



AND INTRODUCING.....

Welcome to the first ever edition of the Bentleys Shopfitting news letter. As the company continues to grow and develop, we decided it was time to keep clients up to date with our services and news, giving you the opportunity over the next few editions to put a face to staff you may have been dealing with in our "working with" article.

We have also put together a few case studies to give you a flavour of the diversity of our work – we really can turn our hand to anything!

The Bentleys reputation for quality and loyalty has strengthened over the years and we have experienced repeat business from high street retailers, leisure groups and banks from all over the UK. From first contact, we adopt a firmly proactive stance, taking time to listen.

Obvious solutions are not often the best and by taking the longer view, we offer reassurance and confidence in the finished installation – often saving cost in the longer term.

Our ability to respond to a brief, create ideas and deliver solutions offers competitive advantage. A particular example of this is given in the Nevisport case study.

As the shopfitting industry becomes more competitive, we are constantly striving towards meeting the needs of our customers and the growing demands of Shopfitting. To compliment our existing range of services, we have recently become authorised fabricators of Corian® the ever popular solid surface material for both residential and commercial applications.

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For further information on any of
the Bentleys Shopfitting services,
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MANUFACTURING CASE STUDY: INDEPENDENT PHARMACIES



TURNING DESIGN INTO REALITY

Bentleys have been putting their manufacturing and setting out skills to the test over the past two years, as they have been working alongside a top Scottish designer who specialises in the design and fitout of independent pharmacies.

We have now manufactured the joinery for over 20 pharmacies in Scotland at the 45,000 sq ft workshop in Dundee. The client regularly visits our offices to work alongside setting out team member Lewis Fyall, who works from store layout drawings to produce CAD drawings for items such as:

**UNITS SCREENS COUNTERS CONSULTING ROOMS
ADVICE AREAS NEEDLE EXCHANGE POINTS**

The majority of the above items are produced using our CNC router and finished off by our highly skilled and experienced bench hands and spray finishers.

Designers and contractors can approach us with drawings, which we are able to use our knowledge and experience to develop and turn into high quality products.

GORDON ELLIOT, Chairman of the National Association of Shopfitting writes for Bentleys Shopfitting

Ever since 1919 when it was first established, the NAS has worked to meet everyone's needs by raising industry standards, promoting the work of members, upholding values and by creating good relationships between members, suppliers, designers and clients.

Shopfitters are committed to quality and professionalism and look to the NAS for the specialist support and advice needed to succeed in a demanding marketplace. Although some Shopfitters have moved away from the traditional role of the bespoke manufacturing company the overall expertise of the industry in providing quality work, on time and within budget is widely recognised. Training always has been, and will continue to be, a crucial element for Shopfitters but an ever-growing need for an awareness of wider considerations of the environment, of sustainability issues and of safe working practices is now essential.

As a quality manufacturing sector of the construction sector, the shopfitting share of the market has continued to grow and for NAS members alone now stands at well over £1.25 billion each year. To maintain a market of that size requires a diligence that the NAS intends to ensure is achieved.

INTERACTIVE PARTNERSHIP FOR MANUFACTURING

Bentleys Shopfitting have recently completed a project for up and coming St Andrews company FifeX, where they were appointed to manufacture the hardware for one of the company's latest developments, an interactive measurement station which takes readings of height, waist and weight in order to measure obesity across Britain. Government funded, the project saw FifeX design the booth which would encourage people to measure their height, waist and weight before recording the information for nationwide studies.

Bentleys manufactured the unit using checker plate aluminium, stainless steel and laminated panels. This followed a previously successful project with the 2 companies that allowed FifeX to showcase their face morphing software which played a large role in FifeX winning awards at the Young Entrepreneur of the Year in both the Fife and National finals. FifeX then went on to showcase their talents at the Royal Society Summer

Science Exhibition in London. Alan Walker of Bentleys Shopfitting said "the business partnership we have built up with FifeX has allowed us to use our very traditional skills in assisting this young company to realise their goals. It is exciting working within such a hi-tech area and we're looking forward to developing further pilots with them."

The face morph is proving to be a massive hit, selling in many different countries. The booth manufactured by Bentleys has also been used to demonstrate the effect of aging from heavy smoking, an event that was seen by the Deputy Minister for Health in Glasgow. Other FifeX projects include developing an interactive Rhino for Edinburgh Zoo, working for the Sea Mammal Research unit in St Andrews on their stand for this year's Royal Society Summer Science Exhibition and the FifeX Colour Mixer, a home grown physics lab kit that shows the effects of colour mixing.



