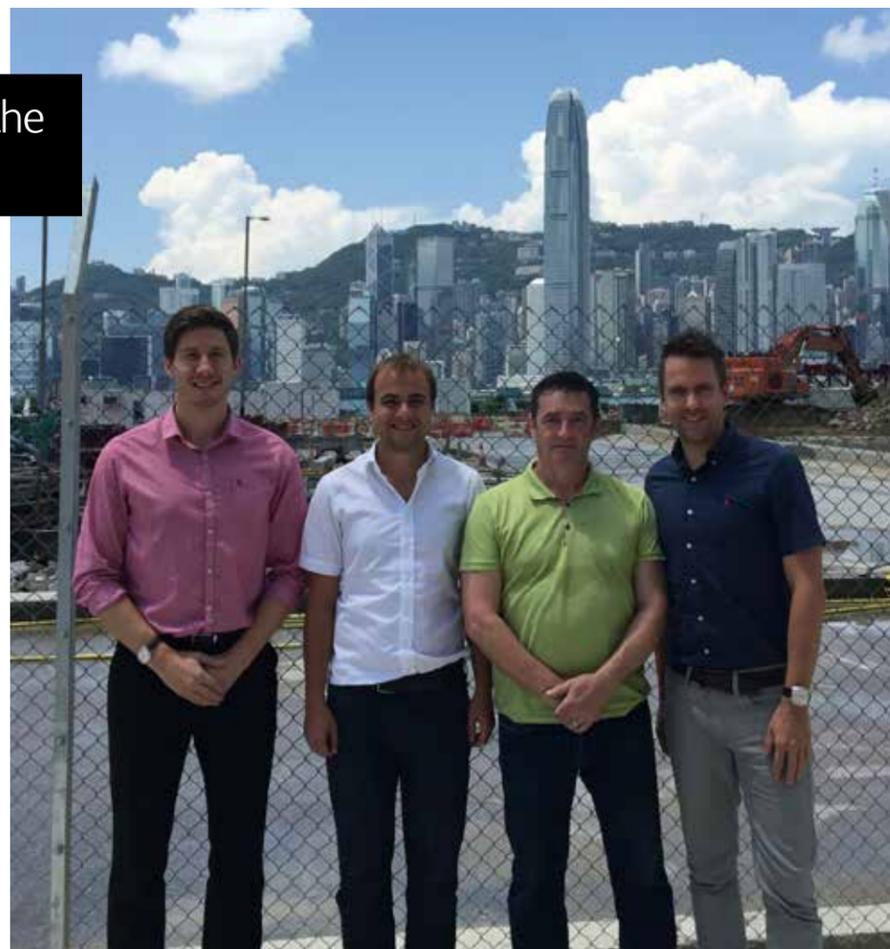


SAS International makes the move to Hong Kong

The Kowloon Rail terminus is one of the largest projects undertaken by SAS International to date. An assignment of this scale comes with the demand for onsite management from a dedicated team.

That is the reason why SAS International has made the move to the new offices based in North Point, Hong Kong this year. With a four strong management team, the office has the capability to be 'on the ground' and have a real presence at the Kowloon site.

Additionally, with the increase in business enquiries in Hong Kong, SAS International can now be at the forefront of industry developments, and ensure the correct measures are being taken to improve international business strategy in Asia.



Left to right:
Jevon Marsh – Design Manager,
Daniel Rushton – Project Manager,
Sean Devlin – Site Manager,
Mark Packer – Commercial Manager.

SAS International set for IT upgrade

Constant business renovation and technological advances are at the centre of any thriving business. Take a look into the exciting future of SAS International's IT improvement plans which will be completed at the end of 2015.

WAN upgrades

Expect upgrades on all fibre circuits between the UK sites to increase the speed available for connections. Upgrading the Firewall infrastructure will give more administrative control as well as increased speed at a Data Centre level.

Centralised storage platform

SAS International is currently at the planning stage of moving all storage from the local servers that currently provide this service, into hosting partner GCI's data centre. This will allow SAS International to consolidate all storage and give the flexibility to increase the storage as and when required. It will also improve the sharing of data across sites.

Unified Communications

SAS International is beginning to plan the replacement of the PBX telephony infrastructure with a new Unified Communications application. This will show significant cost savings on calls made between sites in the UK and internationally. As well as giving new audio and video



Office365

SAS International is migrating to the latest version of Microsoft's Cloud Office platform, Office365. This will provide the latest versions of the Office applications for all users and a number of web access utilities. Rolling out Skype for Business as part of this project will allow for PC to PC calls between all sites as well as video and audio conferencing.



conferencing abilities, a new 'Presence' indicator will link to employees' Outlook calendars to show every user's availability. There will be no more calling someone who is already on the phone or who is in a meeting, as their status can be shown directly on the user's profile.



Network upgrades

SAS International is currently developing a new network infrastructure running on Cisco Meraki equipment. This will give a brand new internal network structure that will allow greater granular control of every aspect of the internal network, including a brand new Corporate and Guest wireless network that will operate across all the UK sites.

When joining the wireless network, these settings will work at any SAS International site in the UK without any changes required at a user level. In addition, work will be done on the internal cabling at multiple sites to replace out of date cables and to increase the amount of port availability.



Syteline upgrade

The new Syteline application, now called Infor CloudSuite Industrial has recently been launched following a testing phase. The new version has been designed to be more robust, faster to access and with a significant increase in the features available.



360° views over North London – SAS specified for the fit-out of Enfield Civic Centre

Following on from the recent refurbishment of the 10th floor of block A, work on floors 2 to 9 has now begun at Enfield Civic Centre. The phased process, two floors at a time, will be carried out over the next 18 months, with the council remaining fully functional during the construction works.

SAS International was specified for a total of 9,000m², supplying a variety of partitioning and ceiling systems to the main office areas, meeting rooms and corridors. Overall, 636 linear metres of glass will be used for the partitions, including System 8000 single and narrow glazed, flush glazed doors and glass doors. SAS timber and FD30 fire rated doors were also specified.

Acoustic considerations and the ability to integrate partitions with various interfaces were the reasons sub-contractors ITC Concepts specified SAS International. SAS was able to provide flush glazed doors with a drop down seal for the interface details with columns, increasing the acoustic performance.

For the ceilings, System 150 and System 330 were specified to allow for an easy integration with the partitioning.



New kid on the block – 5 Broadgate is the latest development in the Square Mile

SAS International has won the fit-out contract for the new building at Broadgate, in the heart of London's Square Mile. Consisting of mainly pedestrianised office estate, the Broadgate business community opened in 1991 and has progressively developed over the last 20 years. It now comprises 4.4 million sq ft of office, retail and leisure space where over 30,000 people work.

The 700,000 sq ft building at 5 Broadgate is the latest addition to the area. Based on a single block form with a gun-metal grey finish, the 12 storey building, designed by the award-winning architectural practice Make, replaces 4 and 6 Broadgate. Tenant UBS Investment Bank will be able to consolidate its London trading operations into one building, accommodating approximately 3,000 traders, across four trading floors.

Specified for its excellent track record and value for money, SAS International supplied 40,000m² (60% of total building space) of System 330 in Signal White (RAL 9003) to the main offices, dealer floors and customer facing areas. A pre-ordered mock-up for the coffered ceilings on the dealing floors was sent to BSRIA, a test, instruments, research and consultancy organisation for approval, and was eventually installed by sub-contractor Integra Contracts for the Cat B fit-out.

Guided by British Land's 'Sustainability Brief for Developments', the project has recently achieved a BREEAM 'Excellent' rating, making it the 9th highest scoring BREEAM office project in the UK. Completion is expected in early 2017.



Artists impression of the future ADPIRC research center complex.

Abu Dhabi National Oil Company specifies SAS International for the fifth time

Mike Collins, International Sales Manager at SAS International, shares his experience working with Abu Dhabi National Oil Company (ADNOC), one of SAS International's oldest clients in the Middle East.

"SAS International's first venture with ADNOC stretches back to over 20 years ago when we completed a major office complex for their subsidiary ADMA OPCO ADGAS. An impressive string of other projects followed, with 200,000m² of SAS International products specified to date. In 2014 we secured our largest order yet for ADNOC's immense HQ building on Abu Dhabi corniche. The long standing relationship with ADNOC meant that even before work on the HQ was completed, SAS International was able to secure another contract, this time for the fit-out of the ADNOC Petroleum Institute New Research Centre.

The Petroleum Institute is a world class institution specialising in engineering education and research relative to the Oil and Gas industries. The project is located on the outskirts of Abu Dhabi in Sas Al Nakhl

– which local highway signs abbreviate to SAS – a perfect coincidence!

The unusual aesthetic combination of System 130 mesh tiles supported in SAS' Alugrid system, with a polyester powder coated finish in white and silver grey, were specified by ADNOC's in-house design team. Other areas utilised System 150 to provide easy access to ceiling voids carrying bulky Mechanical, Electrical and Plumbing (MEP) equipment in laboratories areas.

We know from experience that the ADNOC team sets exceptionally high standards for its suppliers, and it is great to see the whole Dubai team swing into action to support the project. Sales Executive Monish Mohan and Abdul Rauf quickly rolled their sleeves up and got stuck into this task whilst Salish Thaivalappil and Mohammed Pervez were responsible for logistics. Utilising the stock we hold in Dubai, we were able to provide fast deliveries to site almost before the ink had dried on our contract."



