

## Bankside announces the launch of Fusion....



Over the past 3 years the management team here at Bankside Patterson have been engaged on a journey to try and create a revolutionary new chassis for the holiday and park home industry...and it is now my great pleasure to formally announce the arrival of our new product range: **FUSION**.

For decades the design of the conventional chassis product has changed little, whilst the holiday home has undergone a radical transformation.

Although it has proven to be a functional design we recognised there was a market for an engineered chassis product that offered enhanced structural strength, design flair and warranty. Throughout this process we have sought to incorporate the sum of our extensive chassis experience into a design which offered the desirable quality of a family of chassis', sharing common design elements:

- An engineered product that is both cost effective and achieves stringent environmental targets.
- A flexible design, able to meet the diverse range of customer requirements.
- Add value where the customer needs it most.
- An engineered design utilising "rule driven software".
- Incorporated detail improvements into the design from listening and learning from customer experience.

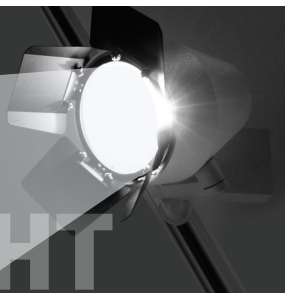
We have listened at how customers interact with our products. The Fusion family of chassis' has every feature and benefit of previous chassis created and all customers needs have been considered – we have sought to add value and exceed expectations with every decision made.

It has many unique selling points, but amongst some there is the benefit of reducing the life costs in maintenance for the end user. We are able to offer, **a first in the industry**, a **3 year warranty** on our painted chassis (Zinphos coating system) and a **10 year warranty** on our Fully Galvanised chassis.

It is important to say that we recognise every product Bankside Patterson manufacture in our range is invaluable, therefore we will continue to support every customer in their individual requirements – however, over the coming weeks and months, each customer will be individually approached with further information – and we hope you will be as enthusiastic as we are in joining us in our mission of moving forward within the Chassis Industry.

**MR NEIL TAYLOR**  
**SALES DIRECTOR**

# WHO'S WHO SPOTLIGHT



Each Edition Bankside will introduce you to one of our members of staff, whether it is from internal or external departments, and give you a little insight into their lives!

## CAROLINE DOOLEY

Estimating Assistant  
Technical/Accounts Department

### What did you join the business as? And When?

I joined 16 years ago at the age of 18 as a receptionist! I've experienced various roles across the business including sales and purchase ledger, wages clerk, and have now settled in the costing's department!

### What are the main differences to the Bankside when you joined, to where we are as a business now?

When I started in 1994 Bankside was based in Beverley, working from a small portable cabin with one computer between us and everything was hand written with a lot of tippex being used! There were only 2 permanent office employees, 2 Production Managers and a General Manager and the Directors, with approximately 20 production staff, employed. We had 2 product lines which were Conventional Chassis and part products made from sheet steel!

Now, including office and production staff, BPL employ around 130 staff on a 12 acre site based in Brandesburton. We have invested heavily in state of the art equipment across every department internally and externally, and have numerous product lines still including the Conventional Chassis but there are now Park Homes, LB's and NG's, Standard and Heavy Duty Frames and our own in-house bespoke engineering shop! Internally there are numerous departments specialising in their own niche part of the business, i.e. Technical Dept, Planning Dept, Sales & Marketing Dept....the list goes on!

### What do you see, are the main benefits of working for BPL?

Its like a family working here, everyone is friendly but we also work very hard and take pride in our jobs. You are made to feel very appreciated.

In addition to numerous NVQ's, I went to Night College and completed Levels 2 & 3 of my AAT Diploma. I am now in my last year, and BPL has funded it all!

### Tell us a little bit about yourself outside of work...

I enjoy watching films and spending time with my friends, my all time favourite past time is jewellery shopping...I'm addicted! A big part of my life since last April has been dieting though.... After some personal tragedies I turned to food as a comfort, and after years of my weight going up I finally decided to do something about it and joined Slimming World. To date, I have lost Four and a half stone, and am not done yet!!

## Not long now!!

We would like to wish Laura Neill all the best after her recent departure for maternity leave for baby No 2 due in May!

## Its all gone swimmingly!



Bankside  
Patterson

BPL were proud to recently sponsor our customer, Mr Rob Booty of Bridlington Caravan Centre £136.50 on a sponsored swim of the equivalent of the English channel, 1,365 lengths (21miles) at the pool at the David Lloyd Leisure centre, to raise well needed charitable funds for 'The British Heart Foundation' and 'Dove House Hospice'.

Having had major heart surgery himself, Rob wanted to prove that it is possible to become fitter than ever. Swimming seemed an appropriate way of raising the money, as it was swimming that brought Rob's heart condition to his attention in the first place, after suffering pains whilst training. Raising money for 'The British Heart Foundation' means he can thank those who helped save his life, and the 'Dove House Hospice' has a special place in his heart after they cared for a close friend of Rob's who passed away in 2007.

