

# It's all about **YOU**...

## TCH News

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Summer **2022**



## Chairman's Message

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In my last message in the Summer of 2019, I focused on the uncertainties that the economy faced following the EU referendum and the potential economic storms that may lie ahead. What a difference two years makes.

In all our years of trading, we've never had a period quite like this one - who could have foreseen a Pandemic? We celebrated our 90th year in lockdown, it has been a very tough time for many businesses and people alike. However, the T C Harrison Group has battled through very well. This, in no small part, is testament to the dedicated teams in our dealerships, depots and offices. We have maintained our high standards, continuity of service and excellent customer care and I thank you all for your dedication, loyalty, hard work and commitment through this trying period.

Due to the Pandemic and crisis in Ukraine, Global Warming has taken a back seat in the media but it is still very much a major concern and changes are afoot within our industry. Technologies are moving quickly and we are moving with the times and embracing these

innovative changes which will have a significant impact on the automotive industry. As a group we are also doing our utmost to be environmentally friendly and energy efficient.

You, our employees, are key to the Group's success and as my Grandfather maintained, you are our most valuable asset in the business and this ethos I also believe in. We continue to listen to you and I was delighted to be able to pay a £250 bonus to everyone at Christmas and an extra day off work last year, along with a £500 summer bonus in 2022.

As always I am looking forward to the challenges that lie ahead. I know that you are too and with your continued hard work and loyalty I am confident that the group will continue to prosper.

Our founder, Cuth Harrison, would be very proud to see the group thriving and embracing all these changes and challenges.

Once again, I would like to sincerely thank you all.

**- James Harrison**  
Chairman

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## **Mission Statement**

Our commitment is to strive to exceed the expectations of our customers by working as a team and continuously improving ourselves and our organisation.



## **CEO's Message**

When the Chairman and the Main board confirmed my new role as Group CEO back in August 2019, I could never have imagined what the next few years thereafter would have thrown at us all.

Thankfully, as the Chairman's message has indicated, it was with your hard work and tenacity that we were able to deliver some outstanding results over the last few years. To which I would like to put on record my thanks to everyone.

To bring things right up to date in 2022, we can already see some very positive results so far in your Divisions, that collectively across the Group far exceed our original expectations for this year to date.

Throughout my career I have always believed that high performance within any business is born out by teams that have a positive attitude, look to constantly achieve and aspire to a culture of high performance. The more I visit sites and divisions across the group, I recognise this from so many of our teams.

The results of last year's engagement surveys you all took part in gave a clear insight into the attitude and culture of the team and the current engagement inside the group as well as with our external customers.

This survey has already enabled us to improve holiday entitlement, manage appropriately a full return to our work stations post the lockdowns and deliver maternity and paternity benefit improvements.

During the coming years we hope to further develop our employee surveys so we can continue to monitor your thoughts and ideas, to enable us to enhance the wellbeing and environment for everyone who continues to support our great performance.

**Good luck everyone for the remainder of this year and thank you.**

**- Chris Cornell**  
Chief Executive Officer



John Honeywood took over from me as Company Secretary in 2021 and at the same time was made a director building on his role as Financial Controller and operations board member. John joined the company eleven years ago from a Sheffield accountancy practice and we have been delighted by the way that John has embraced learning the industries in which we operate and the invaluable knowledge and support that he brings to us.



## FD's Message

It would be fair to say that the industries in which we operate have contributed to environmental pollution in the past and we are working with our manufacturer partners to reverse this. I'm sure we're all aware of the innovative products that have come to market to reduce energy usage and emissions and there will be more exciting and market-leading products coming in the near future.

As a company we are committed to reviewing the way our business impacts the environment and to take appropriate measures to mitigate this where we are able.

As part of our reporting obligations we have established effective systems to monitor our usage of energy and the emissions our operations produce. The information that we obtain from these systems also helps us to identify opportunities to reduce our use of energy and emissions for the benefit of us all.