University of Sydney Business School – Innovative design ideas for bright heads

The University of Sydney, Darlington, is building a flagship home for the new Business School. 700m² of SAS System 150 with a bespoke 75mm perforation pattern has been specified for the new Abercrombie Building. This transformational project will consolidate the Business School's facilities which are currently spread across nine buildings on the Camperdown/Darlington campuses.

Architect Kannfich envisioned state-of-the-art facilities to support the University's objective of creating a business school that would have its place among the top-ranking universities worldwide. System 150 was specified as it allows ease of service integration and excellent acoustic absorption, crucial in educational environments to aid sound control and avoid a loss of productivity brought on by uncontrolled noise. Bespoke 1,260mm panels were fitted to accommodate an aperture for light fittings, keeping with the modern appearance of the development.

Main contractor Brookfield Multiplex, and sub-contractor Brightons Australia, decided to specify SAS International because of the company's ability to solve several integration challenges. Designing a new extruded knife edge profile that runs around the perimeter of each ceiling bay, excellent lead times out of the factory, as well as previous quality customer service, further helped to cement SAS International's position as the manufacturer of choice for the project.

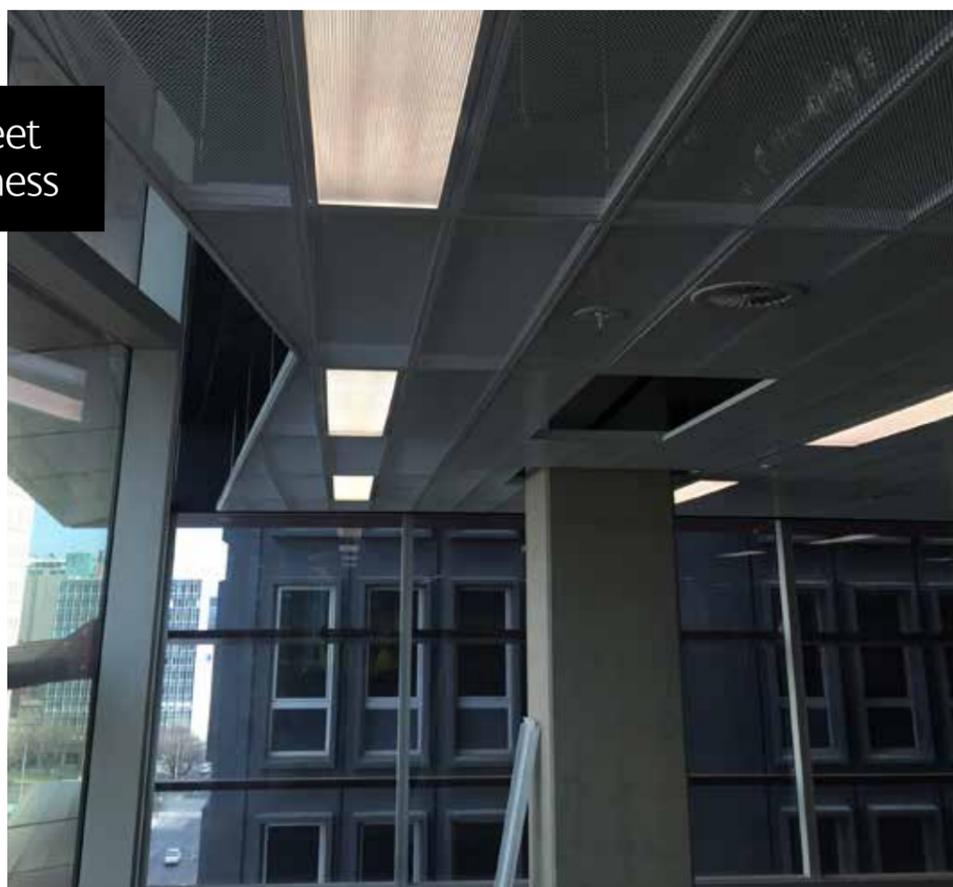
The Abercrombie Building is expected to be completed in September 2015.



Adelaide's 50 Flinders Street soon to be open for business

The new build commercial office development at 50 Flinders Street, Adelaide, South Australia, designed by architects JPE Design, is due to be completed in September 2015. Since first reporting on the project (Insider, issue 25), SAS International has supplied a total of 20,000m² of System 310, consisting of lay-in tiles with a D6051 perforation, offering up to 50% open area for air flow to accommodate the previously installed passive chilled beams. Ceilings were installed as a base building (Cat A) finish throughout, and extra tiles were supplied for the offices of the main tenant Santos Mining. Mock-ups were required to ensure the correct fit of the luminaires and swirl diffusers into the ceiling system.

Constructed by the commercial building company Hansen Yunken, the 12 storey building has been designed to achieve a 5 Star Green Star rating, and upon completion will comprise a ground floor, 2 levels of car parking to accommodate 80 vehicles, and 12 levels of office space.



Sheikh Abdullah Al Salem Cultural Centre boasts elaborate SAS International colour palette



Overlooking the Arabian Gulf, the Sheikh Abdullah Al Salem Cultural Centre, together with the Sheikh Jaber Al Ahmad Cultural Centre, will form Kuwait's new national cultural district. The centres can count an illustrious list of buildings as their neighbours, including the Prime Minister's office, the Ministry of Foreign Affairs and The National Museum.

Mike Collins, International Sales Manager based at the SAS Dubai office, gives the Insider an insight into the project:

"The Sheikh Abdullah Al Salem Centre project was procured on a design and build basis. It required a few exploratory on-site visits for SAS International to be contracted to work alongside the project team, comprising main contractors Al Ghanim, architects SSH and fit-out contractors Sadeer – all good friends with whom we were pleased to be working with again.

Business began with a series of early morning workshop meetings with the SSH design team based in Kuwait. Travelling to Kuwait at the crack of dawn was compensated for by the hospitality and excellent hot coffee served on site. Kuwait can be surprisingly cold during the early hours, so this really helped with the brain storming and the preparation of all the hand sketches and models we produced.

It became clear from the start that the colour palette for the project was going to be an important aspect. The developing colour scheme for the project already included Bardiglio Grey Marble, White Leather and Black Absolute finishes. This presented a great opportunity for SAS International to promote a wide range of products and exciting colours for a building

which will celebrate Kuwaiti, Islamic and Arabic cultures and history.

The first specification concluded was System 800 Trucell selected in a jet black finish to surround the aquarium space in the Ecosystems Museum. Moving on to the prayer room areas, System 130 Alugrid was selected. Choosing a large circular random perforation pattern and back lighting for the ceiling, a sunburst effect was created with shafts of light penetrating through the bespoke perforations of the champagne coloured panel. System 150 was selected for the ceilings in the dining areas, utilising another unique bespoke design solution in a pale grey polyester powder paint finish.

We then moved on to the Exhibition Halls which were the biggest area to fit-out with over 6,000m² of SAS Wall Cladding supplied. After a series of scale-modelling exercises, an optimum panel size of 2,000mm x 1,000mm was selected. Acoustic absorption was a key factor to reduce reverberation times. Our unique perforation pattern EL 60 proved an instant winner, combining great aesthetics with exceptional acoustic performance. Colour RAL 7047, a stunning grey, was chosen as a finish for the panels, further complementing the project colour palette.

I am really pleased to have had the opportunity to get involved with this unusual yet magnificent project. While presenting some tough challenges for our production team, it also provided the opportunity for SAS International to think outside the box."

Girl Power – Qassim University's new medical colleges for girls get the SAS International treatment

Since opening its doors to students in 2004, Qassim University in the Al-Qassim Province of Saudi Arabia has since experienced a remarkable increase in enrolment, and the number of faculty members and administrative staff numbers reached over 4,000. Comprising a total of 36 colleges for both male and female students, the university is adding medical colleges for girls to its portfolio. This is the eighth building on the campus SAS International has supplied its products to.

Mohammed Al Naeem Engineering is working with main contractor Jawdat Contracting to create an environment that adheres to local health and safety regulations. SAS International's System 400 and System 350 were specified in the lobby, offices and class rooms for their two hour fire rating. Fire safety has become a prevalent topic in the Middle East, especially since the devastating fire that gutted the Al Hafeet Tower in Sharjah in 2013. Therefore, the Civil Defence authorities in the Middle East, and in



particular the UAE, have been working hard to develop robust fire safety codes, which SAS International is able to meet.

Providing mock-ups of the systems, and the strong relationship built with the client over the course of the

campus development enabled SAS International to stand out against the strong competition, reinforcing the company's position as fit-out supplier of choice in the Middle East.



Progress in Hong Kong – Work at West Kowloon Terminus well and truly under way

Since last reporting on West Kowloon (Insider issue 23), SAS International has entered the installation phase of the world's largest underground rail terminal with a footprint of 180,000m² over six floors. The team based in Hong Kong (see page 6) has provided the Insider with the latest update.

The framework started arriving in Hong Kong in December 2014, three months after SAS International's team mobilised in the city, while the latest shipment consisting of finished ceiling and baffle products was sent in June 2015. A total of 1,150 crates in over 50 40ft long shipping containers have been delivered so far, representative of the sheer size of the project.

