

Rigid



Gold Award
'Promotional Print' category

Director's Report — Richard Coward



It only seems like yesterday that I was writing this column, and wishing you all a Happy Christmas and New Year! A lot has been happening at Rigid over the last 12 months, and there has been plenty to celebrate along the way. It has been a year of awards and recognition for the people who work within the business. The year started well, having received the Gold award for 'Best Promotional Print' at the EFIA Awards. We were then honoured to be shortlisted for 'Investment Project of the Year' at the UK Packaging Awards, specifically for the installation of the Göpfert printing press at Selby. Hard work and the pursuit of excellence is something we strive for at Rigid, so to receive recognition from the industry at large is an apt reward for everyone — well done to every single member of the Rigid team!



As in previous years, our parent company VPK Group continues to recognise the strength of our business model here in the UK, specifically with the approval of our latest round of investment plans. Early 2012 sees the delivery of a new dry-end and Rippatape unit for the BHS corrugator at Desborough, as well as a four colour Latitude flexo folder gluer, a machine that will also be installed at Desborough. Once these machine units have been commissioned, our two manufacturing sites will succinctly mirror each other and give Rigid one of the strongest positions in the UK industry held by an independent company.

We are very excited about the New Year and all that it brings us. While raw material prices and our direct input costs have been 'through the mill' in 2011, we are confident that our price to quality and service ratio are the best in the industry. Our dedicated 'stock and serve' warehouse facilities are without equal and the levels of print quality now being achieved are simply outstanding. We very much look forward to working with you in 2012 and send all best wishes for a happy, healthy and prosperous Christmas and New Year.

Driving out cost and improving quality

TRW Automotive looks to Rigid for the solution

With its 'aftermarket' production site in Wrexham, TRW Automotive is a manufacturer of the highest quality braking, steering and suspension components for the automotive industry. Up until four years ago, it traded under the name of Brake Engineering Ltd, but the acquisition by TRW recently led to certain changes within the organisation. However, recognition of the power of the name, TRW decided to retain the brand name Brake Engineering for many of its product lines.

With a wide range of high value parts for shipping around the country, Brake Engineering uses plenty of corrugated transit cases each year. They had worked with the same supplier of corrugated packaging for almost 20 years. But as Steven Jones, Supply Chain Manager explains, things started to go wrong. "We were faced with continuous price rises and there were certain issues with quality of board and service," he recounts. "Some 12 months ago, we gave that supplier notice that the next time they tried to hit us with an increase, we



would be forced to seek an alternative supplier. Inevitably, the notification of a price increase came, and we were forced to look for an alternative supplier."

It was then that Steve approached Claire Edwards, one of the Key Account Managers at Rigid to see if they could help. "I had obviously heard of Rigid, but I was not prepared for how much they were able to do for us!" says Steve. "Not only were they able to find us significant cost savings, but we also saw a very marked rise in quality from our previous supplier and overall, we feel the level of service we get is far superior. As Rigid runs its

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Rigid helps drive out cost and improve quality (continued from page 1)

own corrugators, they are in complete control of the board quality and supply, and their warehousing means we can rely on a dedicated 'stock and serve' facility from them." But it wasn't just about a like-for-like service at lower prices, as Steve concludes; "I think the one piece of the puzzle that was most important to us was the speed in which they were able to create new box designs, from concept, through proof, to artwork and onto the production machines. We had new boxes designed and in the marketplace in a fraction of the time compared to our previous supplier, and the addition of the high quality printing machine at Selby has certainly made our boxes stand out on the shelf thanks to the superior graphics."



CHRISTMAS OFFICE HOURS

Friday 23rd December
Saturday 24th December
Sunday 25th December
Monday 26th December
Tuesday 27th December
Wednesday 28th December
Thursday 29th December
Friday 30th December
Saturday 31st December
Sunday 1st January
Monday 2nd January
Tuesday 3rd January

8.00am - 3.00pm
 Closed
 Christmas Day
 Boxing Day
 Bank Holiday
 8.30am - 12.30pm
 8.30am - 12.30pm
 8.30am - 12.30pm
 Closed
 New Year's Day
 Bank Holiday
 8.00am - 5.30pm

Production and Delivery Schedule

Please note that deliveries will NOT be made on the following dates:

- Christmas Day
- Boxing Day
- New Years Day
- Monday 2nd January 2012

We will need to receive orders for your requirements over the Christmas period and up to/including Wednesday 4th January by Friday 16th December 2011. Sadly, we cannot guarantee any deliveries for orders placed after this date.

Community project in Lesotho

Our Managing Director, Richard Coward, spent two weeks in Lesotho in August, to help with a community project that his daughter and son-in-law have been working on for some time. Lesotho is a mountainous, landlocked kingdom surrounded by South Africa with a population of 1.7 million people and sadly, it is one of the 10 poorest countries in the world.

