

EYG pick up customer service award for 2007

EYG confirmed its position as one of the country's leading conservatory and glazing specialists by picking up one of the top accolades in the 2007 annual Hull Daily Mail business awards

The company, which was established 38 years ago, was voted Customer Service Company of the Year.

EYG's joint managing director Nick Ward said: "This Award is recognition of our commitment to fulfill our promises to our customers and should be seen as a major pat on the back for everyone working for the EYG Group."



Nick Ward, Joint Managing Director of EYG

He added: "These awards have become a prestigious event in our home region and we were able to beat off some stiff opposition from some very good local businesses. We based our presentation on facts and figures collated by our in-house team but also on the feedback we received from many of our satisfied customers.

"For example, more than £1m of business comes our way each year from existing domestic customers and 70 per cent of our commercial business is from repeat orders. We have seven service teams who guarantee to deal with any emergency promptly and we have in excess of 50,000 warranties that we are liable for, guaranteeing £150m of work over 10 years."

He added: "Facts and figures were necessary to show the judges how we constantly monitor our performance but the real value is in the hard work and enthusiasm demonstrated by all our staff. Every member of our team can take some pride in this award."

Since its was launched in a small terrace house off Hessle Road, Hull, in 1970, EYG has steadily grown in stature and reputation and now enjoys one of the best known brands in the Yorkshire region.

Today, EYG employs around 500 people, including 330 permanent staff.

our customer care policy

At EYG, our customer care involves putting systems in place to maximise our customer's satisfaction.

This is a prime consideration for our business. We recognise that there is a wide range of factors which contribute to this important area and we have worked very hard over the years to focus on understanding the customer's needs and expectations.

We have taken great care to ensure our employees who are responsible for a customer facing role are fully trained to identify the highest level of customer care. We have made it a core element of their job description and a core criterion when we are recruiting for the future.

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All our employees are coached through our internal service policy.

This consists of:-

- Positive steps to excellent customer care
- How well our product and service matches the customer's needs
- Our efficiency and reliability in fulfilling orders
- The professionalism, friendliness and expertise of our employees

- How well informed we keep our customers
- A high quality after sales service

We also concentrate very hard on managing the systems we have put in place to assess our performance in areas which reflect how well we are responding to our customer's expectations.

We encourage our staff to report back all findings from their departments to the

Directors and we help them introduce a customer feedback survey which allows us to improve matters even further. We have monthly meetings with all staff when we discuss customer satisfaction, performance levels and home in on maintaining the high standards the customer expects.

We are always open to discussion on new ways of improving any aspect of our customer care.

EYG sets new record in conservatory sales



Frank Saunders, Marketing Director of EYG



Inside a typical EYG conservatory

EYG recently announced a record year for conservatory sales.

The group, one of the leading names in the UK conservatory and glazing sector, sold more than 1,000 conservatories with a total value in excess of £7m during the 12 months to December 2007.

EYG Marketing Director Frank Saunders said the performance far exceeded that of previous years and was a result of the company's continued expansion programme into new areas coupled with the growing popularity of conservatories as virtual home extensions.

He added: "The actual number of conservatory deals achieved represents just one per cent of the total UK market but for us this represents a significant amount. In 2000, the number of conservatories provided in the UK was just 78,000. This rose to

102,000 in 2007 and we are expecting the figure to top 120,000 in the next three years.

"One of the main reasons for this market expansion is that conservatories are no longer regarded as luxury items. They can of course be luxurious but the quality of build and materials means they are now genuine habitable rooms often bought by homeowners as an alternative to the more expensive bricks and mortar extension.

"These messages will continue to form a major part of our marketing programme during 2008 when we hope to persuade even more people that buying a conservatory can add real value to their home and is generally a great deal cheaper than a bricks and mortar extension with its inherent issues of planning and general disruption during construction."

From riverside apartments to showrooms, EYG's commercial division continues to lead the way

EYG is one of the leading providers of glazing solutions to the UK commercial sector.

In the past couple of years, we have played a key role in some spectacular projects, including providing the glazing for several city centre apartment blocks, office complexes, local authority offices and stores, car showrooms, a number of schools and of course some major housing developments.

Indeed, one of our largest recent contracts is to supply windows to The Bay at Filey in North Yorkshire. When completed, The Bay will be one of Britain's largest coastal holiday villages with almost 700 homes stretching across a 200-acre site on the picturesque East Yorkshire coast.

EYG joint managing director, Nick Ward, said: "The initial contract was worth approximately £2.5m. It involved us installing UPVC as well as a new range of vertical sliding windows.

"Needless to say, this has been a high profile and major contract for EYG and demonstrates how the company continues to go from strength to strength and how it is now able to compete for some of the biggest commercial projects."