To provide support for the ceiling panels, baffles, services and heavy signage, SAS International designed a ceiling system that can support weights in excess of 350kg anywhere throughout the 100,000m² of the front of house ceiling. This was achieved by extensive research and development of a new lipped channel system, which has enabled SAS International to create a collection of lipped bracketry products that connect

directly to the lipped channels using the industry standard self-drilling screws.

The innovative product also offers much needed adjustability as train stations generally have limited space between the ceiling and concrete soffit. The use of the lipped channel system has enabled flexibility in the position of its hangers and bridging components spanning three metres in width. With the high imposed loadings from the signage, and the congestion within the ceiling void due to mechanical and electrical building services, the slim and robust lipped channel ceiling system was of great benefit, avoiding the use of rolled steel joints.

A major investment has also been made into the SAS International production facility to turn the 'path finding' design vision of architects Aedas into a highly decorative aluminium dome shaped reality, which is now a key feature in the front of house ceiling design. The baffles, consisting of straight and curved sections, total 55km in length, and warranted the procurement of a specialist curving machine to achieve all the desired radii from 50m to 500mm.

Over 105,000m² of bespoke acoustic open ceiling panels for 4,500m of platforms will have been supplied and installed when the projects comes to an end later this year, requiring 435 tonnes of aluminium coil in total.

SAS International specified for the largest new build scheme in Glasgow

Energy firm Scottish Power is building its new headquarters in the city centre of Glasgow, housing approximately 1,500 staff. The aim of the project is to create a building which reflects the business growth of Scottish Power, particularly in renewable energy and engineering.

Work started in 2013 – a time when Britain's construction industry was feared to be sliding into a triple-dip recession; therefore value for money was more important than ever. The ability to meet the budget requirements, and provide long-term value for the office fit-out, will see SAS supplying a total of 20,000m² of System 300 and System 150 with a S1820 perforation for acoustic management.



Page Park Architects specified SAS International's products to provide a linear plank solution that worked with the rectangular floor plates, and allowed the architects to achieve the planned lighting and service layouts. The ceilings will be installed in the office areas, lobbies and corridors, some of them hiding a ventilation grille behind heavy perforation tiles. SAS International

worked closely with the main contractor Laing O'Rourke to keep within the budget, and provided the client with mock-ups for the lighting fittings.

The project has been designed with a BREEAM target of 'Excellent' in mind and currently achieves a Scottish EPC Asset rating of 'B'.

Mastering the art of bespoke ceilings – SAS International specified for Tate Modern

The Bankside Power Station, located on the South Bank of the River Thames, is home to London's iconic Tate Modern art gallery. Welcoming five million visitors each year, the building now has to accommodate twice the number of art lovers it was originally designed for. As a result, the Tate Modern embarked on an extension to the gallery, and contracted Swiss architect firm Herzog & de Meuron, also responsible for the first transformation of the Power Station in 1995 when the Tate Modern first moved in.

To fulfil the architects' design intent, sub-contractor Architen Landrell Associates contacted SAS Project Management to assist in the design and installation of a metal suspension system that could be integrated with the fabric ceiling and light fittings. A total of 260m² of c-profiles, top hat enclosures and a bespoke suspended ceiling in colour RAL 9010, were specified for the Exhibition Gallery, offering an aesthetically appealing solution fit for Britain's national gallery of international modern art.



Special sound effects from Master of Ceilings SAS International

Located in the business district of La Defense in Paris, the Athena Tower, owned by the insurer Allianz Group, is being refurbished to meet the highest environmental requirements. The project, which achieved a triple qualification of HQE, LEED and BREEAM 'Very Good', will see a total of 20,000m² of SAS International metal ceiling systems installed throughout the building.

Specified for the longevity of the material and subsequent sustainability, System 330 and System 205 with a 1522 perforation were supplied to the Athena Tower offices. As a very high absorption performance

of .85aw was required, sub-contractors SAFAIP liaised with SAS International to develop a bespoke System 330 with a deeper c-profile (35mm) and tiles (45mm) than usually required. The result was a ceiling with the highest acoustic performance (.85aw) available from SAS International and a 48dB sound attenuation.

Upon completion this year, the building will feature an expanded lobby, remodelled interior spaces, and an auditorium with 275 seats.



Birmingham New Street shopping centre restored to its original grandeur

As reported in previous Insider issues (22, 26 and 27), Birmingham New Street Station has been undergoing a major refurbishment. This includes a complete facelift for the Pallasades shopping centre situated above the station, which is planned to open its doors only a few days after the New Street station opening. Going by the new name of Grand Central, the refurbished shopping centre is a prominent addition to the Birmingham skyline. With a stainless steel facade encasing the whole building, a striking focal point has been created in the heart of the city, mirroring the architecture, new and old, of the surrounding buildings.

Inside, the striking new roof brings natural light into the shopping centre, which is anchored by the 250,000 sq ft John Lewis department store, one of the largest outside of London. SAS International supplied System 330 which was fitted along the perimeter of the mall, outside the entrance of the different shops. John Lewis' own in house design team (JLP), with whom SAS International has a long-standing working relationship, specified System 150 with a chemically brightened and polished Tubeline in RAL 9003. This was a first for JLP, as RAL 9003 and Tubeline have not been used before.

There were several bespoke metal ceilings specified for the lower retail area within the mall, which SAS Project Management designed, supplied and installed. This includes a mall link feature which is installed below glass reinforced gypsum in the mall's access areas, a metal can in a lozenge shape with integrated lighting, a slatted System 700 and a Barrisol ceiling which also features integrated lighting, totalling 7,000m² of SAS International fit-out material.

The aim was to create an ideal meeting place which would serve as a gateway to Birmingham. To facilitate this, SAS International had to exchange some of the tiles and plasterboard to acoustic boards and perforated tiles to reduce reverberation levels by absorbing sound. This manages the noise in the demanding mall environment, allowing greater speech intelligibility despite the high noise levels from the many visitors.

The main contractor is ISG and Grand Central will officially open on 24th September 2015, expecting 50 million people through the doors each year.



Work on EDF Energy's 7ha project ticking away nicely

EDF Energy, the world's largest producer of low-carbon electricity is building a new research and development centre on the Paris-Saclay campus in Palaiseau, France. Consisting of four circular-shaped buildings designed by François Soler, the project is modelled on a clock with 'mechanical cogs that fit together' to create a landscape building.



excellent track-record of supporting projects that have been awarded the BREEAM 'Excellent' rating.

Due to the lack of ceiling, 14km of either 1,200mm or 900mm bespoke perforated cylinders were installed in the offices to absorb sound. The amount supplied mirrors

the size of the whole project – the surface area measures approximately 7 hectares, an equivalent of 8 football fields.

The future "Silicon Valley à la française," as the architect refers to it, is expected to be completed in 2016.

In Insider 27, we gave you a helping hand in understanding the terminology around SAS International products. In this second installment, Insider does the same for international market terms. How many did you already know?

Market Terms



BIM

Building Information Modelling is a process that involves creating and using an intelligent 3D model to inform and communicate project decisions.

EPD

Environmental Product Declaration is a full quantitative life cycle assessment of a manufacturer's system or product.



LEED

Leadership in Energy & Environmental Design is a green building certification programme that recognises best-in-class building strategies and practices.



Global Green Tag

A unique, independent third party, green building and other sustainable product rating and certification programme based on life cycle assessment (LCA). It applies a robust set of sustainability metrics to construction products, using life-cycle assessments to rate the 'cradle to end-of-life-fate' of eco-preferred products.



ISO

International Organisation for Standardisation is an international standard-setting body composed of representatives from various national standards organisations.



COSHH

Control of Substances Hazardous to Health regulations states general requirements on employers to protect employees and other persons from the hazards of substances used at work by risk assessment, control of exposure, health surveillance and incident planning.

SASO

Saudi Arabian Standard Organisation is a scientific reference body in the fields of standardisation and conformity assessment.



الهيئة السعودية للمواصفات والمقاييس والجودة
Saudi Standards, Metrology and Quality Org

CPD

Continued Professional Development is the means by which people maintain their knowledge and skills related to their professional lives.



SKA

SKA rating is an environmental assessment method, benchmark and standard for non-domestic fit-outs, led and owned by RICS.



Fit-out

Shell and core

Fully finished landlord areas comprising main entrance and reception, lift and stair cores, lobbies and toilets. These areas are not part of the space rented to the tenant. The office floor areas are left as a shell ready for category A fit-out.



Shell & Core

Fit-out – Cat A

Typically, category A is what the developer provides as part of the rentable office space and usually comprises the following:

- Raised floors
- Floor coverings
- Suspended ceilings
- Extension of the mechanical and electrical services above the ceiling
- Finishes to the internal face of the external and core walls
- Window blinds



CAT A

Tender

Tendering is the process of making an offer, bid or proposal, or expressing interest in response to an invitation or request for tender. Issuing a tender document typically begins the tender process by which a business selects qualified and interested suppliers based on such things as their price, availability and proposed delivery terms.

MSDS

Material Safety Data Sheet is a document that contains information on the potential hazards (health, fire, reactivity and environmental) and how to work safely with the chemical product.

