



# Parkside Insights

The Parkside Group Newsletter

June 23

Learn more inside:

**Exciting new product  
launches of Legacy  
Slimline & Fuzion**

Insights:

**We asked, you spoke,  
we listened, we acted...**



Insights:

**Welcome to the first edition of the  
TPG customer newsletter**








# Parkside Insights

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*"I would like to thank  
all our customers and  
partners for their  
continued support and  
collaboration"*

## Message from the MD



### **I would like to update you on how TPG has progressed during Q1 of 2023, and our plans for the rest of the year.**

I am very pleased to see that the growth seen in 2022 has continued into 2023 with many partners reporting strong order books for the first half of the year. There are a number of good projects coming through to support this higher level of activity, and the general sentiment for the commercial market still appears to be very upbeat.

The aluminium systems supply chain has improved significantly since early 2022 and we now see a much more consistent performance from our supply base which enables us to provide the levels of service that you have, rightly, come to expect from TPG. Furthermore, we are now working hard with our finishing partners, along with our in-house rolling-in facility, to deliver material with shorter lead times so that you are able to deliver projects in a timely and efficient manner. We would like to thank all our customers and partners for their continued support and collaboration which will help deliver a successful 2023.

I'm very excited to see our new Legacy Slimline window and door systems now fully launched into the market, initial interest has been encouraging and we anticipate

significant demand for this new slimline range, based on the positive feedback from customers who have already started to use the systems.

Furthermore, the upcoming launch of our new Fuzion Composite door range is eagerly awaited and, in collaboration with our supply partner, we are pleased we can offer high end residential door which will integrate seamlessly with our existing high performance window and framing system.

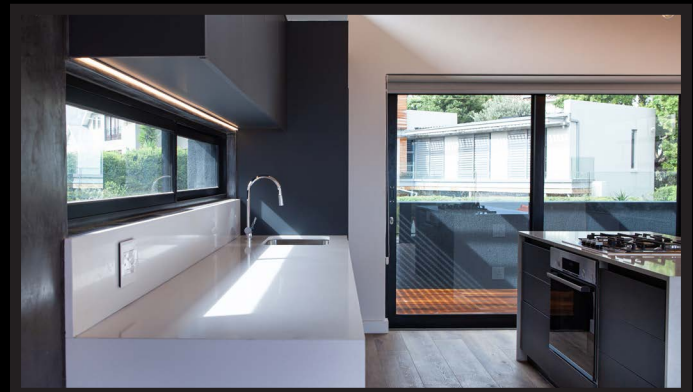
We will be announcing further new developments in the coming months, as we ensure that our products can achieve the building performance requirements expected for 2025 and beyond. We recognise the ever-increasing needs of buildings to improve thermal efficiency and these new products will directly address these demands.

I would like to thank all our customers and partners for their continued support and collaboration and we look forward to working in partnership with you, to build a market leading aluminium product range for now and the future.



**We would like to thank all our customers who took part in our 2022 Customer Satisfaction survey, it is appreciated and forms a significant part of how we can improve your experience as a TPG customer.**

- Improving our content on Logikal – this is ongoing and the Technical team are working hard to ensure that the information on Logikal is accurate and enables you to utilise either Logikal or Genesis as you wish.
- More information on our green credentials – we are in the process of producing a TPG Green Guide which will provide information on the initiatives we already have in place, and our roadmap to being greener. Watch this space for more information landing in your inbox
- More input into our New Product Development – we are going to introduce new Product Development forums. Customers will be invited to join us to discuss potential new products and systems, suggest improvements to our existing systems to improve ease and speed of fabrication, performance and aesthetics.
- Better product availability – we are working through a process of rationalising old systems, to ensure that our stock holding provides you with exactly what you need. In addition we have reviewed our delivery



schedules to improve our efficiency when delivering to you.

- Finally, as a direct result of the feedback you gave, and a consistent request for more communication, we have introduced this newsletter, which will be issued on a quarterly basis. “We asked, you said, we listened, we acted”

If you have any questions about our customer satisfaction survey, please contact [marketing@parksidegroup.co.uk](mailto:marketing@parksidegroup.co.uk)

## Sales



**The start to 2023 has been a challenging market for the whole industry as the cost of living and other factors have resulted in a significant slump in sales, with retail hit the most.**

I’m pleased to report that The Parkside Group is in a much stronger position than others due to our very strong name in the commercial market, and generally, we enter the second half of the year in a very strong position.

We are also launching our Legacy Slimline system to the trade, as well as our Fuzion composite door. These two markets are still buoyant, and we expect to see growth from both, providing customers with

opportunities to grow their own business. Keep a look out on our social media channels for more information on how you can be part of the growing Legacy journey, by becoming a Legacy partner.

We wish all our customers a strong second half of the year. Please don’t hesitate to contact us if you have any projects you would like to discuss or need help in specifying the most suitable system for your bespoke needs.