We are all aware that energy costs are rising, both for the business and for each of us individually. Reducing the company's use

of energy is therefore not just achieving the important aim of reducing the impact on the environment but also reducing the energy cost for the company.

Some of the projects for reducing energy usage are highlighted on the next page and whilst some of these projects have a significant initial cost, the benefits for the planet through reduction in energy usage make the investment worthwhile.

We are constantly looking at efficient ways we can reduce the company's energy usage and we welcome any suggestions on how we can further achieve this.

**If you have any thoughts just email me - [tim.simcox@tchgroup.co.uk](mailto:tim.simcox@tchgroup.co.uk).**

**- Tim Simcox**  
Group Finance Director



# Manufacturer's Commitments



**T.C.Harrison Ford**

www.tch.co.uk

We are all aware now of the new All-electric Ford Mustang Mach E which has proved a great success for Ford and for T C Harrison as our very first all-electric car.

Ford has now announced that the All-electric Transit will be landing imminently and this will begin the introduction of a 7 vehicle range of all-electric cars and vans that will supplement the Ford line up by 2024. The new range will include 3 Cars and 4 Commercial vehicles, including an all-electric crossover vehicle to be named in 2022 and launched in 2023, and an all-electric version of the Ford Puma in 2024.

These new models are very exciting for Ford and for T C Harrison and will point Ford towards a zero-emission footprint by 2035. Ford has also announced this month that it will produce 600,000 electric vehicles a year from 2026, when all the new models come on stream. The existing Ford plant in Cologne will produce a vehicle designed as part of a Ford/VW alliance and will use the VW MEB manufacturing system. Ford have also agreed a partnership with the Turkish company K.O.C Holdings to build one of the world's largest battery plants by 2025.



Scan here to find out more about Ford's All-Electric Future!



**T.C.HARRISON**

JCB has invested £100 million on a project to produce super-efficient hydrogen engines with a team of 100 engineers already working on the exciting development as JCB targets the end of 2022 for the first machines to be available for sale to customers.

JCB Chairman Lord Bamford said:

**"Our sort of machinery will need to be powered by something other than fossil fuels. We make machines which are powered by diesel, so we have to find a solution and we are doing something about it now.**

**We are investing in hydrogen as we don't see electric being the all-round solution, particularly not for our industry because it can only be used to power smaller machines. It does mean we will carry on making engines, but they will be super-efficient, affordable, high-tech hydrogen motors with zero CO2 emissions, which can be brought to market quickly using our existing supply base. These will be our industry's first hydrogen engines, developed in Great Britain by British engineers. Hydrogen motors have the potential to help the UK reach CO2 emissions targets more quickly."**



Scan here to find out more about JCB's Hydrogen Machines!



# TCH Commitments



## Solar Power

Back in April 2020, as the Covid-19 pandemic took hold during lockdown one, Geo Green Power were busy installing our first solar PV system at our Spalding Ford dealership.

Providing **49%** of the site's annual electricity demand, the **50kW** system saves around **19 tonnes of Co2 per year**.

Impressed with its performance, combined with ever increasing energy prices, Harry Burgess and Mark Creed set to work identifying additional Group-wide solar PV opportunities.

With enthusiastic support from the main board, our Pride Park, Derby FordStore was quickly chosen for a significant **534 panel, 200kW** solar PV installation. Providing around **39%** of the site's annual electricity demand, the system is forecast to save around **59 tonnes of Co2** per year.

Geo Green Power completed the installation mid-August 2021 and as of 27 June 2022, the system has already generated an impressive **121MWh**, and exceeded the Co2 target, saving **85 tonnes of Co2**. Covering just over half of main roof, the panels make for an impressive sight, when approaching Pride Park from the south.

2022 has seen the completion of a further two Solar PV systems; a **150kW**

system at our Peterborough FordStore and a **100kW** system our Chapeltown JCB depot.

The 378 panel system at Peterborough, commissioned in June 2022, is forecast to provide around **29% of the site's annual electricity** demand, and save around **48 tonnes of Co2** per year.