QSAS

Qatar Sustainability Assessment System – a green building certification system developed for Qatar.



CAT B

Fit-out – Cat B

Cat B completes the fit-out to the occupier's / user's specific requirements. It can typically comprise:

- Installation of cellular offices
- Enhanced finishes
- Conference/meeting room facilities
- Reception area
- Enhanced services/ specialist lighting
- IT and AV installations
- Tea point/kitchen fit-out
- Furniture

Estidama

A building design methodology for constructing and operating buildings and communities more sustainably. The programme is a key aspect of the 'Abu Dhabi Vision 2030' drive to build the Abu Dhabi emirate according to innovative green standards. 'Estidama' is the Arabic word for sustainability.



Turnkey

A turnkey or a turnkey project (also spelled turn-key) is a type of project that is constructed so that it could be sold to any buyer as a completed product.

PQQ

A pre-qualification questionnaire (PQQ) sets out a series of questions for potential tenderers to answer regarding their level of experience, capacity and financial standing. The answers enable the client to produce a short list of suppliers appropriate for their particular project.

Design trip around the world in 952 words

It is common knowledge that beauty standards vary from country to country, but can the same be said about office design favourites? Always one for finding the latest trends and developments, the Insider looked

at the Middle East and Australian preferences to see if and how offices in SAS' regions compare to the UK approach.



Open spaces to encourage collaboration

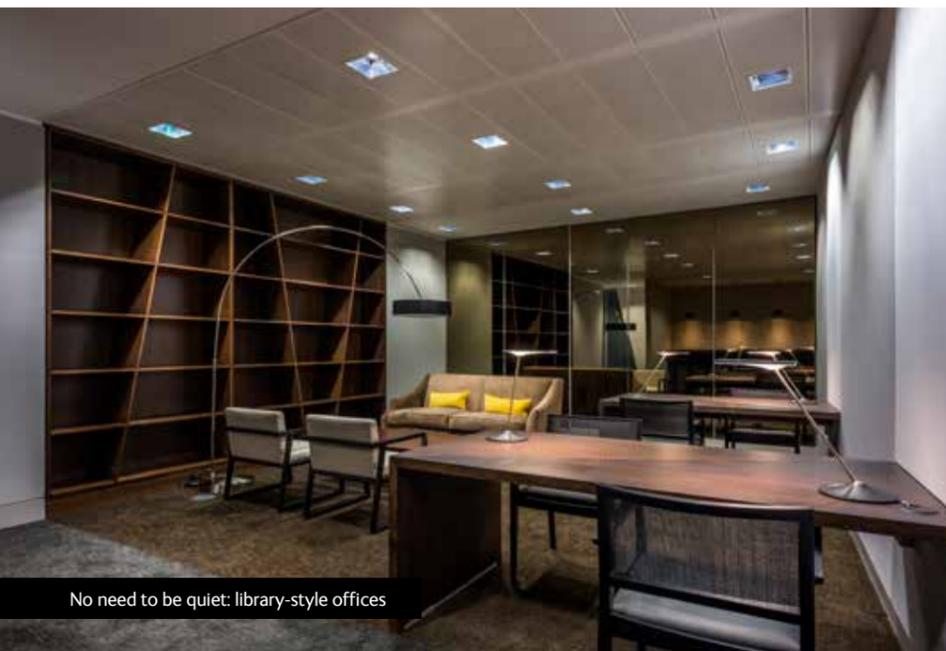
Middle East

First stop was the Middle East which, since winning Dubai's World Expo 2020, experienced an increased demand in commercial office space in the Emirates, according to a 2014 Clutton report. The growing demand is partly the outcome of an increase in the number of business licenses issued, as well as the rise of businesses that are planning on recruiting new staff. This results in two main goals for companies in terms of office design: impressing clients and attracting and retaining staff.

With the UAE keen to set the trend for the global office design market, companies want to stand out

by welcoming the latest designs, layouts and themes. Money spent on office interior design is considered an investment, bringing form and function together. There is a heightened awareness in the UAE of how the design of the office comes across to clients and consumers alike, hence, aesthetics and comfort are a priority. From the lighting and furniture to the equipment, everything needs to be well positioned and work in unison. Mema Ogilvy PR and THE One are among companies leading the way in the Gulf region in terms of 'quirky, occupant friendly offices', following in the footsteps of the likes of Facebook and Google.

Employee wellbeing is a continuous development in the Middle East, especially since workers spend longer at their desks now than five years ago. Therefore, a workspace fit for purpose is of utmost importance, as a poor work environment decreases employee motivation and productivity. OSN, TV network in the Middle East, has taken the lead in ensuring staff health and comfort by providing kneeling stools or bouncy balls after orthopaedic assessments, gradually replacing all workstations and chairs with ergonomic designs.



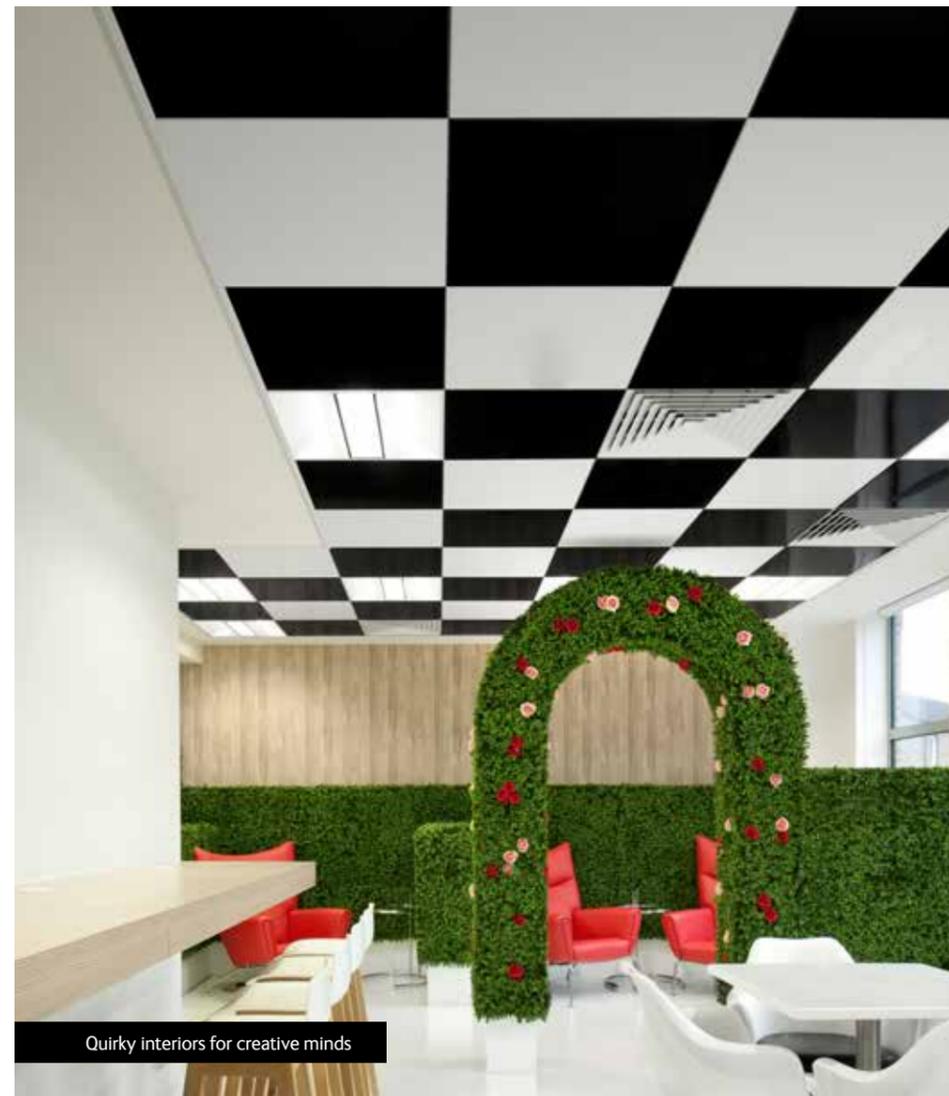
No need to be quiet: library-style offices

Australia and New Zealand

The Insider's next stops are Australia and New Zealand, where companies are always interested in workspace innovations and not afraid to try a new design approach if it makes business sense. According to architect Dr. Donna Wheatley, office design has significantly changed over the past ten years, moving away from an individualist approach, towards collaboration and identification of behavioural patterns. Expanded front of house areas that support a café-style working space are the new way forward.

The Spark building in Auckland is a good example of the so-called 'next generation' workspace. It was completely transformed, from a place where people were based at the same workstation, to one where they could freely choose where they work, be that at team tables, workstations or quiet rooms. This creates a really dynamic, productive and exciting environment.

Another strong trend observed in Australia is the 'death of the cubicle' in favour of the 'library style', meaning more open, accessible space. People are also expecting to see design features similar to their home, including sofas, café tables, standing work stations, and plant filled spaces.



Quirky interiors for creative minds

Working in unison

While preferences may vary due to cultural heritage, weather requirements, and technology, the approaches to office design are surprisingly similar. Occupant comfort and wellbeing, increased productivity, collaborative working, as well as talent attraction and retention, are goals Australia and the Middle East share with the UK, as confirmed in recent reports.

