



the newsletter of

SMITH & OUZMAN LTD

Commercial Print Solutions - Brampton Road, Eastbourne, Sussex BN22 9AH, England

Under the Microscope with Len Smith – Finance Director

ISO 17799 Software side of S&O



Queen's Award The Customer is Key Hospice Support

Staff News 25 year club Date for your diary



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Tel: +44 (0) 1323 524000

www.smith-ouzman.com

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It is with great sadness that we announce the death of our Chairman Alan Ouzman. Alan died unexpectedly but peacefully in his sleep whilst on holiday with his wife in Portugal.

---oOo---

Specialising in engineering, Alan brought invaluable inspiration to the business and the security printing industry as a whole. He started his career by pursuing a shift in traditional printing methods to more advanced approaches. Ever since the transition from hot metal to wet offset, S&O have remained at the forefront of change thanks in part to his foresight.

Alan retired as joint managing director in 2001, but continued in the business as chairman, overseeing general company movements. Among many accolades, Alan was a former committee member of INTERGRAF, organisers of the High Security Printing Conference.

---oOo---

Chris Smith said "Alan was a mogul and pioneer, responsible for many inspired business ideas, and he was also a terrific friend. He will always be dearly remembered as a man of integrity and good nature".

Phil Ouzman said of his father: "Dad was always on hand to give me any help - his wealth of technical knowledge was an invaluable resource. My feeling of horror as a press went down right in the middle of a panic job turned to relief as Dad would roll up his sleeves and get stuck in, usually sorting the problem and getting us back on schedule. He was a great Dad and a great man and I miss him terribly but I will try my best to live up to his reputation and endeavour to become as well respected and well liked as he was".

---oOo---

The loss is felt not only by his family and friends but also throughout the company.

twice snice



For the second time in five years, the company is proud to have been awarded the prestigious accolade of the Queen's Award for Enterprise - International Trade. Sales of security printed documents have increased by 121% over the past three years and it is this success that has been recognised. The award demonstrates the company's commitment to our international customers and the continuous development of products and markets.

A winners' reception was held at Buckingham Palace in July, at which Nick Smith, Eric Landamore and Neil Philipson represented the company.



The Lord Lieutenant also visited the company on 13 July to present the award. This was a memorable day attended by all staff, their partners and shareholders. The official guests included David Anthony Tate OBE, High Sheriff of East Sussex, Councillor John Barnes, Chairman, East Sussex County Council and Eastbourne's Mayor, Councillor Graham Marsden. Representatives of H.E. Joseph Muchemi, High Commissioner of the Republic of Kenya, also attended.



The Directors are delighted, and thank all staff for their contribution to being recognised as a valuable exporter.

ISO 17799

As a result of forthcoming regulations by APACS, Smith & Ouzman are currently in the process of gaining accreditation to ISO 17799 Security Management System.

This standard provides best practice recommendations for information security management and, whilst there is a distinct focus on IT systems, many other areas of business operations are covered. From a cheque printing perspective, print order management systems operating on PCs or networked systems fall very firmly within the IT category, as do cheque infilling and personalisation operations initiated by data downloaded or delivered in other formats from customers.

Origination undertaken on Apple Macs or similar systems also comes within the IT category and inevitably there are other areas that have an inherent risk factor bringing them within the scope of ISO 17799.

The 'non-IT' areas encompassed by the Standard include:

- **Commercial files, including customer's signatures**
- **Output from computer systems such as work tickets**
- **Fax correspondence**
- **Physical security**
- **Personnel**
- **Finished cheques, cheque samples and cheque waste**

There are 10 key controls:

Security policy - to provide management direction and support for information security

Organisation of assets and resources - to manage information security within the organisation

Asset clarification and control - to identify assets and appropriately protect them

Personnel security - to reduce risks of human error, theft, fraud or misuse of facilities

Physical and environmental security - to prevent unauthorised access, damage and interference to business premises and information

