



RETIREMENTS

On 28th May this year, S&O bid farewell to Barrie Westerman who after 23 years' employment, retired from his position as Company Van Driver.

Barrie joined S&O in 1985 when the company's fleet of vehicles consisted of six drivers of commercial vans and heavy goods vehicles. These days more of the company's work is put straight into the postal system, or customers call off smaller quantities of bulk orders, which are held in S&O's warehouse. These tend to be delivered by next day courier or Cash-in-Transit service. S&O are continuing to have a dedicated driver though, with Barrie's replacement being Tony Marshall who moves from the Packing Department.



Reminiscing about his service at S&O, Barrie commented:

"What I enjoyed most about being a driver was the travelling. I've been fortunate to travel all over the UK, staying in lodgings in a number of cities. My fondest memory is of travelling to Shannon in Ireland, as this was my first time on Irish soil."

In his time working as Company Van Driver at S&O, Barrie has driven the equivalent of 32 times around the world!

Barrie has lots to look forward to in his retirement and added: "I'm a keen gardener and I enjoy walking, particularly in the Sussex countryside. I'm also looking to take up cycling so I'll be keeping myself busy in my retirement." Barrie also has a passion for classic cars, as you can see in this photograph.

Also recently retired are Steve Jolly from the print room after 7 years at S&O, and Barbara Putland from production planning after almost 30 years at S&O.

UNDER THE MICROSCOPE

ALEX POOLEY

FINISHING SUPERVISOR



How did you come to work in the printing profession?

Well, I asked my father this question and he said I wasn't any good at anything else! But seriously, I am at least the fourth generation of printers in my family. My great grandfather was a compositor who worked in Chancery Lane.

How long have you been working for S&O?

I started five years ago as a temp Class 1 Operator, then S&O took me on full time on the night shift. After a while I was promoted to Supervisor, where I support my manager making sure the day-to-day running of work and machinery meets our tight deadlines.

What is your most memorable occasion working at S&O?

Meeting Prince Andrew was a highlight, but the most memorable occasion was meeting my fiancé Sarah.

What would be your dream job?

Owning a small holding and living off the land.

Have you got a hobby?

I love my food, both cooking and eating out. I also dabble in computers, gadgets, and enjoy travelling to different countries.

What is your proudest achievement?

My best achievements are yet to come!

Do you have any annoying habits?

Being a bit grumpy first thing on a Monday morning (I don't like Mondays!).

WEDDING



Congratulations to Warren Sanders who tied the knot on 9th February this year when he married Marie Hardy in his hometown, Johannesburg, South Africa. Following a beautiful wedding, the happy couple honeymooned in Durban.

BEREAVEMENT

Sadly, Nigel Shennan who joined S&O in January as an IT Programmer died on the 2nd May 2008.

EASTBOURNE BOROUGH AT THE TOP OF THE FOOTBALL PYRAMID



For Eastbourne Borough the 2007/2008 season ended in triumph in more ways than one. Not only did the club defeat Hampton & Richmond Borough 'away' with a 2-0 win in their final match of the season, Eastbourne Borough brought home medals, a trophy and a

place in the Blue Square Premier division for the first time. By reaching the top of English non-league football, Eastbourne Borough makes history as the first club from the Sussex town to achieve this accolade.

Len Smith, Chairman of Eastbourne Borough, commented: "Eastbourne Borough's promotion to the Blue Square Premier Football Conference is great not only for the club, but also for the town of Eastbourne. The Priory Lane team have reached the pinnacle of the non-league game, and much of this success is due to the support of local businesses, such as Smith & Ouzman. Apart from the achievement of winning the Blue Square South Promotion Final, the Borough Reserve Team won a league and cup 'double' in the Sussex County League, making the 2007/08 campaign the most successful in the club's short history."

Len continued: "Smith & Ouzman has given much support to the club during the climb up the Football Pyramid, by annually providing generous assistance with the printing of the club's award winning programme, which has won a number of national honours in recent years, along with the Blue Square South Programme of the Year 2007/08."

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ENVIRONMENTAL SUCCESS FOR SMITH & OUZMAN

As part of Smith & Ouzman's ongoing commitment to the environment we are delighted to have achieved certification to ISO14001:2004 Environmental Management System.