Looking at the latest guidelines from the National Institute for Health and Care Excellence (NICE), which highlight the link between employee wellbeing and productivity, employee health and comfort are set to become a core priority in the office environment. Nowadays, 72% of companies are looking to real estate to improve productivity, with 61% expecting an enhanced people and business productivity outcome, according to research by JLL. Therefore, a physical environment that offers the right context for concentration, learning, communication and collaboration will have the competitive edge over a building which simply goes for aesthetic appeal. By stepping away from the cost-cutting approach and moving towards value and quality creation for the occupiers, an environment that fosters collaboration and promotes wellbeing among employees can be provided.

What does this mean for manufacturers?

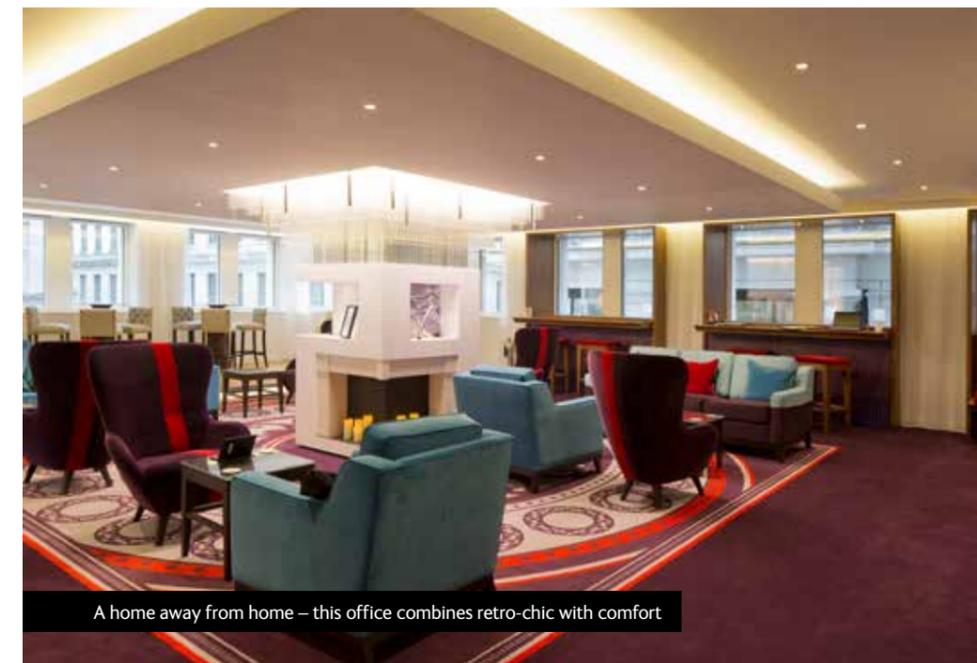
Manufacturers must understand the market demand and differences across countries and cultures. Getting involved with the design team early on in the process is crucial as we are looking at a sector ready to break out the mould. Expect stunning designs and ever progressing comfort, whether it be a ceiling, flooring, glazed partitioning or furniture.

Are you sitting comfortably at your desk?

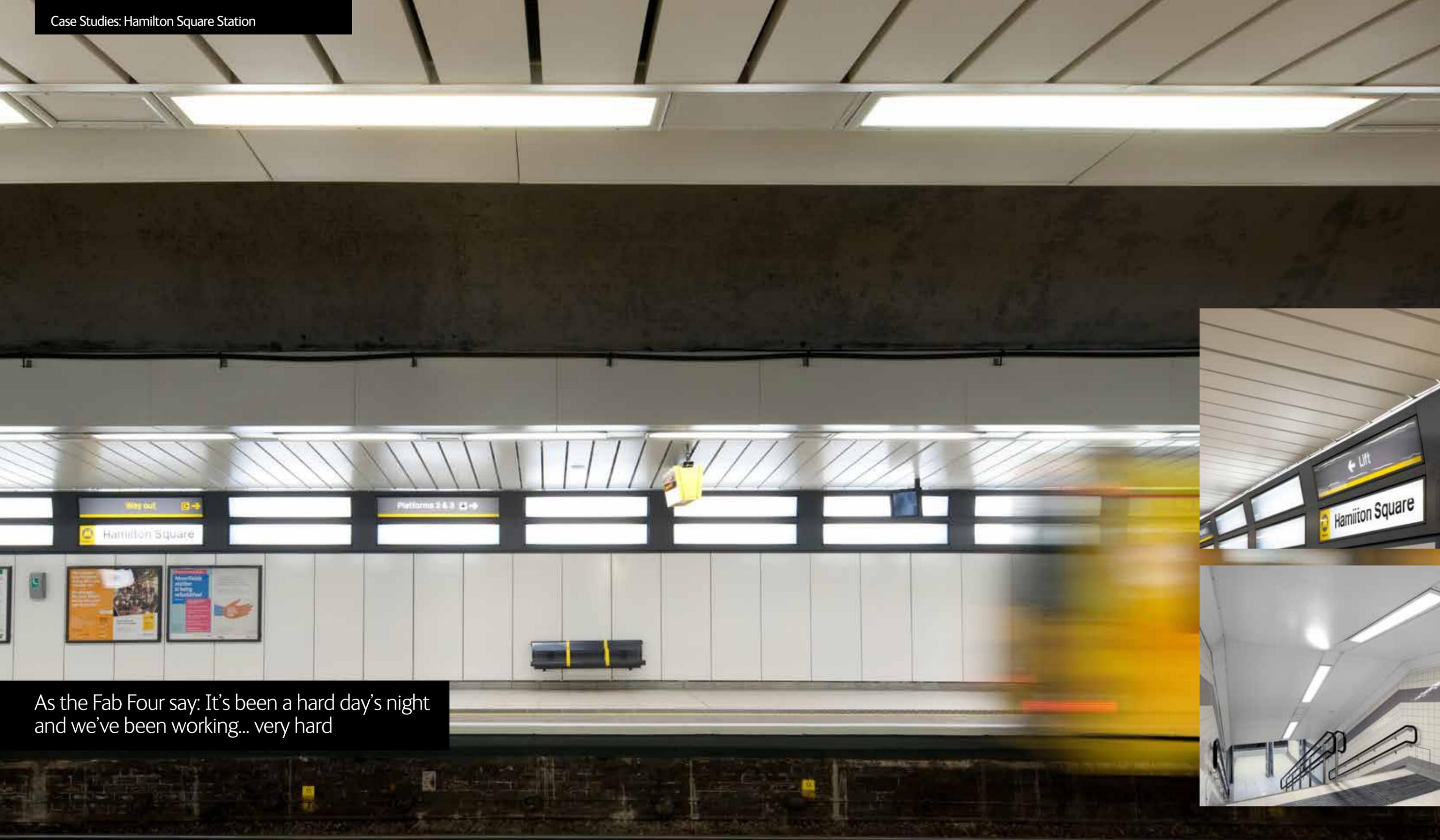
UK

According to several trend reports, a significant shift away from the minimal white, sterile look that ruled for the past ten years, towards a raw, almost salvaged effect has taken place in the UK. If you are more into retro-chic, bold and abstract configurations, patterns and geometric shapes are also making a comeback. It is expected that UK offices will start to adopt the geometric trend in the way they position furniture, partitions and ceiling bulkheads, creating unusual, angular shapes. Natural materials and quirky textures as well as visual centrepieces are transforming the workspace into an electric environment, encouraging employees to come into work every day. The so-called 'mash-up' styles are becoming increasingly popular, as companies are turning their backs on maintaining a corporate brand identity throughout the office and embrace the creativity inspiring 'domestic workplace', an office you could easily live in.

Pictured above is @Waterloo, 2-6 Boundary Row, London – a business centre offering alternative collaboration spaces and an impressive media lounge. A quirky centrepiece and SAS System 120 checkerboard style ceiling features in the Alice in Wonderland theme.



A home away from home – this office combines retro-chic with comfort



As the Fab Four say: It's been a hard day's night and we've been working... very hard

With 17 large cranes on building sites across the city centre, where some £1.13 billion worth of development is currently underway, it is more than fair to say that Liverpool is on the up. At present, there is £1.89 billion worth of development activity on site, with some £740 million of this taking place outside of the city centre. The various elements of the city development include the healthcare sector, student accommodation, housing, retail and leisure. Furthermore, the city expects around 4,000 jobs to

be created once the new or refurbished floor space is filled, with the building work itself creating several thousand construction jobs.

To keep up with the growing number of passengers at the central Liverpool stations, Network Rail has been working with Merseytravel and Merseyrail to provide better stations and facilities to accommodate the increased demand. Recent and ongoing projects include a £40 million scheme to upgrade the five

underground stations alongside Network Rail.

Following a 4 million redevelopment, Hamilton Square station in Birkenhead reopened in March 2015. Passengers are now benefitting from improved platform and tunnel areas, which include new flooring, brighter lighting and better passenger information, improving the beginning or end to their journey.

SAS Project Management has designed, supplied and installed 1,000m² of wall linings and light boxes

along the platforms, tube tunnels and commuter passageways, helping to create a clean, open and well-lit environment, a necessary prerequisite for safety as well as general comfort.