Communications and operations management - to ensure correct and secure operation of information processing facilities

Access control - to control access to information

Systems development and maintenance - to ensure security is built into information systems

Business continuity management - to counteract interruptions to business activities and to protect critical business processes from the effects of major failures or disasters

Compliance - to avoid breaches of any criminal and civil law, statutory, regulatory or contractual obligations, and any security requirement

thecustomeriskey



Sales Director Nick Smith was recently interviewed by Debbie Pout from Printing World - this is an extract from the article which appeared in the May 5 issue

Sales Director Nick Smith explains: "We must fully understand our customer's requirements and priorities. Where do they place most value in a product? Speed of delivery, highest quality, cheapest cost? And what are their references? Is a month quick, or a day or an hour? Whatever their priorities are, and they are always different, these need to be ours.

The days of a printer putting a job on one end of a press, and it coming off the other end and it being delivered are over. There is a prime requirement to understand as much as possible about the needs of customers. For some the best possible result may be the highest quality supplied at a relevant price, whereas another client may want the cheapest solution at the cheapest method. Without knowing where the customer's priorities lie we can get our offer totally wrong.

We try to understand what our customer is doing with the document, what that documents task is and then what the results after it are. If we can understand the customer's exact requirements better then we can create a better solution.

We listen to our customers from director level right the way through the company and this information is fed back in meetings. From these we can pinpoint what the client is saying and where the products are going. That information then goes to the production departments, be it IT, printing or finishing for development. A customer may be completely rigid in a specification but if it is suggested to them that by changing the size by 1mm or changing a colour he can save hundreds, thousands or even tens of thousand pounds, then suddenly the specification may become slightly more flexible!!

It's a combination, knowing what our customers want and need. There's no point in us developing an amazing personalisation technique if there is absolutely no market for it."

thesoftwareside ofS&O

Security is the key to success for Smith & Ouzman. The company has developed it's very sound reputation over 60 years of experience incorporating specialist features such as holograms, microtext, barcoding, watermarks and personalisation.

Personalisation is becoming more and more integral to security and financial printing. At S&O the art is sophisticated, not just the process but also the thought process.

In the example of examination certificates, candidate's photographs are linked with their candidate numbers. When supplied with the grade data from the exam body, those links are brought together and fully personalised certificates are printed.

But it is not just print that S&O can supply; it supplies custom written software. This enables the customer to read an encrypted barcode and the information contained on that barcode will be displayed on the computer screen. This solved the problem of one customer, who wanted to verify and authenticate certificates all around the world. It enabled the customer to fax the certificate to another site and have the barcode read and the information verified. This is a useful tool for developing countries where access to, and understanding of the Internet can be limited.



Smith & Ouzman employs five full time programmers. Its bespoke Management Information System was written inhouse about 20 years ago. It is in the process of being rewritten as the company cannot find anything to buy off the shelf, even modular packages that can do exactly what it wants to do.

The programmers also work on developing the personalisation aspect and respond to requests from customers with specific software requirements.

Smith & Ouzman

Support Hospice in Zambia



Tracy Jones & Corine Koppenol in Zambia

S&O were very pleased to sponsor two nurses from Demelza-James Children's Hospice to visit the Children's Day Service at Jon Hospice in Lusaka, Zambia, which is ready to twin with a hospice in England supported by Help the Hospice International organisation.

The nurses worked tirelessly throughout their stay, monitoring the treatment of children with HIV and TB. They took playmats, toys, balloons and medical equipment and with the benefit of their experience looked for ways to improve the care given to these children.

A twinning proposal will be drafted with the aim of establishing a long lasting commitment.



under the

Microscope

Len Smith
Finance Director

Why did you get into printing?

On a schools career trip we visited Strange the Printers. I saw compositors at work and thought "this is for me!". After turning down a machine minders job at Stranges, being turned down for a comps job at Sumfield & Day, an apprenticeship at S&O came up, which (with the help of my Father) was mine.

