



2024 Year End News Round Up



Change of Owners

In October of this year the company had a change of ownership following the successful completion of a management buyout (MBO) with the founders and former owners, Ian and Bernice Firth resigning their roles to enjoy their retirement and handing the reins over to the remaining four directors, namely Amanda Haley, Bev Cookson, Lee Beardsmore and Paul Claydon.

Ian Firth Hardware Ltd is at its heart a family run business, founded in 1982. Ian Firth, founder and outgoing Chairman has been at the helm throughout its 42-year history being at the forefront of the company's growth and development. As well as being a major player in supplying hardware Ian Firth Hardware Ltd is now one of the UK's leading residential composite door manufacturers, supplying housebuilders throughout the country. The company prides itself on giving a first

class service in terms of building close relationships with customers to give them what they need in terms of both quality of product and service.

The MBO team collectively have 80 years service with the company, and supported by its experienced operations team will be exploring new opportunities and stronger partnerships with customers, suppliers and service providers to enable the company to grow in the coming years.



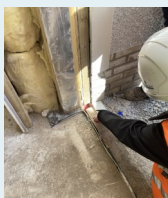
Amanda Haley, Managing Director, says: "Along with my fellow directors I am extremely proud to be trusted to take this well established company into its next chapter. Of course we wish Ian and Bernice a long and happy retirement and hope they are assured their legacy is in safe hands.

We have a fantastic team here and along with our key supply partners I am certain we can continue to serve our customers well and see the business grow and develop."

SUSTAINABLE DEVELOPMENT GOALS



In September 2023 we issued our new Environmental & Sustainability Policy Statement therefore we set out below what we have been doing throughout this year to support the UN Sustainable Development Goals:



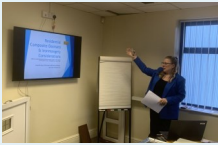
Customers: We strive to exceed client expectations

- New SAP software installed to integrate better with doorset configurator to improve our service
- Increased OTIF average on the previous year, up from 97% to 99%
- New transport tracking system rolled out with photos on PODs for the first time
- Rolled out more customer specific Site Welcome Packs and hosted several toolbox talks
- Collaborated with key customers in spec changes and presented at QC Inspector Conference

Community: We promote good community relations

- Ranked in the 2024 Kirklees Top 100 companies for third year running
- Sponsored Wilberforce Mavericks Junior Football Team
- Supported several industry related charity events including donating prizes
- Christmas Jumper Day and tombola raised money for Save the Children
- Reverse Advent Calendar in aid of The Resource Foodbank, Ossett
- MacMillan Coffee Morning raised £220 for cancer care
- Supported a staff member in charity run to raise over £650 for Cancer Research
- Regularly attending local Jobs Fairs for recruitment from community
- Engaged with local secondary schools in supporting their Careers Days





Education: We act as an ambassador for the house building industry

- Actively involved in trade associations: GAI, DHF, ACDM
- Hosted GAI CPD event with ironmongers taken on a tour to learn about composite doorsets
- Became a member of Future Homes Hub

Employees: We are committed towards our employees

- Employees attended a wide range of training sessions, on and off site, including product updates, Building Reg changes, Fire Marshalling, FLT, CSCS.
- Several employees continue on CPD RegAI programme to maintain RegAI status
- New Environment, Health & Safety Forum set up to encourage employee engagement
- Promoted health and mental wellbeing through several initiatives from HR including appointing a Mental Health First Aider.



Supply Chain: We procure responsibly

- Supply Chain School 'Gold' Status maintained for third year
- Continued FSC/PEFC Chain of Custody certification
- All overseas suppliers signed up to Human Rights Policy



Industry: We take part in influencing the future

- Participated in consultations with trade associations regarding Future Homes, CE/UKCA marking and proposed changes to Building Regulations affecting our products and services
- Attended Future Homes Hub annual conference



Energy: We strive to reduce our climate change impact

- Continued to promote better thermally efficient products to reduce U-values
- Lights upgraded to lower energy lamps
- More company vehicles upgraded to electric hybrids

Resources: We will improve resource efficiency

- Continue recycling inc PVC and steel through specialist waste management companies
- Introduced glass recycling to further reduce waste going into general skip

Environment: We will limit our environmental impact

- Maintained ISO14001 Environmental Management third party certification
- Annual KPIs and Business Targets revised to use Balanced Scorecard approach
- Published Sustainability Report on website giving Carbon Emissions Data Scope 1 & 2
- New system for paperless delivery notes testing underway
- Exploring pre-glazed doors to reduce materials and carbon footprint

Innovation: We innovate to identify balanced sustainable solutions

- Continue to improve product offering by embracing new technologies .
- Began to explore alternative materials for products including recycled/reclaimed materials
- Development work on alternative door construction to give better Life Cycle properties

Prosperity: We believe that sustainability leads to economic prosperity

- Working within the ethos behind ISO9001 Quality Management for continual improvement
- Always working towards 'designing out' problems leading to 'win-win' for all stakeholders



Our offices and warehouse will be closing at 1pm on Friday 20th December 2024 reopening on Monday 6th January 2025 following our annual stock-take. Should you need assistance during this time please contact us and help will be on hand.

As 2024 draws to a close we want to thank you and your colleagues for the continued support throughout 2024 and wish you all the very best for Christmas and the New Year!

Best wishes from the team