SAS International also supplied 2,000m² of bespoke linear plank ceilings and upstands in the ticket hall and platforms 1 and 2.

Rail operators are recognising the importance of aesthetics as well as functionality when it comes to

station design. Almost 1.7 billion journeys are now made on National Rail railways every year, 34% more than just five years ago, and more than double the number of twenty years ago. Refurbishment of existing stations and construction of new ones, together with platform improvements, are all part of the railway upgrade which will see an investment of more than £25 billion between 2014 and 2019 to deliver more services and better journeys.

Liverpool Central Station, also part of the city centre stations redevelopment, is a testament to this strategy. Awarded the Rail Station of the Year at the 2013 National Transport Awards, the £20 million overhaul saw major improvements to the concourse and platforms. SAS International supplied bespoke linear plank ceilings and upstands, and following the tremendous success of this refurbishment project, the same systems were installed throughout Hamilton Square station.

Can you read between the Tubelines?



Kolkata Airport's new integrated (Domestic & International) Terminal reflects the vision of a world-class airport that integrates cutting edge technology blended with unique local cultural heritage. With a floor area of 233,000m² (2.5 million square feet), which can handle 7,500 passengers during peak hours, the airport is the fourth busiest in India and a gateway to Asia. RMJM architects designed the new building to provide domestic and international services for 20 million passengers a year by 2023, or twice the current traffic. Ian Milne, design director at RMJM's Hong Kong office, said: "It is a remarkable opportunity for any architect to be given the chance to design such an important gateway to Kolkata."

The client, Airports Authority of India (AAI) sought to reflect local culture within the design of the project, which revolves around an abstract reference to the writing of Rabindranath Tagore of Bengal, the first non-European to win the Nobel Prize in Literature.

Providing a distinct and unique feature, 60,000m² of SAS International's System 750 Tubeline was specified to create the Bengali script effect in the ceiling. Using infill tubes in a range of sizes, the large scale motif is displayed as patterns etched on to the underside of the main roof, integrating the graphic writing into the ceiling.

A design team comprising Hari Om Choudhary, Senior Architect for Sikka Associates, Dinesh Baliga, CEO of Polybond, and Mike Collins of SAS International Dubai took on the design task to develop the existing Tubeline system. By utilising 50mm tubes set at 200mm centres and introducing additional tubes to reduce the centres to 100mm, the script pattern was created. The idea was first sketched in Harry Om's office in New Delhi. SAS set up hand samples on Harry's studio table to show an amazing effect could be achieved.

A full sized mock-up was produced by SAS' Apollo Park factory and flown out to New Delhi for installation. The result was stunning – better than Mike Collins ever imagined and the script pattern was very distinct. The selected colour was RAL 9003, a crisp bright white with colour co-ordinated end caps to complete the effect.

SAS International worked closely with partners Polybond from Bangalore and the Airports Authority of India to supply a total of 17 airports across the Indian subcontinent. The first was Udaipur Airport and the most recent was Kolkata Airport. SAS and local architects Sikka Associates trialled a number of different Tubeline combinations before selecting the specified option to incorporate the unique and beautiful script pattern. In

order to extend the aesthetic theme, the suspension system was modified to allow the Tubeline to be fixed vertically as a wall cladding system – culminating in SAS' largest single order for Tubeline.

Combining cultural ambiance with front line technology and facilities, Kolkata airport has won the title of 'The Best Improved Airport in the Asia-Pacific Region' by Council International, as well as an award for 'Excellence in Built Environment 2013' by the Indian Building Congress (IBC).

SAS products helped to accomplish the highest international standards of sustainability, using green building concepts and environmentally friendly technologies for the modern glass-steel structure. Other energy efficient features include north facing roof lights and a central courtyard which flood the interior with natural light. The large front window, shaded by the overhanging roof, is also a ventilated double wall, removing heat generated from sunlight as cooling systems have been kept to a minimum. The roof is designed to harvest rainwater, which is stored and reused for both irrigation and the washrooms. A number of mature trees will be retained as a striking counterpoint to the building's linear form.

Project Photos



15 Finsbury Circus, London – System 330



Waters, Cheshire – System 130



2 Minster Court, London – System 130 AluGrid



100 Victoria Embankment, London – System 330 Tartan Grid



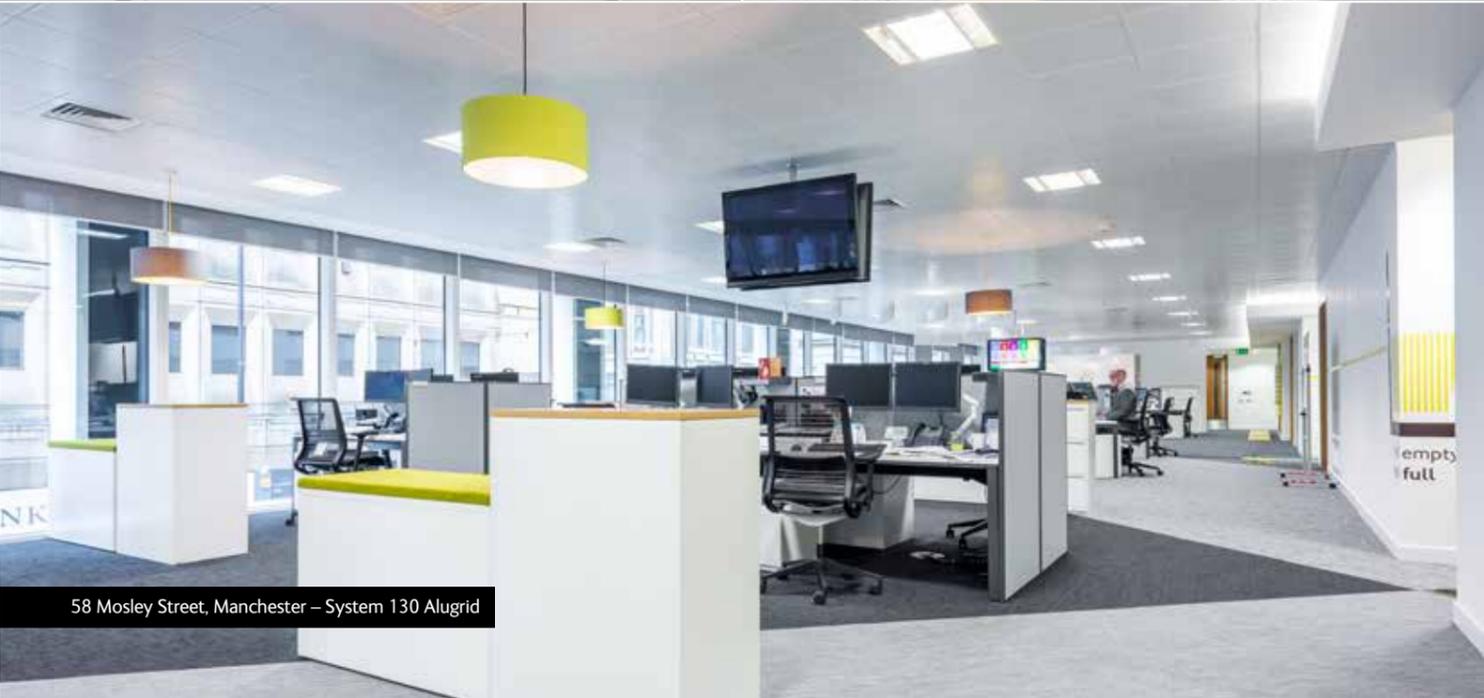
10 Bishops Square, London – System 330 & 200



Tower Watson, London – System 330 Tartan Grid



25 Walbrook, London – System 130 AluGrid & System 8000

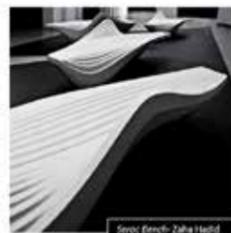
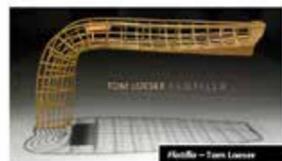


58 Mosley Street, Manchester – System 130 AluGrid



Challenge us – we've got what it takes

What Next ?



Challenge Us

Investment in new machinery at Bridgend

A team of engineers are currently at the Bridgend factory to assemble and calibrate new machinery, which will take several weeks. SAS International's Matt Harrison, Trainee Engineer, Research & Development, is currently at Bridgend assisting with the set up.

The significant investment in new machinery allows for an increase in efficiency, as we are improving automation of tasks which would normally be completed on two different machines. This also helps maintain high quality products and further improves lead times, responding to ever increasing customer demands.

Ultimately the machine will expand the factory's capacity.

AJ Spec Live – 'Challenge Us'

Matt Butchard, R&D lead designer at SAS International discussed the ins and outs of the 'Realisation of the Gateway Pavilion' at the AJ Spec Live Event, pointing out 3D printing as a crucial factor to the project's success. He also encouraged the architects in the audience to challenge SAS International with their ideas that may not have been realised in metal or aluminium before, stressing the importance of early manufacturer involvement in the design process.