### Rob comments;

*"I started training for the event 6 weeks prior to the swim. It was more difficult than I had anticipated both mentally and physically, the hardest time being 2 hours before the finish. I successfully completed the 21 miles with 6 minutes left to spare of the allowed 24 hours.*

*To date I have raised nearly £5000.00, of which £3500.00 has been sent to the British Heart Foundation, and the balance of £1500.00 to the Dove House Hospice. I would like to take this opportunity to thank all those who supported me in sponsorship, my original goal was £2000.00, so as you can see I have achieved far more than I had thought possible!"*

A huge Congratulations from all the staff at Bankside Patterson go out to Rob on achieving this goal, for two such worth while charities. Should anyone wish to add to Rob's amazing total, there is still time, by donating on line by credit/debit card at [www.justgiving.com/Robert-Booty](http://www.justgiving.com/Robert-Booty).

## Bankside working towards a greener future

By recycling our paper waste with Shred-It, BPL have saved 46 tree's from destruction in 2009!

## Congratulations!

To Mark Westoby and wife Lindsey, on the safe arrival of their 2nd baby Ben Thomas, born on the 16th April.



# Manufacturing solutions for the Modular Building Industry

Winding back 10 years, Bankside Patterson had always predominately focused on the manufacture of Holiday home and Park home chassis though always had the vision of exploring other opportunities to expand its portfolio of products. This opportunity arose when in 2000, an introduction was made to Extraspace, making this vision become reality. In 1995 Extraspace was founded to supply modular and prefabricated buildings across a broad spectrum of industries including Healthcare, Education, Industry, Construction and Leisure. It wasn't until 2000 that they approached Bankside to enter the suppliers market as manufacturers of steel building frames, and it was at this point the relationship between our two companies would begin.

Working in partnership together, Bankside were able to then develop an innovative bolted steel frame product, aimed at the rapidly expanding modular steel structural frame industry which Extraspace had already established a strong market position amongst. This partnership has since continued to expand and grow over the past 9 years, alongside Extraspace's product portfolio and company profile. Every product Extraspace now manufacture, Bankside are able to offer a bespoke steel building frame to suit – whether this be cable trunking for insulation purposes, Pitched roofs or detailed hatches. We are honoured to work alongside Extraspace – With offices throughout Ireland and the UK they are able to offer a turn-key solution that ensures every project is managed smoothly and comprehensively from start to finish and knowing Bankside are a key part to making this happen makes us very proud. All of their buildings are Agreement Certified, guaranteeing a structural life of in-excess of 60 years and they have the accolade of being a member of the OCG.buying solutions group - which is the national procurement group for public sector contracts.

*“I joined the company in 2004 and have dealt with Bankside from the beginning –I have found them to be both extremely professional and reliable in that time, and I look forward to our continued success together in the future”*

**Mr Shane O'Brien, Purchasing Manager for Extraspace**

Having recently manufactured 200 No Frames for a prestigious project for Merton Borough Council, we know that Extraspace will continue to go from strength to strength securing further similar contracts, and Bankside will be with them every step of the way to offer our ongoing support in both products and service.

## CLASS ACT



BPL have now been working alongside 'The Swift Group Ltd' for the last 18 months in the supply of their caravan and holiday home chassis. We are very pleased and proud to report that for the last 6 months Swift have issued BPL with a 'Grade A Supplier Performance' level.

The grading system works by looking at the quantities delivered, quality and rejections, if any, and the adherence to their delivery schedules.

### The Purchasing Director of the Swift Group, Mr Graham Raper comments:

*“The Swift Group, Britains largest caravan manufacturing group, is unique in developing a Q 100 system which monitors suppliers performance and helps them improve the quality of components supplied, which in turn enables Swift to produce products to a consistently high standard. As demands from the public continue to rise it is vital that we work with suppliers who understand the need to supply reliable components in a consistent and timely manner.*

*Bankside has risen to the challenge over the last six months so that the company now meets the criteria laid down in the Q 100 scheme and is consistently achieving the “A” Grade status every month, which is a great credit to their employees”*

BPL will now work even harder to continue to achieve this top accolade every month, striving to be the best at what we do. Many thanks to all staff involved, in a job well done!

## Thank you!

A heartfelt thank you and congratulations from all the Directors and Staff at BPL, to Alan Wilson who works in our 'Engineering Department', after completing 25 years service with us. Your loyalty and dedication is very much appreciated.

## A HELPING HAND

BPL are happy to announce that by the end of June all of our Conventional Chassis customers will be receiving hard copy documents of a 'Chassis Information' Booklet.

This booklet aims to offer Customer service/Aftersales Departments a Glossary of parts used in the manufacture of a chassis. It includes detailed photographs with the correct terminology for each part - in order to better communications between BPL, Customers and then their end users, to further understand the parts they may then have to refer to over the telephone or via email.