EYG have recently been awarded the contract for the second phase of The Bay, which will include another batch of holiday homes and the state-of-the-art leisure centre.

EYG – setting new standards in product knowledge and experience

EYG COMMERCIAL have designed, manufactured and installed high performance PVC-U windows and aluminium curtain walling, doors and shop fronts for all types of retail, entertainments and commercial developments.

Our work ranges from manufacturing and fitting two or three glazed units to meeting the requirements of a major tender or bringing our specialist technical compliance knowledge and cost control skills into the very early stages of even the biggest project.



Opel Leeds One

With more than 1500 bedrooms, this imposing building close to the centre of Leeds reflects the best in modern day student accommodation. Developed by the Opel Property Group, of Manchester, and constructed by Ocon Construction, of Leeds, this was the first of a newly developed 'foil coated' PVC window system.

Here, EYG introduced a 'low orange peel effect foiled finish' which resembles PPC and allows contractors to 'value engineer' against aluminium windows.



Waterquarter

Three blocks of two and three bedroom apartments and commercial areas were constructed on the Cardiff Bay waterfront where EYG provided a fully integrated design, fabrication and installation service.

Homeowners turn to eco-glass to help reduce the energy bill

Sales of energy efficient glass to homeowners are expected to rise dramatically during 2008.

With further significant increases in the cost of power announced at the start of the year and more likely to follow in the coming months, householders will once again be facing bigger bills.

Frank Saunders, EYG's Marketing Director, said: "One of the messages we will be delivering during this year to our domestic market is that it is more important than ever to give your home an energy health check before these increased charges start to drop through the letterbox and one way of saving money in the long term is to install eco-glass.

"The natural reaction of many people when faced with gas and electricity price

increases is to look to swap to a cheaper provider but it's not always that easy. Many people have already switched to 'greener' cars to try to keep their fuel costs down and most of us are conscious of creating a 'greener' working environment.

"If we adopt some of these energy-saving principles in the home we can all benefit financially. For example, check to see where your property might be losing heat - perhaps through old wooden window frames, ill-fitting doors, poor insulation or the glass in the windows.

"Research has shown that eco-glass, which is now widely available, generally provides 22 per cent more thermal performance than the standard e-glass."

But it's not just homeowners who can benefit. As Frank said: "Energy saving

measures are becoming an integral part in just about every industrial and commercial new build and we can see the demand for eco-glass growing rapidly in the coming months and years."

The low E-glass fitted by most home improvement companies has a U value of 1.8, while EYG ECOSAVE glass has a U value of 1.4, giving 22 per cent more thermal performance than standard low e-glass.

Our eco-glass marketing messages are very strong:

- Better thermal insulation
- More comfortable rooms
- Less condensation
- Less tint in the glass
- More light
- Crystal clear
- Environmentally friendly

EYG – proud of its success and its Hull roots

EYG has every reason to view the forthcoming year with optimism.

During the past 12 months, the company set new records in the number of sales it achieved and in total turnover and remains one of the most successful businesses of its kind in the country.

Plans are already well underway for further expansion in 2008 and while the details have yet to be announced the company is planning to create a new sub-regional installation centre to serve a large part of the East Midlands.

This move is expected to create a further 30 or so new jobs bringing the total of full-time staff employed by EYG to around 360.

EYG was established in 1970 and is today one of the leading names in the UK glazing and conservatory sector. Last year,

the company recorded total sales of £21.6m, a record figure representing a 15 per cent growth on the previous 12 months.

Now the EYG Group, the organization remains privately owned and includes EYG Home Improvements (conservatories, windows and doors), EYG Commercial (business to business), EYG Trade (supply of trade windows to builders), Jon Windows (Cardiff-based serving the retail and commercial sectors), Heatseal (Nottingham retail and commercial) and South Wales and Kingston Glass.

Nick Ward, EYG's joint managing director, said the company was on course for another year of achievement in 2008. He added: "Record sales of conservatories to the public in 2007 confirm that we are continuing to provide the right products at the right prices. These important disciplines, coupled with our commitment to providing

a first-class customer service, will remain our priorities in the future."

"At the same time, we are also confident of achieving further expansion in the commercial sector after a string of high profile and very successful contracts to supply glazing to schools, offices, car showrooms and some prestige city centre apartments."

EYG's main areas of operation include the North East, Yorkshire, Lincolnshire, East Midlands, Derbyshire, Nottinghamshire, London and South Wales, but as Nick Ward said: "It is our intention to grow our existing business and to add new bases and new territory to the EYG map.

"It's fair to say that these are exciting times for EYG, our staff and our customers. As a Hull-based business we are proud of our roots and of our success."



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