If you had your time again would you be in printing?

Probably, it's in my families blood, my Father and Grandfather both worked for S&O.

What would be your dream job if you could choose anything?

Working with Harvey Goldsmith.

What is your favourite book?

Whatever I am reading at the time, currently Bill Clinton's 'My Life' and Hemingway's 'Fiesta'.

What is the best advice you have ever been given?

Bite off more than you can chew, and chew it.

What is your proudest achievement?

My children.

What is your favourite food?

Plain English cooking.

Who or what makes you laugh?

Tommy Cooper, Fawltly Towers, Only Fools and Horses.

Where is your dream holiday destination?

All my dream destinations have been fulfilled, however I always look forward to my next trip to Florida.

Have you got a hobby?

Eastbourne Borough F.C., reading, particularly music, political and sporting biographies.

Do you have any hidden talents?

If I have then they are truly hidden, even from myself.

Who do you admire most?

Alan Sugar, for making it from nothing (and for saving Spurs).

What is your greatest fear?

Infirmity.

What really annoys you?

People who do not do as they say they will. Intolerance of others views and selfishness.

What type of music do you enjoy?

Almost anything, particularly rock, e.g. Stones & Oasis.

What is your favourite car?

Anything that gets me from A to B quickly.

How would you like to be remembered?

Someone that put at least as much in as he took out.

**stop
press**

the 60th Anniversary Dinner Dance will take place on Saturday 21 January 2006 at Langney Sports Club - put it in your diary!

25 year club new members



Phil Ouzman, Alan Ouzman, Chris Smith

To acknowledge dedication for long service the company established the '25-Year Club' which now has nearly 50 members. "This is testament to the staff at S&O who feel proud and happy to be working as part of a team" explained Phil Ouzman, who himself became a member of the club in 2005. Robin Newman and John Parkes also received commemorative watches and enjoyed an annual meal with other members at Bibendum in Eastbourne.

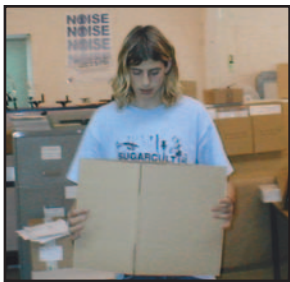


John Parkes, Chris Smith



Robin Newman, Chris Smith, Alan Ouzman

Here's a picture from the archives - Pam Trevellion was the first lady to join the 25-Year Club in 1980. Along with a commemorative watch, employees are also presented with a special S&O tie, which in this case was not appropriate. The Board's solution - a monogrammed pair of bloomers!



In July, it was a pleasure to welcome James Ouzman for work experience. Last seen playing for the company's six-a-side football team, James spent the week sampling each department and Marshall Road will be pleased to learn that Finishing was his favourite.

SPOT THE DIFFERENCE



Can you spot the 10 differences?

Views expressed in this newsletter are not necessarily those of the Board.

S & O Staff News...



... engagement

Nick Smith and Leanne McDougall announced their engagement in May. The happy couple plan to marry next year.

... birth

Introducing Chloe Louise, born 8 December 2004 weighing 8lb 2ozs. The proud parents Hayley & Peter Gower both work for S&O, so this makes Chloe the youngest apprentice on the books!



retirements...



Arthur Crouch after 22 years service



Graham Thacker after 33 years service



Gillian Horwood after 18 years service



Tony Sagers after 46 years service

Ken Groves after 18 years service

promotions...

Eric Landamore to Works Manager

new staff...



Malcolm Bassett
Finishing Department



Terence Lee
Engineer



Edward Parris
I.T.



Richard Moon
Xerox Operator



Sharon Young
Finishing Department



Sarah Hawkins
Finishing Department



Carol McDougall
Finishing Department



Thomas Evans
Finishing Department



Anthony Rider
Machine Assistant



Joe Firth
Machine Assistant



Sam Evans
Account Manager



Marc Hreben
I.T.