A video speaks a 1,000 words



As previously covered in issue 27, our new website is now live. Great content encourages users to explore our website further, find out more about SAS, and hopefully share it with their peers. We've created a lot of video content, which forms part of an innovative, exciting experience for our audience – after all, one survey by Cisco suggests that by 2017, 80% of all internet traffic will be from video.

From corporate content to project case studies, our videos showcase the sheer variety of what we do, including our products in situ, and presenting SAS in a professional, informative, and engaging manner.

As a manufacturer, video allows us to demonstrate our products and capabilities in detail to a wider audience, which include contractors, architects, specifiers, and clients.

Our current videos include an extended case study of Westfield Stratford City, to which we supplied architectural metalwork solutions. The short film

covers the challenges Westfield faced and how our Project Management team worked with the company to deliver a range of sustainable products, including interior and exterior ceilings, bulkheads, and bespoke exterior cladding.

Through video content, we also offer insight into our products and processes. Our animation, 'Life Cycle Analysis for Suspended Ceilings', compares the quality and maintenance costs of our metal pan lay-in tile to a traditional mineral fibre tile, revealing the cost-effective nature of metal systems. This was crucial for educating the Australian ceilings market which is dominated by mineral fibre, where the perception is that metal is extremely expensive.

In association with CIBSE Innovation, SAS International was filmed discussing the importance of specification and how our research and development facilities can help specifiers.

So where does SAS go from here? In the near future, we're hoping to produce videos of the manufacturing process at Bridgend and Apollo Park, providing our readers and viewers with even more insight into how we create world-class systems.

In the meantime, why not visit our recently branded YouTube and Vimeo channels to take a look at our videos for yourself?

YouTube
youtube.com/SASIntGroup

vimeo
vimeo.com/channels/sasinternational

A trip Down Under



SAS Chief Executive Todd Altman recently visited our Australian Team. Todd's trip included a trip to Chinese restaurant Mr Wong at Bridge St, Sydney, where the team relaxed and enjoyed some delicious food together.



An international sportsman in the family

Morgan Chard has received his Welsh cap in rugby – at the age of just 17. Morgan's dad, Simon, is a Project Manager at Bridgend.

Wedding belles

We have two SAS weddings to celebrate in this issue:

Firstly, Bridgend accountant Michelle Dwyer Davies married David on the 23rd May, with several colleagues in attendance (pictured).

We hope Michelle and David enjoyed what looks like a beautiful day.

And congratulations to Joanna Haines, Quality Administrator at Apollo Park, who got married on the 22nd August.

Her hen night (pictured) involved plenty of her SAS colleagues – and of course, Jo herself in white.

SAS staff pictured (left-right): Debbie Evans, Rachel Ketley, Joanna Haines, Stacey Love, Sam Duroe, Bev Wilson, Beccy Thomas and Katie Philpotts.

Best wishes to both of the happy couples.



Train the Trainer



Congratulations to some of our colleagues at Maybole, who have successfully completed their 'Train the Trainer' course.

They learnt a range of skills, including effective communication and how to give feedback, which will help them pass on their industry experience to other colleagues through their own training sessions.

After four months of hard work, which included presentations and written tasks, the participants are now proud owners of an accredited certificate (in Welsh and English) from WEA Cymru.

Well done to all who took part.

Pictured (left to right): David Sinclair, Gary Jackson, Todd Altman, William Wallace, David Brown, Colin McGarry, Darren McGill and Leon Guthrie.

Reading go-karting



20 staff from SAS Reading went go-karting on the 6th July at TeamSport, a local venue.

Well done to estimator Rees Nanney who won Gold overall and to Michael Evans (one of our sales

executives) who achieved the best lap time of 27.3 seconds.

As the evening was so successful, another trip to TeamSport has been planned for the end of September.

Burgess Hill barbecue

SAS Direct Burgess Hill treated customers to a barbecue in July.

Along with delicious food and refreshing drinks, customers enjoyed games and even live music – a very enjoyable evening for everyone.



A big thank you to our Long Service Awards winners. And a big welcome to our new starters.

25 years' service



Steven Greenaway Apollo Park
Starting Role: General Operative
Current Role: General Operative

Geraint Lewis Apollo Park
Starting Role: Job Costing Assistant
Current role: General Manager

15 years' service



Andrew Kirkpatrick Maybole
Starting Role: Dressing Operative
Current Role: Dressing Operative

10 years' service

Steven Lynch Apollo Park
Starting Role: Maintenance Engineer
Current Role: Maintenance Engineer

Marc McKenzie Maybole
Starting Role: Paint-line Operative
Current Role: Brake-Press Operative

Piotr Mielczarczyk Bridgend
Starting Role: Press Production Operator
Current Role: Amada Operator

Craig Rowlands Bridgend
Starting Role: Assembly Production Operator
Current Role: Material Handler

Chris Sharpe Reading
Starting Role: Trainee Design Technician
Current Role: Designer

Jesse Underhill Bridgend
Starting Role: Assembly Production Operator
Current Role: Assembly Line Leader

20 years' service



Gary McNeill Maybole
Starting Role: Engineering Apprentice
Current Role: Planning and Scheduling Manager

My Work: Geraint Lewis, General Manager at Apollo Park



1. What is your current job and what do you do on a typical working day?

Current role is General Manager at Apollo Park. My typical working day starts with a strong coffee and a walk around the factory. I then read through my e-mails and forward any actions required on to the toolbox team. I attend the toolbox meeting where we discuss the previous day's results including Health and Safety, quality, maintenance, production and delivery issues raised. This is a great environment where the team are encouraged to voice their thoughts and opinions on current operations. We have some great debates and discussions. Once toolbox is over it's into the nitty gritty where I will dissect some of the issues raised and challenge the team with finding the route cause and set out corrective actions to resolve. I review the production result for the week. Rachel Ketley assists with my requests for Syteline data to substantiate a

financial or sales query associated with the result. Once I am happy with the report I call a meeting to discuss new orders received for reviewing. At least once a day the relevant teams and I will review the project deck to ensure projects have traction and are on track to agreed actions.

Out onto the factory floor, I chat with the production teams and the workforce to see how things are going. Any feedback from the workforce is passed onto the relevant department heads for consideration.

The most challenging part of the day is usually when I sit down with our accountant Colin Briney to discuss the financials. This is where I get an accountancy and life lesson from Colin who is not shy in reminding me of my Welsh heritage! I remind him I have an A level in maths and that if he needs help with any sums all he needs to do is ask.

No one day is the same.

2. Did you do this job when you started SAS and how has your role changed?

The first position I held within SAS was a job costing assistant. I was interviewed by John James and within a few hours of leaving the interview I received a phone call to say "you got the job". I must have impressed him on the day and feel very proud of frustrating him thereafter. From job costing I then showed an interest in production planning where I took up a role amongst the planning engineering team. The experience I gained from taking design drawings and converting them into manufacturing parts has been invaluable. My next journey was the most pivotal as Paul Smith convinced me to become an apprentice toolmaker. In his words "all great engineers start out

as toolmakers", the others become designers or maintenance technicians. He was right.

Once I completed my apprenticeship I was selected to run the planning engineering department and from there I was promoted to production manager. During my role as production manager I gained a master's degree in management. Whilst in this position the opportunity to become the group lean facilitator was offered which I took with both hands. I spent 18 months with Bourton consultants and gained my Lean Six Sigma Black Belt. The General Managers role at Apollo Park was advertised and I seriously considered the opportunity. After a lengthy conversation with my wife we agreed I would apply. The interview process went well, and the rest is history.

3. What did you do before joining SAS?

After my A levels I worked at Lloyds Bank for around 2 months (loathed it).

4. What changes in technology and culture have affected your day to day work life?

Mobile phones! Regarding culture the business has improved tremendously over the last 25 years and employees are given a large degree of empowerment.

5. What do you enjoy most about your job?

Delivering our targets and motivating the teams to be all they can be.

6. What's the biggest challenge in your job?

The M5!

New Faces

APOLLO PARK
Dalvinder Pulahi Quality Technician
Rebecca Thomas Scheduling Assistant

AUSTRALIA
Michelle O'Malley Accountant
Mark Ottery General Manager
Ian Rowley Warehouse Manager
Christopher Schreder Warehouse Assistant
Alex Stern Project Researcher & Office Assistant

BRIDGEND
Stephen Bird Financial Controller
Philip D Jones Engineer
Jonathan Rogers Junior Database Administrator
Paul G Williams Production Engineer

HONG KONG
Sean Devlin Site Supervisor

IRELAND
Dylan Byrne Market Researcher

MAYBOLE
David Arnott General Manager
Graeme Hudson Quality Engineer

READING
Oliver Brosch Sales Executive
Karl Chilcott Sales Executive
Michael Evans Sales Executive
Peter Gray Sales Support
Neil Hamblin Estimator
Stuart Heston Technical Manager
Dennis Hitchman Driver
Paula Holloway Transport Scheduler
Sibel Nash Senior Designer
Paul O'Neill Designer
Alan O'Reilly Commercial Director
Christopher Porter Site Manager
Martine Robins Group HR Director
Philip Tibbitts Site Manager
Christopher Toffolon Designer
Nick Whitehead Commercial Director
Charl Veldtman Site Manager

SAS DIRECT BIRMINGHAM
Timothy Barredale Warehouse Supervisor

SAS DIRECT BURGESS HILL
Beverly Danton Senior Glazing Co-Ordinator

SAS DIRECT LEEDS
Reece Morgan Glass Fitter

SPAIN
Jose Rios Uceda Project Manager

In this issue of the Insider we meet the Project Development team. They are based in Dubai, Reading and Sydney.