ISO14001:2004 specifies a process for measuring, controlling and improving our environmental performance, which includes the use of natural resources, the handling and treatment of waste and our energy consumption.

This is not just another certificate to add to our list of accreditations. S&O sought this certification as a natural progression of our commitment to the environment and to enhance our reputation as a responsible and respected printing company, who have been actively recycling and environmentally aware for almost 30 years.

Along the route to certification we've been encouraged that social awareness has grown about the environmental impact that we have, at home and at work. We've enjoyed particularly positive input from all areas of the company, as well as from



ISO 14001:2004

customers, suppliers, trade associations, regulators and government.

Our aim is to continue to reduce any negative impact we have as a company, and to improve the awareness of staff on environmental issues to the same degree that we have on security and quality issues.

The Environmental Policy has been implemented and maintained by a team which was made up of members of staff from all areas of the company. This grass roots involvement has helped in promoting and delivering the message across the whole company to be more aware of what we do and how we do it, and the impact it can have. This has led to proposals for some very good ideas regarding environmental sustainability and cost savings.

Jenny Filsell led the implementation team and stated: "Gaining certification has been a real team effort and as a business we are committed to maintaining high environmental standards and becoming even more environmentally responsible in the future."

ISO14001:2004 is designed to bridge the gap between maintaining profitability and reducing environmental impact; with the continued commitment of the entire company it will enable us to continually achieve both objectives.



Pictured from left to right: Brian Fancy – BSI Auditor, Phil Ouzman – Managing Director of S&O, Jenny Filsell – HR/QA Officer of S&O and John Saunders – BSI Lead Auditor.



Pictured from left to right: Nick Smith, Mr Bethwel S. Ndlovu, Ms Thembisile Mkoko, Dr Edmund Mazibuko and Warren Sanders.

S&O WELCOMES THE MINISTRY OF EDUCATION, SWAZILAND

On 30th May, S&O welcomed to its premises for the first time, a highly influential group of delegates from the Ministry of Education in Swaziland.

Nick Smith, sales director and Warren Sanders, international sales manager for Southern Africa were present to greet Ms Thembisile Mkoko, principal secretary of the Ministry of Education, Dr Edmund Mazibuko, registrar of the Examinations Council of Swaziland, and Mr Bethwel Ndlovu, chief inspector of schools, to give them a tour of the factory, and demonstrate the company's vast range of versatile printing equipment.

S&O was appointed by the Exams Council of Swaziland (ECOS) in 2003 to help rectify the problem of counterfeiting and forgery of Examination Certificates in Swaziland. With universities and colleges refusing to accept their existing Certificates due to the rise in forgery, ECOS were faced with a constant challenge. With its sophisticated security printing technology, S&O was able to resolve the problem by printing Certificates which incorporated a number of special security devices including holograms, watermarks and embedded threads, which allow quick and secure authentication and ensure that the Certificates are genuine.

S&O is now in discussions with ECOS about further enhancing the security of their Examination Certificates by adding encrypted barcodes and candidates' photographs.

Following his visit, Dr Mazibuko commented: "It has been an extremely useful visit to see the innovations that have been made at S&O, and we hope to be able to implement these with photographs and barcodes on our Certificates. We're very pleased that the Principal Secretary has been able to attend the visit, and that we have her support for the future."

Warren Sanders added: "Further to our recent visit to Swaziland in March we have now also been awarded the contract to print and personalise the Certificates for the University of Swaziland. This is really good news as we are continuing to grow our presence in the Southern African markets."



A CHILLING CHARITABLE ABSEIL

Congratulations go to Alex Pooley, Allison Key and Hayley Gower who raised £660 for MacMillan Cancer Research and the Make-A-Wish Foundation, by fulfilling their wish of abseiling down Eastbourne's Congress Theatre.

The event, organised by The Rotary Club of Eastbourne, took place on Sunday 6th April and S&O joined the 44 daring individuals to take part. The thought of abseiling down a 150ft building would be chilling enough for most participants but Alex, Allison and Hayley were also confronted with completing their abseil in five inches of snow!