SHOPFITTING CASE STUDY

Nevisport, Inverness

The following project was recently entered into the National Association of Shopfitters' Design Partnership Awards, focusing on the relationship we have with designers.

Bentleys Shopfitting and Design Interface worked along with client Nevisport to create this two level flagship store in Inverness's Eastgate Shopping Centre, creating over 370 sq metres of floor space.

The brief was to create a fashion orientated environment which would retain the outdoor heritage of the brand and reinforce its position as a serious player within the outdoor lifestyle market. The concept of this store is based around an outdoor theme using colours and materials to achieve a rugged effect.

The frameless shop front opens into a bright and spacious environment with a chequered plate metal staircase which leads to a 154 sq metre mezzanine level. Feature graphics, concrete floor and limestone

wall retain the outdoor tradition of the Nevisport brand yet reinforce its place as a significant contender within the outdoor lifestyle market.

Both the flexible lighting and merchandising systems have been designed to give versatility in order to meet the changing needs of this store as the seasons change. Prongs and shelving can be moved and fitted to any wall panel with lighting adjusted appropriately.

Bentley's project manager, Ronald Lochrie worked very closely with Design Interface to create a fashion orientated yet functional space. Bentleys and Design Interface worked in partnership to meet the £240k budget by value engineering the project without compromising scope or quality, creating a practical and resilient solution.

Working in a shopping centre environment restricted various elements of the design brief, however strong communication, value engineering and imaginative solutions ensured the deadline was met and design uncompromised.



PROMOTION FOR BOB ANDERSON

Bob Anderson, who joined Bentleys over 2 years ago, was recently promoted to the position of Financial Director, a significant step in the company's growth. As well as bringing over 25 years of accounting experience with him, Bob is also a fellow of the Chartered Institute of Management Accountants. A celebratory evening was held for staff in Dundee.



WORKING WITH...NEIL SCOTT Manager of Small Projects for Bentleys shopfitting

Rarely do colleagues see this man slow down as he literally flies about the office like the Tasmanian Devil. He is undoubtedly the best person for a job which often requires satisfying the needs of clients in a short space of time.

Neil has to be on the ball, as running the small projects division which deals with the minor needs of clients, both planned and reactive. This work can be maintenance to a property through to a major re-branding project. Last year, Small Projects worked on a new brand identity project for the Spirit Group involving signage, décor, electrical and bar work to over 80 pubs in a 6 month period.

Neil's strict organisation and commitment to deadlines and quality have brought a stream of repeat business from clients such as EC Harris who act on behalf of National Australia Group banks. Neil's latest project for EC Harris is to install security screens into 14 banks throughout Scotland over the next 6 weeks.

Neil and his team are happy to turn their hand to any job that will provide clients with another extra support service. From ATM installations to minor refurbishments to seasonal jobs, such as decorating stores at Christmas, Small Projects are there to help.



BENTLEYS SCOOP AWARD

The company was given a boost recently, when they scooped the award for best performing business in Tayside at the annual awards in Dundee, hosted by the BBC's Dougie Vipond. A group from the Bentleys' team treated clients and friends of the company to a night out at the awards evening where the prize was presented. Bentleys will now go on to compete in the national business awards this summer.



LORD PROVOST VISIT

Bentleys recently received a visit from Dundee's Lord Provost John Letford and Economic Convener Joe Morrow who were interested in the company's ambitious growth plans. Bentleys' team of directors provided an insight into the company's future plans and objectives, before providing a tour of the workshop and offices. The Lord Provost was delighted to see that the company has an apprenticeship scheme in place, currently employing 7 youngsters. Bentleys' staff of 50 was delighted to be given the opportunity to show off some of their latest work and discuss local issues.

AND FINALLY

Well done to apprentices Mark Butchart and Gary Stewart who recently passed their skills test. Mark and Gary are 2 of the 7 apprentices currently employed by Bentleys. The "growing our own" scheme aims to provide Bentleys with the best possible employees, who will learn the skills and standards required to compete in the Shopfitting industry. Mark and Gary are pictured with workshop manager Kenny McMinn.