## Marketing & New Product Development

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The Marketing department is at the helm of launching all our new products and its been a really busy few months...



...with the successful launch of the Legacy from Comar suite, including the attractive slimline steel style door, casement window & screen and then the impending launch of Fuzion, our brand new composite door offering.

In addition to new product launches, we have been working on a new Customer Charter, that will be rolled out to all customers over the next few months. The aim of the Charter is to share key information with you that will hopefully make it easier for you to buy from The Parkside Group and improve the experience that you have as a customer of ours.

The Charter will be bespoke for each customer and will take you through everything from understanding our product codes, your pricing, key internal contacts, a step-by-step guide to placing an order with us to accessing Comar training and tooling.

We are pleased to announce that we will be attending a number of Specifi built environment “tech talk” events throughout 2023. Our team will be on hand at the events to answer all your questions about the Comar systems and we would love to see you there. To learn more about Specifi events feel free to visit [www.specifi.co.uk](http://www.specifi.co.uk)



Dates of the events are as follows:

London – 23rd August - Birmingham – 13th September

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## Technical & Accreditation

The Technical team has been hard at work over the past few months on our latest product launch, Legacy.

We are proud to announce that after rigorous testing, the doors and windows of Legacy have passed BS6375 weather tightness Parts 1, 2 and 3 and PAS 24 2022 security standards and we are confident that it will meet the needs of our customers.

We are continually innovating and developing our current products to ensure that we are providing the best possible solutions for our customers. As a priority our technical and design team is currently working on the potential change to Part L building regulations and Future Homes Standard, which would come into effect in 2025. This change may require the U-value to be half of the current standard.

Our team is dedicated to working towards this goal and we are confident that we will be able to meet this challenge. Watch out for updates on this and more in future editions.



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## Our People

### There has been a recent change to the Technical team

Teresa Drewett, a highly valued colleague, has retired from her position as our Accreditation Manager, and we want to take this opportunity to publicly thank her for her dedication and hard work during her 23 years with us. Simon Jones, Technical Director said; *"Teresa's attention to detail, has been invaluable, her willingness to put in extra time and effort to help us meet the latest legal requirements, affording our customers*

*reassurance and peace of mind, has demonstrated a commitment to excellence that we have come to depend upon".*

After an extensive handover period, we are pleased to announce that Klaudia Sommerfeld has taken over the accreditation baton and this appointment will enable us to continue to uphold the high standards that we have set for ourselves.

## Operations & Logistics



**Our Operations and Logistic department are constantly monitoring and reviewing our delivery days and areas.**



We are striving to ensure that we are meeting the demands of our customers and delivering your orders efficiently and effectively. As a result, we have increased our flexibility, allowing us to respond to your needs and create more capacity which means that we can better manage the flow of work and provide you with even better service. We understand that timely delivery is critical to your business, and we are committed to ensuring that we meet your expectations. We encourage you to reach out to our customer service team if you have any questions or concerns about our delivery schedules or cut-off times.

Our drivers are the face of our company, and we want to ensure that they represent us well and also have the necessary clothing to carry out their job in a comfortable and effective manner, we have invested in new clothing for all our drivers which will complement the design of the newest lorry to be joining our fleet, look out for our new lorry on the road and the latest pictures on our social media channels.



### This issue we introduce you to Axim Architectural Hardware and Duco



**UK  
CA**

Axim have recently added to their wide portfolio by increasing the handle range to provide more choice and design flexibility, helping customers to achieve their bespoke project requirements. Below are a selection of the new handles, more information can be found on the Axim website: [www.axim.co.uk](http://www.axim.co.uk)

After a significant combined effort, we are delighted to announce that Axim has recently achieved the UKCA marking standard on a number of products in our range. This achievement makes us one of the first companies in the UK to do so, meeting stringent technical requirements for the industry.

The UKCA marking standard replaces the CE marking previously used and is an important step in ensuring that our products meet the highest standards of safety and quality. We believe that it is a testament to our rigorous approach to quality and safety.

The new UKCA standard is clearly displayed on all relevant products and

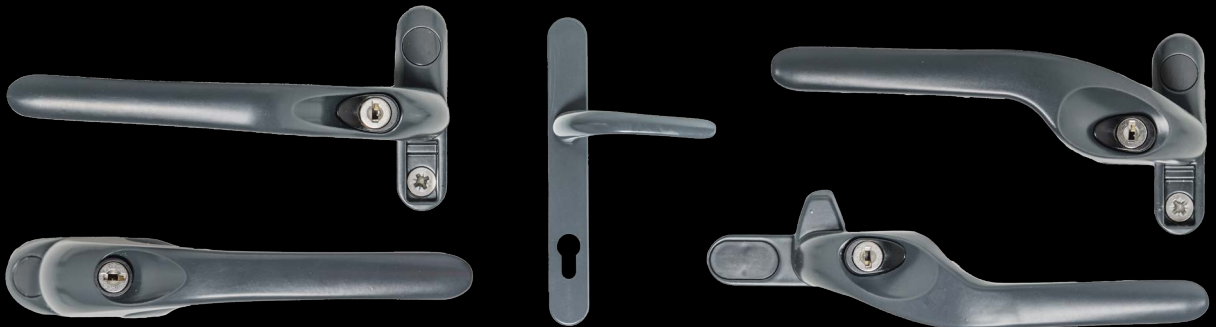
paperwork, ensuring that our customers can easily identify that our products meet the new standard, and we will continue to invest in our processes and products to achieve this.