The 185 panel system at Chapeltown JCB, commissioned in May 2022, is forecast to provide around **58% of the site's annual electricity** demand, and save around **28 tonnes of Co2** per year.

Combined, the four systems provide **24% of T. C. Harrison Group's electricity** demands. Additionally, approximately 25% of the electricity we generate, surplus to our demand at time of generation, is exported to the grid, for which we receive payment.

In the future, as technology improves, we hope to install batteries to store excess electricity, to draw upon and further reduce import from the grid.



## Electric Vehicle Charging Points

During 2021 the Group expanded its existing private EV Charging network with the installation of an additional ten 22 kW three phase Newmotion Businessline electric vehicle charging points at Head Office in Bakewell and at our Chapeltown, Lincoln, Alfreton, and Sedgefield JCB depots.

Members of staff and site visitors driving Fully Electric and Plug in Hybrid vehicles are now able to charge at work, using the Shell Recharge app to start, end, and pay for charging sessions.

The installation of five 22 kW, three phase NewMotion Businessline electric vehicle charging points at TCH Leasing

has recently been completed in June 2022.

At sites such as Derby, Peterborough and JCB Chapeltown, where solar PV installations are present, we are able to charge vehicles using energy generated on site.



Harry Burgess, Group Surveyor – Operations and Will Turner, Assistant Building Surveyor have been instrumental ensuring TCH is ahead of the game overseeing our Solar PV and EV charging points within the group, along with help from Mark Creed, pictured bottom left.



Harry joined TCH in April 2016 as Assistant Building Surveyor to Peter Forster. After a short break in 2018 he re-joined the Group in February 2019. TCH funded the final year of his building surveying degree at Sheffield Hallam University.



Will joined the company in January 2022 as Harry's assistant having worked at Wildgoose Construction as an Assistant Site Manager. He is in year 3 of a 5 year building surveying degree at Trent University and TCH are supporting Will with his studies via the Government's degree apprenticeship programme.

Scan here to watch drone footage of our solar panels!



# Tour de TCH





From humble beginnings in June 2018 with initially only 4 core riders, William, Claire and Joel Harrison and Tony Coar, the 'Tour de TCH' has gone from strength to strength.

Now on our 4th tour, we have raised in excess of **£25k (and still rising)** for 4 incredible charities: British Heart Foundation, Samaritans, MIND and Sue Ryder Hospice. Even the pandemic didn't stop us, with our Derby dealership thinking outside the box and arranging a 'Static Tour'.

During the first leg of this year's tour, an amazing 16 core riders completed a 70 mile 'Platinum Jubilee Tour' starting and finishing at Huntingdon. Thank you to all the riders who took part: William Harrison, Joel Harrison, Chris Cornell, Billy Fitch, Mark Nelson, Ian Nicolle, Greg Mills, Jeff Rich, Rachael Fisher, Jack Eastman-Nye, Paul Davis, Richard Topley, Richard Dingley, Jack Rawdin, Jordan Clarke and Mark Mazengarb.

The 'Fun ride' was also well attended with great enthusiasm and many thanks go to: Will Hewitt, Ryan Hewitt, Dave Raft, Rob Dewey, Nick Mace, Andy Rouse, Tom Splevings, Ben Scott, Dale Hunt, Noel Cunningham, Scott Gray, Mark Nelson, Jared Fraley and not least the support team Christine and Louise.

The second half of our 'Platinum Jubilee Tour' is scheduled for 14th September. The starting point will be our Burton Dealership but don't be fooled... it will be based around the lovely rolling hills of Derbyshire so get practising!

We are currently signing people up for the second tour and there will be a 'fun-ride' too.

For more details, please contact Christine McGuinness at [pa@tch.co.uk](mailto:pa@tch.co.uk) or **01628 816004**.

Thank you for continuing to support this fun, inclusive, healthy and worthwhile charity raising event each year – well done you lot!



