



Newsletter

Issue: 1

Spring 2010



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From 2nd April 2010



Greetings

After being in existence for nearly 50 years (established in 1962) we felt that the time was (at last) right to launch our inaugural newsletter, to give you our valuable customer some information about us, what we are doing and things we have planned.

In each newsletter we look at the individuals who make up our various departments in the 'meet the team' section, which gives you the opportunity to put a face to the name of the person you speak to on the phone.

We have tried to make it fun as well, we know that the news of the launch of this newsletter, will not be celebrated like news of a new 'Dan Brown' or 'JK Rowling', but we have tried to throw in a few laughs where we can !

So please try and make your way through it (there is a chance to win an I-Pod at the end) and should you feel sufficiently moved by either loving it or hating it, we would love to get your feedback.

All The Best

Spencer Osborne

Managing Director, Bates Office

Bates Office Is On The Move !

From Easter 2010 Bates Office will have a new home; yes we are sad to be leaving Charlton after our long association with the area (but we will of course continue with our sponsorship of Charlton Athletic), but we are very pleased to announce our move to new headquarters in Crayford.



The company has been growing steadily and the time is right to consolidate our different units at Charlton into one new corporate headquarters. The move will nearly triple our stock-holding capacity and improve warehouse efficiencies.

Our telephony and IT systems at Crayford will be greatly enhanced with a new Communications room and the state of art 'SpliceCom' telephone system (don't worry it is a PABX system, we have not been beguiled to use VOIP); we might even be giving the account managers telephones!



Our print studio and department have been bought together and our customer services division has been expanded, with new call management software to assist on quality control.

This move and the substantial investment associated with it have all been undertaken with one single simple objective; to provide the best service to our customers in the office supplies market in the UK.

We shall be organising a number of informal fun 'open' days for customers and prospects to visit our new offices and see for themselves the direction that the company is moving in; your account managers will be contacting you in April and May to arrange visits, or ring us on our new number 01322-550167 and tell us when you want to come..

Bates Office On Show !

Bates Feature at The Kent & London Business Show

The 2010 show was held at the Swallow hotel at Bexley, close to our new headquarters in Crayford and is the largest event of this nature in Kent. The event unites all sectors of business and is the only event that brings the buyer, seller and products together at the same time and in the same place. On the day over 2,000 people attended the show to see over 50 companies' exhibit. Bates Office were proud to be the only office supplies company who were asked to attend the event.



Apart from wanting to attend as a new member of the Bexley Business community, Bates Office were keen to encourage businesses to Benchmark all their costs, even if they end up sticking with their original supplier but paying less; our 'tag' line for the show being "Benchmark or Bust".

The event was a great success with at least three new companies buying from Bates Office as a result and many more that we are in discussion with about reducing their costs.

Bates Office Launch New Division

Techline, An Online Store for All IT Products

February saw the launch of the latest product offering from Bates Office with the launch of our specialist IT division Techline (www.batesoffice/techline).

The division offers customers the ability to buy their more specialist IT products from one source and with major price discounts. All existing customers of Bates have the option of using the service and more than 30 have already registered to use the E-procurement store front.



The key benefits of the portal include an easy to use Navigation and Search option, which allow users to easily 'drill down' to find items from different product groups, such as Networking Products or Processors and the innovative ability to download product spec's on a pdf format enabling procurement or IT contacts to forward to confirm product suitability.

Bates Office have taken the unusual step of launching the division with the promise of trying to eradicate delivery charges for IT products, something which tends to be a 'norm' in this market. Yet another example of Bates Office leading the way.

Meet The Team

Lets Put Some Faces To Names - Issue 1, The Field Sales Team

Michael Edmonds - Although a director of Bates Michael still 'keeps his hands dirty' by looking after a range of select accounts. Michael has been with the company since he was a 'lad' starting by mending typewriters (just been invented) and working his way up to the boardroom. Michael has a small dog called Floyd and his favourite colour is blue.



Spencer Osborne - Again like Michael a director of the company, Spencer shares Michael's view of still keeping in contact with customers. Spencer is very much the face of the company and can regularly be found 'hanging out' at events within the stationery world. Always happy to chat, Spencer is considered the gentleman of the office. Spencer looks after himself working out at the Gym at least twice a week and his favourite food is Paella.



Neil Longhorn - Our Sales Manager has a staple diet of a morning cheeseburger, which fuels Neil (a wayward diabetic) in his pursuit of new business and new angles. Although Neil manages the telemarketing operation and all sales and marketing initiatives, he is not let out of the office much, having let himself go a bit. Neil knows somebody called Jim and his favourite bicycle is the 'Grifter'

Alan Millar - 'The dancing king', Alan is one of the most knowledgeable and colourful characters in the UK stationery market. Cutting his teeth at BOSP, Harris Office Supplies and Copygraphic, Alan knows his 'onions' and manages some of Bates Office larger UK wide accounts. Alan likes dancing and his allotment; but not at the same time. Alan once won a pig at a country fair and his favourite children's programme is Mr Ben.

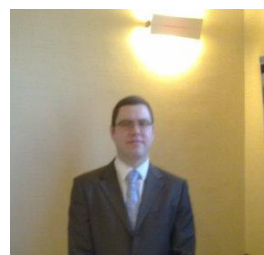
Ross Evans - Ross is welsh

Frank Gogerty - Crazy name, Crazy guy (see Laslo Biro), Frank joint the company in 2009 after many years within the industry. Frank is both the 'thinker' of the field sales team as well as being the most sartorial, putting the rest of the team to shame, with his 'natty' suits and immaculate shirts. Frank once played 'Subuteo' at a national level and his favourite seventies detective series is 'Magnum PI'.

Adam Martin - Adam has more than compensated for looking a bit funny, by consistently being one of the top performers at Bates Office....his magic tricks are exceptional, now if only we could get him to sell, sell, sell !

But joking aside Adam has contributed significantly to Bates Offices' growth since he joined the company in 2009. Adam was a founder of Ebsfleet Cricket Club and his favourite sporting hero is Fatima Whitbread.

NEXT EDITION - THE PURCHASING BOYS & GIRLS !



Bates Office Support London Mayor

One of the First Office Supplies Companies to Sign up for 10:10 Campaign

As part of Bates Offices' constant commitment to improve not just our service to our customers but also our contribution to society, the company has registered onto the government initiative 10:10; which aims to see companies reduce their carbon emissions by 10% by the end of 2010.



Bates Office, who are already accredited to the prestigious ISO14001 standard and is Carbon Neutral through projects in mainland Europe as well as in India, decided that for the good of our planet it was worth going that little bit further.

The move into our new corporate headquarters has provided us with just the opportunity to make some further enhancements to our environmental management system we can really focus on the creating an Eco building, with new state of art energy efficiencies and initiatives. We even have the objective of generating our own power by the end of the year.

For a copy of our environmental policy contact us at admin@batesoffice.co.uk.



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