Alex commented on the experience: "To be honest, I was nervous about the event from the start. I wasn't too happy about doing the abseil when I looked out of the window on the Sunday of the event to find snow everywhere. I also wasn't reassured when I asked the organisers if they had checked with health

and safety about abseiling in snowy conditions, and their reply was that 22 other people have gone down already! Typically, the girls made me go first!"

The abseiling event was a wonderful success and raised almost £11,000 for the Make-A-Wish Foundation and other charities.

When asked, what was next for S&O, Alex replied: "I don't know, perhaps paragliding off Beachy Head, or whatever the girls make me do this year!"

Changing Roles: ERIC LANDAMORE



S&O has a history of long-serving members of staff and Eric Landamore is no exception. In his 45th year of employment, Eric shares his experience working for S&O.

"I started as an apprentice Compositor in January 1963, indentured to Phil Ouzman's grandfather, J.R. Ouzman. In those days each line of type was composed letter by letter and the printing presses were all letterpress. These were the traditional crafts of the printing industry and were handed down over the generations.

The range of customers covered respected national and international organisations, and I remember being immediately impressed and rather proud that I was working in a company involved with the elite of commerce and industry. The growth of the company seemed intrinsically linked to the development of computerised stationery and early on in my training the factory was extended, and the pressroom expanded to take additional continuous stationery presses.

Things were changing very quickly in the 60's, both at S&O, and in the printing industry. I soon became involved with the production of photo-reproduction artwork, as an alternative to traditional 'formes' of lead type. The company embraced these developments and moved rapidly into replacing traditional hot-metal composition with photocomposition systems.

Over the next 10 years the transition continued, it was an exciting time in the company. I took over as Origination Manager when my boss, Ted Smith, retired and I became part of the emerging management team of the 70's and 80's. I moved out of the Origination Department and spent some time in Industrial Engineering, which was a pro-active role looking at new equipment and cost saving projects. I then moved to head up the Production Control and Planning Department and throughout the late 80's we laid down the basis of our quality assurance system, and I was able to help achieve accreditation to BS5750 (now ISO9001) in 1993. A bit later I became Facilities Manager which encompassed quality assurance, special projects management and stock control, and in 2005 was appointed to my current position as Works Manager.

I have always been impressed by the enthusiasm that everyone at S&O has for what we do and this strength is really shown when we have large projects to deal with. I am fortunate that over 45 years I have enjoyed so many challenges and changes, and constantly it is underpinned by the support and effort of a great company of people, and a flexible range of equipment."

S&O STAFF NEWS

SERVICE RECOGNITION

30YRS -

John Howard
Gordon Firth

20YRS -

Tony Teague
Thomas Beattie

10YRS -

Neil King

5YRS -

Michael Dew
Alex Pooley
Sue Marshall
Gill Olivier
Michael Jacks

NEW ARRIVAL

In November last year Nick Smith and his wife Leanne and daughter Chloe welcomed the arrival of Amy, who was born on the 12th weighing 8lbs.



You can check our website for regular news updates

www.smith-ouzman.com

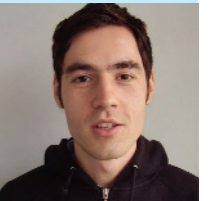
Welcome our new staff

We are delighted to welcome a number of new staff members to S&O.

Sharon Driver,
Finishing Department

Florin Boboc,
Finishing Department

The Finishing Department welcomes two new recruits. As Class II Finishers, Sharon and Florin will be responsible for the final inspection, quality control and the mailing of finished product.



Jaime Brosnan,
Client Account Manager

Jaime has joined the Client Services Team and will be looking after clients in Wales and the West and North of England. With a client base ranging

from financial institutions and local government to blue chip companies, Jaime will be working with a full range of security print including cheques, gift vouchers and transactional mail.



Richard Page,
Origination Supervisor

Richard replaces Murray Hicks' previous post as Origination Supervisor. Whilst providing technical and administrative support to the Origination Team, Richard will be tasked with ensuring the efficient and timely output of planned production.



Tim Forrester
International Sales Manager

Tim joins S&O to enhance the company's coverage of international markets. Tim has over 20 years experience working all over the

world and will be looking after existing clients and developing new markets in West and North Africa and the Middle East.