## T.C. Harrison Group

We want **YOU** to join us and celebrate the Queen's Platinum Jubilee with a 70 mile ride starting from TCH Burton



**Starting at TCH Burton**

Group 'fun runs' will be arranged too. This year we will be fund raising for Sue Ryder Hospice

For more information and to register, please contact Christine McGuinness at [pa@tch.co.uk](mailto:pa@tch.co.uk) Or call 26003



**Rachael Fisher**  
Aftersales Manager



Last year, following the Tour De TCH cycle ride, I was inspired by the drive, passion and determination of the individuals around me. Climbing the 'mountains' in Derbyshire was certainly no mean feat. It was a real privilege to be around a wide variety of employees including technicians, administrators, managers, directors and the Harrison family themselves. This is just one thing that makes TC Harrison a great company to work for and really installs the family feel into the business.

What does my journey into T C Harrison Management look like? My success has not just been my own, I have been fortunate enough to have been mentored and influenced by some great people. Dale Hunt, who I have worked in various roles with over 5 years, and Steve Hallam who I worked with in more recently. They have both supported and inspired



**Whether you think you can or think you can't, you're right**

**- Henry Ford**

me to be my best self, giving me the tools to learn and progress within the company.

Looking back at the challenges I have faced over the last seven years; I realised that through every moment when I thought that I wasn't good enough, was unsure how to move forward, or I thought it was just one challenge too many, the management team were always there with advice and guidance.

My advice to anyone wishing to build a career within T C Harrison is to get involved and make your intentions known. You should head in the direction of where you want to arrive every day and work hard to achieve your goal.



**Jo Chick**  
Used Car Sales Manager



Jo Chick joined the used car sales team in 2015 as a Sales Executive at our Derby Fordstore, having gained previous experience in franchised dealerships and in consumer finance. Jo quickly found her feet establishing herself as a high performer and a likeable team player which earned her a promotion to Assistant Business Manager in 2016 and to a full Business Manager role in 2017.

Her hard work and enthusiasm to progress continued which gained Jo acceptance onto a bespoke TCH management succession training programme, which she completed along with 7 other Ford Division nominees in 2018. Jo continued to flourish in her role and when an opportunity to apply for the Used Car Sales Manager role became available at Pride Park Derby in early 2020, she proved successful over



**Jo brings youth, energy and a diverse approach to Used Car Sales.**

other experienced external candidates in being appointed to the role. Jo brings youth, energy and a diverse approach to Used Car Sales and management at TCH Ford and although she openly accepts she still has a lot to learn in management, we are delighted to have her as part of the Ford Division Team.



**Billy Fitch**  
Southern Regional Director



I have been overwhelmed with the way that the whole Southern team have pulled together over the past 2 years and despite the tsunami of external influences we have collectively produced some outstanding results.

2022 has continued to provide its challenges but despite this I see many cheerful faces as I travel around the sites.

As we approach the middle of the year I think we can all give ourselves a mighty congratulatory pat on the back for another fine performance from all areas of the business.

It's fair to say that all departments are facing their own issues head-on and we continue to overcome whatever gets thrown at us, which makes me extremely proud.

There are many bright spots in the Southern Region and it would be remiss of me not to mention our Peterborough Transit Centre, receiving a well deserved Chairman's award for their outstanding performance in 2021. I do genuinely believe that this is on the back of the hard work and effort from everyone at the Peterborough FordStore whether it's Sales, Aftersales, Parts, Bodyshop, Accounts or Sales Admin they have all played their part.

We now approach the remainder of 2022 on the back of some economic uncertainty and the ongoing situation in Ukraine, but I know that the team we have here in the Southern Region will continue to pull together to get the best results we can – whatever comes our way.

## **Paul Lowe - Appointment to Regional Director**



We are pleased to inform everyone of the appointment of Paul Lowe as Regional Director of our Ford dealerships in Derby and Burton. Many of us around the Group will have met Paul previously as he joined TC Harrison Ford in Derby as Service Manager in August 2000 following a successful early career in other Motor Trade roles. Since moving to TCH, Paul has taken on several successful aftersales roles before more latterly becoming Dealer Principal of our Ford business in Derby. Pictured is the Ford Division Managing Director Neil Baker congratulating Paul on his new appointment and I am sure we will all join him in wishing him every success in his new role.