They have given us an insight into their job roles and some of their interests outside work, along with their favourite food and holiday destinations.

Alex Stern



- Q.** What is your role within the team?
- A.** Project Researcher & Office Assistant – I hunt for upcoming construction sites by day, and file the papers by night.
- Q.** What do you do on a typical working day?
- A.** I'm a veteran of two-and-a-bit-weeks at the moment, but generally I spend the majority of the day scouring Australia for potential leads, as well as trying to ensure that no detail is overlooked in an administrative sense.
- Q.** What do you like most about working at SAS?
- A.** I've been very impressed by the team mentality at SAS – I'm yet to meet someone that I don't like, which is just short of a miracle in the modern workplace.
- Q.** What do you find most challenging about your role/job?
- A.** A key area of my role is trying to make sure that SAS has an edge over the competition, making sure the team and I know about upcoming projects before other companies, which can definitely be a challenge.
- Q.** What is your favourite food and drink?
- A.** I'm a sucker for any Mexican cuisine and a good beer.
- Q.** Where is your favourite place for a holiday?
- A.** Apart from in bed, with a blanket, in front of the TV – I'd have to say Vietnam. That place is like no other.
- Q.** What are your favourite sports or sports team?
- A.** I'm a big supporter of Tottenham Hotspur and any team that are playing against Arsenal.
- Q.** What are your hobbies/what do you like to do in your spare time?
- A.** Football takes up a good chunk of my spare time – I'll play 11-a-side, 6-a-side, Futsal, or any variation you can come up with.

Chris Grimmond



- Q.** What is your role within the team?
- A.** To proactively identify early opportunities for our products (metal ceilings and glazed partitioning), within the London market. This is done by following up on leads, looking through planning applications, speaking to architects/specifiers to arrange meetings for the sales team, etc. Other responsibilities include the management of the sales portfolios for Oliver, Chris and Charysse in the London market.
- Q.** What do you do on a typical working day?
- A.** Call lists, portfolio, leads, enquiries, technical calls and arranging samples to name the majority.
- Q.** What do you like most about working at SAS?
- A.** The satisfaction of managing a project from prospective stage, to when the order is placed. I enjoy liaising with architects, contractors and my colleagues.
- Q.** What do you find most challenging about your role/job?
- A.** It can be difficult to get hold of the right contact at times.
- Q.** What is your favourite food and drink?
- A.** TGI Fridays, or anything high in protein.
- Q.** Where is your favourite place for a holiday?
- A.** The Caribbean.
- Q.** What are your favourite sports or sports team?
- A.** Favourite sports are football and cricket. Arsenal is the team I support.
- Q.** What are your hobbies/what do you like to do in your spare time?
- A.** The gym, watch TV, play video games, going to the cinema and reading.

Dan Blackburn



- Q.** What is your role within the team?
- A.** I manage the Project Development team based in UK, oversee the Project Developers working in Ireland, Middle East and Australia, create the sales forecasts for the factories as well as manage ad hoc research projects and reporting.
- Q.** What do you do on a typical working day?
- A.** A 'typical' day doesn't really exist. I ensure the team has everything it needs including training. I produce factory forecasts fortnightly, always ensuring that information required for this is kept up to date. I also provide ad hoc reports and analysis as well as issuing sales leads.
- Q.** What do you like most about working at SAS?
- A.** Working for a market leader, with a product that I believe in, the opportunities for me to develop within my role and the options available to me within SAS.
- Q.** What do you find most challenging about your role/job?
- A.** Increasing demand for accurate information, in a challenging and ever changing industry.
- Q.** What is your favourite food and drink?
- A.** Steak and beer (together preferably).
- Q.** Where is your favourite place for a holiday?
- A.** I like to visit a different place every year. My favourite so far has to be Barbados.
- Q.** What are your favourite sports or sports team?
- A.** I enjoy watching football (Man Utd) and cricket (Worcestershire), and playing golf.
- Q.** What are your hobbies/what do you like to do in your spare time?
- A.** Watching sport, playing golf, cooking, socialising with friends, going out for dinner.

Jaya Anthony



- Q.** What is your role within the team?
- A.** I research new project opportunities for MENA and India regions. I also assist our general manager Alex McNess with the sales forecast/report. I work closely with the sales team: Mike Collins, David Fry, David Booth and Monish Mohan. I assist with project related correspondence and chase up order placement. My role includes general office management.
- Q.** What do you do on a typical working day?
- A.** Getting in touch with architects and consultants to introduce SAS ceilings. Project coordination, collating data and ensure all UAE enquiries are answered in a timely manner.
- Q.** What do you like most about working at SAS?
- A.** Friendly and focussed working atmosphere.
- Q.** What do you find most challenging about your role/job?
- A.** Keeping track of the numerous live projects.
- Q.** What is your favourite food and drink?
- A.** Chinese/Indian food and red wine.
- Q.** Where is your favourite place for a holiday?
- A.** Goa, India for the beautiful beaches.
- Q.** What are your favourite sports or sports team?
- A.** I enjoy watching tennis and football.
- Q.** What are your hobbies/what do you like to do in your spare time?
- A.** Listening to soft music and spending quality time with my family.

Sean Hermanson



- Q.** What is your role within the team?
- A.** As a project developer, I proactively seek specification opportunities for ceilings and partitioning for the north and Scotland, as well as providing sales support for Mat Teare (ceilings) and Elaine Fletcher (partitioning).
- Q.** What do you do on a typical working day?
- A.** Work through call lists, portfolio, leads, enquiries, technical calls and arranging samples.
- Q.** What do you like most about working at SAS?
- A.** The prestigious projects SAS has done over the years, its pleasing to say that I work for a company that was heavily involved with the Shard for example.
- Q.** What do you find most challenging about your role/job?
- A.** Getting hold of the right people at the right times. We have a very small window on certain projects from planning to specification stage, and if we miss that opportunity to sit down and explain to the architect what they need to do to specify our products correctly, we can miss out on being involved and a potential order.
- Q.** What is your favourite food and drink?
- A.** Pizza and Budweiser!
- Q.** Where is your favourite place for a holiday?
- A.** Ibiza.
- Q.** What are your favourite sports or sports team?
- A.** Favourite sport is ice hockey, and favourite team is the Calgary Flames.
- Q.** What are your hobbies/what do you like to do in your spare time?
- A.** In my spare time I play ice hockey, I also enjoy a good night out!

Vikki Primmer



- Q.** What is your role within the team?
- A.** To support all three of my sales execs and identify and qualify new opportunities for the SAS International Group. Working with other members of the department to develop new projects and manage current projects. Keep all project information accurate and up to date to help ensure all departments run the project smoothly from start to finish.
- Q.** What do you do on a typical working day?
- A.** Researching projects, updating leads, responding to enquiries, following up on CAD downloads, managing sales portfolios, contacting main contractors and sub-contractors about current projects, and weekly forecast reports.
- Q.** What do you like most about working at SAS?
- A.** The variety of my job and working with different people and products. The staff are great and incredibly friendly.
- Q.** What do you find most challenging about your role/job?
- A.** Prioritising all of our different responsibilities. Managing different expectations from different departments within the company.
- Q.** What is your favourite food and drink?
- A.** Nandos and Sauvignon Blanc from New Zealand.
- Q.** Where is your favourite place for a holiday?
- A.** France.
- Q.** What are your favourite sports or sports team?
- A.** My favourite sport is badminton.
- Q.** What are your hobbies/what do you like to do in your spare time?
- A.** I am currently a Coach for the Development Squad for Berkshire Badminton Association. I like all sports apart from running due to attempting a half marathon.

Will McCartney



- Q.** What is your role within the team?
- A.** Working with ceiling and partitioning sales execs to find new opportunities and manage existing projects from starting point to order placed.
- Q.** What do you do on a typical working day?
- A.** Speak to all parties in the construction chain to get an overall picture of our projects, to place us in the best position to receive an order.
- Q.** What do you like most about working at SAS?
- A.** I help to track Infrastructure projects which I enjoy as it gives me an opportunity to track a range of large scale projects where a lot of the systems used are slightly out of the norm. This allows me to improve my product and sector knowledge.
- Q.** What do you find most challenging about your role/job?
- A.** We make a lot of phone calls in our department and it can be a struggle to find and speak to the people we want to for each job. To overcome this challenge I must be creative in speaking to these people.
- Q.** What is your favourite food and drink?
- A.** Recently coming back from Spain I would have to say a paella followed by a cold cerveza.
- Q.** Where is your favourite place for a holiday?
- A.** I went to Mexico when I was younger, I would happily go back to relax on the beaches of Cancun.
- Q.** What are your favourite sports or sports team?
- A.** I used to play a lot of tennis and hockey, I generally enjoy playing any sport.
- Q.** What are your hobbies/what do you like to do in your spare time?
- A.** I enjoy music and spend a lot of time going to concerts and festivals, this works well with my love of travelling to new places.



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