Richard sends us the following report. "Some time ago, our daughter and son-in-law asked us if we would be interested in visiting one of the sites in Africa that they had been working at, with a view to helping out in the local community. The two of them have been involved in development work in Lesotho for a number of years now, and we felt that it could be a very worthwhile trip to help people in the region. During our time in Lesotho, my wife and I spent two weeks working on a series of sustainable development projects, including building a pig sty, setting up a sewing school and workshop and running a seminar on relationships for community and church leaders.



The people were very warm, appreciative and generous. We got to eat the local food in mud huts which was quite an experience and they even clubbed together to give us £30 for our food while we were there. Considering that £5 is the equivalent to a day's wages, it was a most humbling gift. After such an enlightening trip, we

are keen to follow the project, as they hope to purchase some land and build a church/community centre together with an agricultural 'college'. We will certainly be returning within the next year or so to see how the voluntary work helps the community create a better way of life for the people."

Doing our bit for the environment — toner cartridges

During 2005, more than 310 million inkjet cartridges and more than 10 million laser toner cartridges were consumed in Western Europe. Quite a staggering number really!

With an initiative from the IT Department, we have recently implemented a 'Toner & Cartridge Recycling Scheme' at Desborough and Selby in conjunction with a company called 'Reclaim-IT'. After Reclaim-IT have collected our waste toners and cartridges, the money raised from recycling is then donated to the 'Blue Cross' animal welfare charity. This is a charity that was put forward by Kevin Woodward, our Commercial Manager.

"Although we are making great progress in reducing our print toner usage and ongoing needs at Rigid Containers, we have decided to introduce these special recycling stations in conjunction with Reclaim-IT," states Colin Vickers, Group IT Manager. He continues, "Collection boxes will be appearing shortly and will be placed in strategic locations within our offices and factories to help promote this recycling scheme. I will be emailing everyone shortly to advise of their location."

Ondulys visits Rigid

The owners of the VPK Group have always been keen that each of their company units interact on a regular basis to ensure that technology and operating standards are shared between all sites throughout the Group. Recently, Rigid

Desborough played host to members of the operations and management team of Ondulys, our French sister-company. The purpose of the visit was for the team from Ondulys to see the measures and controls we have put in place for 'Continuous Improvement' and 'Cellular Manufacturing'. Christian Mesnard, Industrial Director at Ondulys, said, "Our sincere thanks to the team at Desborough for a great day. The content of the meetings and presentations was first rate, lots of effort had gone into the event. The feedback from my team has been most positive and we shall certainly be implementing ideas for our own 'Continuous Improvement' within the Ondulys plants in France."



KAM in the Spotlight — Claire Edwards

Having joined Rigid as a Key Account Manager in the summer of 2010, Claire has certainly hit the ground running! An avid Liverpool fan and regular tennis player, Claire covers the North West of England territory and looks after a wide range of customers. Having over 15 years experience in the corrugated industry, she certainly knows her stuff and is well placed to help customers with High Quality Post Print work (HQPP), rotary die-cut boxes as well as shelf ready packaging solutions (SRP). In her spare time, Claire works on a local fund raising committee for the Leukemia and Lymphoma Research Charity.

"I've been active in the corrugated packaging industry for quite some time," says Claire. "When I saw the opportunity to join Rigid's sales team as a KAM, I jumped at the opportunity as I had obviously heard plenty of good things about them in the market – even as a competitor! Almost eighteen months on, I can quite honestly say that this is one of the best sales jobs I have had in the industry. The feedback from customers about the levels of quality and service really prove that Rigid is a leading player in the UK today." Claire can be contacted on ClaireEdwards@rigid.co.uk or 07809 495020.

Another great 'Wilson & Tasker' Memorial Trophy golf competition!

Following on from the successful event last year, Sunday 4th September saw members of Rigid take part in the third running of the 'Wilson & Tasker' Memorial Trophy golf day at Thornhurst Golf Club near Selby. On a rather overcast afternoon, players took part in the event, which had a series of prizes and trophies up for grabs. They included:

- Longest drive on hole 3. In memory of Tom Harper who passed away earlier this year, the prize for this was a trophy and a bottle of whisky (kindly donated by Aldred & Harpers) — won by Gary Smith.
- Nearest the pin on hole 6. This was for a bottle of whisky (kindly donated by Darren

- Crossland – Corrugator Manager); no one got anywhere near, so this prize went on to become a nearest the pin in 2 shots on the 9th hole — which was won by Darren!