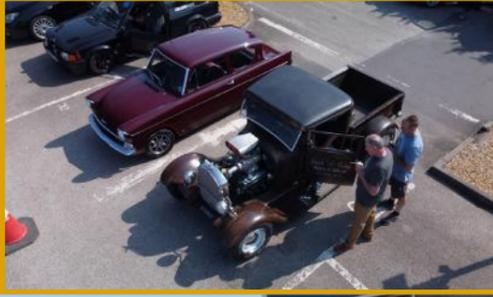
# Peterborough Car Show



As a thank you to all our loyal local customers and Ford enthusiasts, our Peterborough store opened up the dealership on Sunday 5<sup>th</sup> September 2021 to host what will hopefully be an annual Ford car meet.

The team welcomed around 100 Ford vehicles from across the ages, making it one of our most successful events of recent years.

From classic RS models to the latest Ford GT through to a host of Mustangs in all shapes and sizes, there was something for everyone.



Scan here to watch the footage from the day!





Since receiving my promotion to Southern Region Head of Sales at the start of 2022, I have been keen to generate a consistent approach across all locations making sure our customers receive the same high level experience wherever they choose to do business within our region.

My vision for the future is pretty simple. I know from experience that good people are the heartbeat of any successful company, so with the strong

team already within our business it is all about further enhancing colleague loyalty to the company, which in itself will create more customers for the future. A happy work place is vital in generating a happy customer.

Simon originally joined in 2007, working for the company for almost 6 years, rejoining the group in May 2019 and he took the Car and CV Sales departments from strength to strength.



**Sponsorships**

**Static Bike Ride**

Over the years the Tour de TCH has seen many different routes, guises and heroes. In what is TC Harrison's 90th anniversary year, we wished to make this the biggest ride yet, not in terms of distance but in terms of numbers and so our plan was to take a ride around the Peak District, close to the TC Harrison Group Head Office in Bakewell. Regrettably this had to be paused due to the Government Covid-19 guidelines.

However, in the spirit of TCH, our Southern Ford depots still wished to raise money for charity in a more 'static' version of Tour de TCH. So, a spin bike was set up in the foyer of TCH Ford Peterborough. The team at Peterborough had 2 hours to clock up the miles in a combined team effort.

Following a successful first day, it was the turn of Huntingdon on Tuesday before the tour carried onto St Neots, finishing at Spalding and Stamford.



**Our Champions...**

Our overall winners with the most miles collectively...  
**Spalding with 49.2 miles!**

The individual who managed to cycle the most miles...  
**Will at Peterborough, cycling 4.2 miles!**

And the best dressed...  
**Iron Man aka Terry at Spalding!**

We raised just over  
**£150**

towards a great charity - well done to all who participated, contributed and donated!



Mark Henson and Peter Davies

**Market Deeping Model Railway**

TCH Stamford are proud sponsors of the Market Deeping Model Railway Club. This club made national and international news in 2019 when its display was vandalised just before one of their shows.

In order to show the club's appreciation for the support from TC Harrison, the Chairman of the club, Peter Davies, presented Mark Henson, TCH Stamford Branch Manager, with a scale model of the Stamford showroom. The model shows a detailed replica of the showroom's interior and exterior. It was built by one of the club's most skilled model makers, David Hildred.

The model was featured at a mini-exhibition in April 2022 at our branch, before the full exhibition.



**POSH Football**

Following the success of the inaugural TCH POSH Event in 2019 and a delay with COVID - we booked the Pitch at the mighty London Road for the 2022 Charity Event!

30 of our finest TCH Part-Time/Veteran Players lined up – managed by a Mancini lookalike Luigi and Steve 'Big Sam' Hallam, and the guys at POSH supplied a Ref and Linesmen – plus a very utilised St John's!

A great game resulted in (at last count!) a 13 – 9 win for the Orange Team – with some amazing performances and a few walking wounded on the night!

The players and families enjoyed a buffet and a few awards were presented on the night.