Recently, Duco, our preferred supplier of ventilation and sun control solutions visited our head office to give us a presentation on their products.

Duco has been a prominent player in the industry for many years, and they stand out from their competitors due to their commitment to high quality and innovation.

During their presentation, Duco shared some exciting developments to their products and business. They have a range of products that are energy-efficient and environmentally friendly and have also made significant improvements to their existing products, making them more durable and efficient.

**We encourage you to speak with your ASM or visit Duco's website for more information on their products.**



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## Finance & Procurement

**Our finance department plays a crucial role in our company's success, and we are proud of their efforts to maintain financial stability.**

As you may be aware, our industry and the global markets are facing significant economic challenges. Despite these challenges, our finance department, in collaboration with all other departments, has been working hard to overcome them. This is reflected in favourable and successful audits, in the past, present and on-going continuous monitoring.

Recently, our finance department received very positive feedback in our customer satisfaction survey, which they were grateful to hear, and they will continue their commitment in providing excellent service to our customers whilst overcoming challenges.

Despite the challenges brought by the pandemic, we have managed to restore our lead times and production to pre-covid levels. Thanks to the

hard work of our team and the support of our suppliers, we can meet your demands and deliver on time.

Moreover, we have implemented several improvements in our BOMS and forward planning processes, which have resulted in better accuracy and efficiency in our operations. The reservations process introduced in 2020 has been well-received by many customers and has helped us to optimise our inventory management. If you would like to know more about the reservations process please email: [BOM@Parksidegroup.co.uk](mailto:BOM@Parksidegroup.co.uk)

We have reviewed our internal processes and are using a new dashboard that provides real-time visibility across all departments. This has enabled us to identify and address issues more quickly and avoid errors that could impact our service to you.

## Our Commitment to all



**We are committed to making a positive impact in the world around us. As part of our Corporate Social Responsibility (CSR) efforts, we have recently supported various causes and initiatives.**

### Corporate Social Responsibility

During Christmas, we were proud to support the Royal Marsden Hospital to help provide essential care and support to cancer patients and their families during the festive season.

We have also been following the plight in Ukraine and have fundraised to support those affected by the ongoing conflict.

We are also proud to be sponsors of Robert Mucklow, an employee of long-standing customer Harmony Profiles who is representing England in the international Footgolf tournament and looking great in his Comar emblazoned kit. And we wish him well in the tournament.

In addition to our external CSR efforts, we also prioritise supporting our staff internally. We understand the importance of creating a positive work environment and ensuring that our staff feel valued and appreciated.

As part of this, we offer a range of lunch options in our break room to aid with the on-going cost of living crisis. We also provide a birthday holiday, allowing our staff to take a day off to celebrate their special day.

### Sustainability

As a company, we are committed to reducing our environmental impact and finding innovative ways to manage our waste. Klaudia has taken the lead on our Environmental and Sustainable policies including implementing a waste pallet initiative, disposing of all the pallets to the public, which saves us money and improves our efficiency.

We have contributed to the funding of a Solar Power Project in China and a Wind Power project in Theni and we will keep you informed of future initiatives and schemes.

We want to assure our customers that we remain committed to our compliance and auditing processes and maintaining our accreditation in the aluminium industry. We understand the importance of adhering to industry standards and regulations, and we will continue to prioritise compliance and auditing in all aspects of our business.

Please look out for the launch of our succinct sustainability paper, detailing some of the above and more, setting out what we seek to achieve.

**We offer a range of lunch options in our break room to aid with the on-going cost of living crisis.**

**We understand the importance of creating a positive work environment**

**We are committed to reducing our environmental impact and finding innovative ways to manage our waste**













## Social Media Channels

**Stay connected with us on social media to receive our latest updates! By following us, you'll be informed about price lists, technical updates and other important company information. Join our community now and never miss out.**




### Comar

-  @comaraluminium
-  Comar Architectural Aluminium Systems
-  Comar Aluminium Systems
-  @comaraluminum

### Legacy

-  @LegacyfromComar
-  Legacy from Comar
-  Legacy from Comar
-  @LegacyfromComar

### Axim

-  Axim Architectural Hardware
-  Axim Architectural Hardware
-  @aximhardware

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