- Nearest the pin on hole 8. This was for a Wilson Trolley bag kindly donated by Jaro Transport; no one got anywhere near again, so this prize became a nearest the pin in 2 shots on the 16th hole and was won by Gary Smith.
- Nearest the pin on hole 10. This was for a bottle of whisky and a box of Wilson balls (kindly donated by Paul Simpson – Transport Manager) and was won by Jeff Scott.
- Longest drive competition on hole 11. This was for a case of lager (donated by Wayne

- Pearce) and was won by Darren Crossland.
- Nearest the pin in 2 shots on hole 12. This was for a Golf Trolley kindly donated by Jaro Transport and was won by Gary Smith.
- Nearest the pin on hole 14. This was for a Wilson Stand bag kindly donated by Henderson Transport and was won by Wayne Pearce.

"Overall it was a close fought competition, but the honours were taken by Gary Smith who scored 40 points playing off a 19 handicap. Many thanks to all the Haulage contractors who kindly donated prizes and everyone commented on how enjoyable the day had been," concludes Paul Simpson.

Lean Six Sigma Training

Throughout September and October, many of our team took part in the Lean Six Sigma 'Green Belt' training. We are happy to report that the following people all passed the course: Kiera Richens, Mark Beech, Darren Tebbutt, Gemma Rafferty, Stuart Martin, Nathan Thompson and Colin Vickers. "Congratulations to them all for successfully completing the course and making a successful start to their projects!" commented Anthony May. In addition to these courses, we are delighted to confirm that both Anthony and Paul Johnson successfully completed the Lean Six Sigma 'Black Belt' training. Well done to all involved in this important course.

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Raising awareness

Pink Day – On Friday 28th October, we supported the Pink Day charity drive. **Claire Medhurst** tells us, "We dressed down and wore pink where possible, and we were all delighted to see that **Karen Roberts** went to great efforts and made some wonderful cupcakes! With the support of everyone, we managed to raise £134.00 for the charity."

Course completed

Allison Cameron, our Payroll Manager, has confirmed that she recently achieved her diploma with three of the modules gaining a merit and two distinctions. She tells us, "I was over the moon with the grades and I am now enjoying my free time on the weekends!" Well done Allison, all the hard work paid off.

Supporting the local team

Harborough Town FC is a seamless organisation for the pursuit of football from age five through to veteran status. The club currently consists of 36 teams including Minis, Girls, Junior, Youth, Ladies, Inclusive, Senior and Veteran levels. The club became an FA Charter Standard Club in 2004 and through consistent development has this year achieved FA Charter Standard Community Club status, which is the highest accolade currently available and recognises best practice, on-going development and a



positive impact within the local community.

Two of the Club's Coaches are **Wayne Sharpe** and **Andrew Crook**. He tells us, "Wayne and I have managed one of the teams since the kids were Under 7s — they are now Under 9s. We train and play our home matches in Market Harborough, and prior to helping out, we both had to do our Level 1 Coaches exam. We both stepped up as we wanted to help out as much as we could – my son also plays for the team. We were really delighted when Rigid agreed to help support the team, with sponsorship of the kit. The kids look the part and we are happy to report that they play a really good game of football now. Thanks from the whole team to Rigid for their help."

Successful golf day

In September, we held the first annual golf event between teams from Selby and Desborough. Held at the Selby Golf Club, the inaugural event was named 'The Rigid Group Claret Jug Challenge'.

Organiser **Darren Crossland** reports that there was some competitive golf played from both teams, but all in the best possible spirit.

There were also some individual prizes to be played for; nearest the pin on four of the par 3s; 2's club; the longest drive on the 17th, and the overall individual winner with the most Stableford points. Nearest the pins were won by **Darren Crossland, Richard Coward, Matthew Williams** and **Jeff Scott**. The 2's club was won by **Andrew Crook**, the longest drive was won by **Matthew Aitken** and the best individual score went to **Jeff Scott**. There was also a special 'Joker' award for the lowest score, which was 'proudly' won by **Steve Roche**.

"The competition was fun for everyone involved and was successfully won by Selby — lets see if Desborough can rise to the challenge in next years event," concludes Darren.



about us

Who we are

Rigid Corrugated is part of VPK Packaging Group – one of the fastest growing independent European manufacturers of recycled paper and corrugated cases with an annual turnover of some €600 million. Apart from the UK, it has a network of operating plants in Belgium, Holland, France, Poland and Romania.

In recent years the Group, (which is listed on the Belgium stock exchange), has evolved from a product-focused organisation to a service organisation, concentrating on customers' specific needs in terms of tailored packaging solutions, supply chain optimisation and just-in-time deliveries.

Part of VPK since 2000, Rigid Containers has been an industry pioneer in meeting the demands of the modern supply chain in the UK by introducing innovative, integrated manufacturing and logistics facilities with large warehousing capabilities for an unrivalled outstanding ex-stock service.

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