We raised nearly **£600** for the Sue Ryder Charity!

The awards were handed out as follows:

- Man of The Match** – Filip (Parts)
- Highly Commended** – Steve Emery (Spalding) and Tom Hardy (Stamford) – who scored a hat trick!
- Most Improved** – Adam Calcott (Goalkeeper)
- Best 'Showboat'** – Jake Bedford

A BIG thanks to David Howe (Peterborough) who sourced kit, teams and ensured fair play on the night.

The Southern Region are all training hard now ahead of the next TCH match.





**David Matthews Charity Walk**

TCH welcomed and supported David when he was near our dealerships. He visited TCH Peterborough where Barry cooked him his favourite vegan breakfast and TCH Derby where his breakfast was cooked by Sheila, fuelling him up for his next leg. He also had a vegan packup made by Joel Harrison!



Sue Hancock, HR Administrator at TCH Head Office in Bakewell, is very proud of her brother David who embarked on an epic tour in 2019 to walk **6,000** miles and visit all 201 Samaritans branches in the UK and Ireland, eventually raising just under **£30,000** for the charity.



Kieran Dyke and Steve Brownlow at our Burton-on-Trent dealership who won the Q4 2021 Motability customer service award.



Our Derby and Peterborough regions were delighted to scoop the prestigious Regional Group of the Year Award in 2020. This award is presented to the very best Motability dealers in the country as determined both by customers and by the Team that work in Motability customer services, who get regular feedback from thousands of customers every day.

Pictured presenting the award from Motability is their Dealer Partner Manager Sian Robinson who is with Paul Lowe, Richard Topley, Billy Fitch and Neil Baker.



**MIND Charity Events**

The team over at TC Harrison Derby supported MIND charity with multiple fundraising events over the course of 2021. Completing 90 laps of the Pride Park premises, TCH Derby hosted a Fancy Dress Walk in July, followed by a Fancy Dress Day in November. Along with these events, a raffle and a cake sale were also organised to raise money for the charity.

A total of **£1,563.40** was raised for MIND during 2021. A huge well done everybody who took part and donated!

**Long Standing TCH Customer**

Congratulations to Mr Ride, the winner of our tyre promotion competition! Pictured here on the left, being presented with his High Street gift vouchers from Craig Stone, Derby Service Manager.

We can't tell who's more thrilled, him or his furry friend!

Mr Ride bought his first car from us back in 1972 and has stuck with us ever since! Thank you for being such a loyal customer and worthy winner of our competition.



The Ford Chairman's Award programme recognises dealers who deliver outstanding customer satisfaction, quality and market leading performance across both Sales and Service departments. Our Ford divisions achieved no less than two of these coveted awards in 2021 for Passenger Car Sales and Service in our Midlands region, and Commercial Vehicle Sales and Service in our Southern region.

Neil Baker, Managing Director (Ford Division), said 'I am absolutely delighted that our dedicated team has been chosen by our customers and Ford Motor Company as recipients of these awards. This is deserved recognition for the hard work and commitment that went into customer service from our teams in a particularly challenging year, and it is pleasing that this has not gone unnoticed by Ford Motor Company senior management'.



**Robert Wilson**  
Managing Director



Last year was a record one for TCH JCB for Revenue, Volume & Profit, and every single one of you contributed to that success and for that we thank you.

That achievement is the result of a clear five-year plan which we set out a couple of years ago. Our plan is just as relevant today, even with the severe challenges we are now facing with supply chain disruption, inflation and the crisis in the Ukraine. We must keep moving forward towards our goals and work our way through the obstacles placed in our way, working through every problem one by one.

As a business we are agile and as a team we are resilient, and we will come through these challenging times.



**As a business we are agile and as a team we are resilient, and we will come through these challenging times.**

We continue to put you our colleagues at the heart of our business and this has been demonstrated by the employee survey we carried out recently. We have put a number of changes in place as a result of the survey, and will continue to do so over the months to come. The changes to the opening hours being the best example of how we have listened to what you have said, along with refurbishments of some key depot areas, and the employment of Dave Lyness, pictured right, a decorator/

handy man specifically for TCH JCB who in time will smarten up all our sites.