As we all know, over the years, one part of a chassis may be referred to by ten different names/terms, so we hope that this 'Parts Bible' almost, may enable a standardization across the industry.

We are happy to announce and welcome Jaromir Haas to the Sub Assemblies Dept, now on a permanent basis!

Congratulations to Heather Mackintosh who has been appointed 'Company Secretary' in January of this year. We wish you every success.

Welcome to Mike Mortimer and Martin Hawksley who have joined the Engineering Department.

Welcome to the team



# Paint Testing to improve Chassis Warranty!

In December 2006 the NCC released a new code of practice which set new standards of paint quality for Chassis. Bankside Patterson Ltd was the first company to take this new quality standard and implement it into our own procedures (painting to ISO 12944). Now, 3 years on, and we are still pushing the boundaries of quality and currently undergoing, at our own cost, and to simply improve the quality and services we offer our customers, new extensive paint testing.

We have been trialling several different types of paint testing using a methodology called 'salt spray testing' and have tested this to 1000 hours. We have used, in our testing to improve paint standards: Alkyd's, polyesters, waterborne paints, acrylics and powder paint, and have applied each of these using varying methods, which included airless spraying, airless-air assisted and electro static spraying.

Following an expensive capital expenditure project and to run alongside the new product launch (please see front page article) we are proud to announce that on the new Chassis products (FUSION), we are able to extend our warranty on painted chassis to a massive and previously unheard of, in the Caravan Industry..... **3 YEARS** with the creation of our **Zinphos Coating System** finish.

For sales enquiries on the Fusion range, please don't hesitate to contact Neil Taylor on 01964 545454.

## Customer Service Questionnaire

By now all BPL Customers will have received a 'Customer Service Questionnaire' via an email link. As you will have seen, the Questionnaire has been hosted by an external company, therefore completely anonymous (unless you chose to complete the section whereby you can give your name and company details). This was the first time in the 40 year history of Bankside Patterson Ltd to have attempted anything on this scale, and invited customers to openly and honestly provide their feedback on our business.

The Questionnaire closed for completion on the 23rd April, and we are currently just working on the collation of the results – these will be published in the 3rd Edition of our newsletter in August. In the meantime may we thank those customers who managed to take 5 minutes out of their busy schedules in completing the questionnaire, and in turn helping us gain a better understanding of where our strengths and weaknesses lay. It was certainly an informative exercise, and we will aim to acknowledge all areas whereby we may need to improve upon, and we will almost definitely be shouting about those areas where we excelled!

## Neil's 3 Cycle Trip Challenge

Neil Taylor, the Sales Director here at Bankside Patterson, is due to undertake a charity cycle challenge extraordinaire! In separate challenges, across 5 days, he intends on cycling approximately 320miles to raise money for Cancer Research, in memory of a close family member who sadly lost her battle to Cancer in 2008. To support Neil in his fund raising efforts, and for full event details, please visit the following link; <http://www.justgiving.com/Neil-Taylor1>

**I know all contributions will be greatly appreciated.**



## Guess the employee



Lucy Dixon, Planning Dept.

## UPDATE!!! STRAPLINE COMPETITION

Thank you to all those who entered the BPL 'Strapline Competition' – it generated a great response. The deadline for all entries was Friday April 23rd. The Board of Directors have now been handed the list of all the entries (on an anonymous basis!) and we will inform you in the 3rd Edition of Bankside's newsletter if one of the entries have been chosen to be used for all future branding!

## BANKSIDE TRAINING

Bankside Patterson Ltd believe that our staff are one of our most important assets, therefore invest significantly in regular training through external tutors and in House training. Since Edition 1 of the Newsletter we would like to congratulate the following members of staff on completion of their training courses;

### MEWP Certification (Mobile Elevated Working Platforms)

David Turnbull  
Maintenance Dept  
Colin Sizer  
Maintenance Dept

### Sideloader Licence

Peter Hrano  
Transport Dept  
Dean Jackling  
Goods Inwards Dept  
Lee Todd  
Standard Frames Dept

### IOSH Managing Safely

Nigel Hatch  
Goods Inwards Dept  
Jonathan Chapman  
Sales Dept

### Manual Handling Training

Sam Chapman  
Accounts Dept  
Martyn Hirst  
Paul Johnson  
Transport Dept  
Sean Skipworth  
Paul Nolan  
Shaun Chance  
Mark Porter  
Chassis Dept  
Mark Westoby  
IT Dept  
Jaromir Haas  
Sub Assembly Dept  
Danny Tomlinson  
Goods Inwards Dept

## BPL Trivia

How many labels have Bankside Patterson used in the last year?

280,000 labels

## Get in touch! Do you have an idea for an article?

if you wish to join the mailing list please send, in confidence, your email address to [KPetch@bankside-patterson.com](mailto:KPetch@bankside-patterson.com) or pop into the main reception and leave your details there.

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