We continue to secure new customers day in day out, and this is a huge achievement in these difficult times, and it's through the shared values that you all mentioned in the survey of Fun, Honesty, Teamwork, Respect & Happiness that we continue to deliver these results, thank you all.



## Mission Female Engineering Apprentice

You're probably reading this headline thinking 'JCB must have female apprentices, right?'

But whilst JCB Factory has a storied history of recruiting female apprentices across the board (JCB Apprentice Engineer pictured right), TC Harrison JCB, for one reason or another, doesn't seem to be able to recruit any female apprentices to join US on OUR engineering apprenticeship?

So with that in mind, Wendy Asquith, Commercial Director, and Matt Vause, Group Marketing Manager, have made it their mission to reach out to local schools in the Sheffield area with the express aim of getting a girl to join our JCB Head Office Engineering team. It might sound simple, but years of national press coverage of Women in STEM (Science, Technology, Engineering, Mathematics) still finds a massive gap in the number of females across the board working in those industries. Worldwide, these four fields have only a 28% representation of females, up vastly from 8% in the 1970s, but still with a long way to go.

Part of school outreach, will hopefully bring a cohort of female students for a VIP tour of the Chapeltown Office, breakout sessions and talks from ex-apprentices who now hold senior positions within TC Harrison JCB and hopefully a quick demo on some machines.

As part of a continued campaign to engage with local schools across our region, Matt is in talks with Astrea Academy Trust to help support their Student Engagement Program with talks from the TC Harrison team about career pathways and careers after apprenticeships.

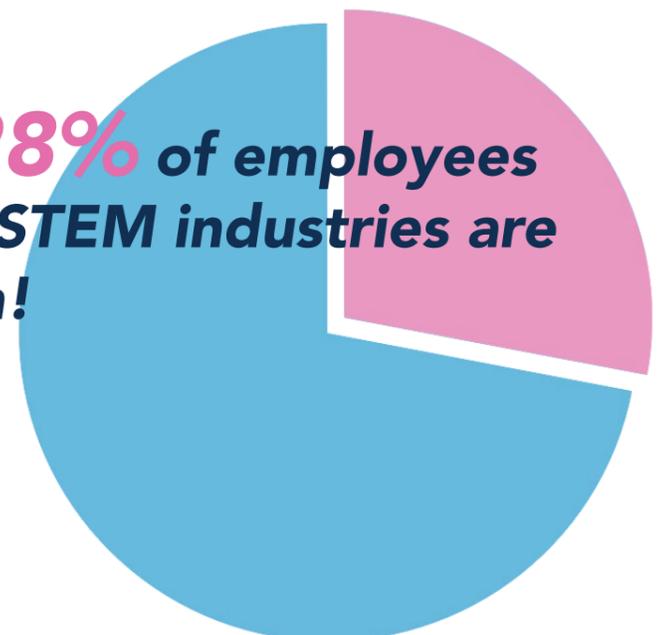
Catherine Carruthers, Director of Careers and Student Guidance, Astrea Academy Trust stated that "Support from businesses like TC Harrison, who are actively seeking to engage local students about their careers, is vital to us! Without it we would struggle to engage many of our students to find meaningful and progressive apprenticeships."



**Support from businesses like TC Harrison, who are actively seeking to engage local students about their careers, is vital to us! Without it we would struggle to engage many of our students to find meaningful and progressive apprenticeships.**



**Only 28% of employees across STEM industries are women!**



## Wendy's 100 mile run for Breast Cancer Now

In August 2020 Wendy Asquith, Assistant Dealer Principal/Commercial Director TCH JCB was diagnosed with Breast Cancer. On a positive note, it was an early diagnosis – and over the next few months she underwent surgery and further treatments and as everyone who knows Wendy will not be surprised that she maintained her extremely positive attitude throughout. Whilst having to 'Shield' before surgery this did not stop her working.

Barely over the trauma, Wendy embarked on an epic challenge to run 100 miles in one month to raise money for **'Breast Cancer Now'**.

Here are Wendy's own words to talk you through her experience:



*"Well I finished the challenge in March this year! Was a little hairy at times and a total emotional rollercoaster! All was going very well. I got to day 16 and had done 83km!! I was on plan to absolutely smash the 100km and was actually going for 100 miles in the month instead! Then disaster struck and I ended up twisting my ankle. A lot of the running I do is on trails so it's the nature of the beast.*

*I knew the 100 miles was now out of the question and was bitterly disappointed, but my biggest fear was not being able to finish the remaining 17km to achieve the minimum 100km! Even after a couple of days rest the ankle was getting worse and so, I had to admit defeat and realise that I wasn't going to be able to run the last 17km. I can tell you there was lots of sulking and multiple girly strops!*

**I managed to raise over £1,500 in total – which was absolutely incredible.**

*Once I could actually think straight, I realised my only option was to start the challenge again and so I planned to complete a 100km on the indoor bike (Turbo Trainer) in the remaining 10 days... I hoped that this would at least make up the difference in running and that my sponsors would understand. I ended up finishing 109km in 5 days!*

*I should have been ecstatic but I just couldn't help feeling like I'd failed... that remaining 17km running was niggling me to death... So now with only 5 days left until the end of the month and ankle still a little sore I decided to test it out. I ran around the football pitch one Sunday afternoon and found 3 laps was 1km.*

*So, now only 16km to go..... and 4 days left ha ha. I felt pretty good afterwards so thought "sod it .... I'll give it a go" It wasn't the fastest 4 days of running BUT.....*

*Finally on 31st March... 101km running and 109km on turbo trainer (bike). The last day running was actually in the snow!*

*In some ways, the injury was a blessing in disguise as it actually ended up pushing me to do more and got me on the bike (which I previously absolutely HATED!) but I am now learning to love biking. I managed to raise over £1,500 in total – which was absolutely incredible.*

*I think my favourite part was actually getting past the tired and sore muscles and getting into the habit of getting up early every day and exercising in the mornings.*

*I've carried on since and now feel amazing – setting me up for the day ahead!"*

## TC Harrison JCB lends a hand to Derbyshire Fire & Rescue



Never wanting to miss an opportunity to help support our local community, TC Harrison JCB Alfreton offered to host Derbyshire Fire & Rescue Service at the depot for a training exercise on Saturday 28th May.

The crew from three of the local fire stations; Bakewell, Alfreton and Ripley, and TCH's very own Service Engineer, Ryan Hulme. Ryan also manages the station at Bakewell and as such was responsible for organising Breathing Apparatus (BA) Training. These training sessions are run frequently to ensure all station crews are adequately trained in properties around the local area.

The drill performed simulated a commercial property fire within our workshop where three members of staff are unaccounted for. The three stations worked together to extinguish the fire and to rescue the missing members of staff. The exercise was very successful and a great training opportunity for all the crew involved.

Retained crews are called upon to attend a full range of incidents including fires, floods, road traffic collisions, chemical spills and more, working alongside their wholetime colleagues at many incidents. Unfortunately, the majority of the general public are not aware that retained firefighters exist, let alone that their local fire station is a retained station.

As with many smaller stations in the UK, Bakewell, Alfreton and Ripley rely on Retained Firefighters to provide reliable and efficient fire services across roughly 60% of the UK.



### Best Agricultural Trade Stand at The Great Yorkshire Show

After months of preparation, our retro-themed JCB stand at The Great Yorkshire Show took home the prize of 'Best Agricultural Trade Stand'.

Pete Braybrook, Sales Director, pictured bottom right, said "Hugely deserved award, lots of hard work went into our stand and this is an awesome reward for everyone's efforts!"



Mr Carnaby, of Eric Carnaby & Son, pictured left with our award at this year's Show. Stood with 'Angela', his meticulously restored vintage Backhoe machine named after his late wife.



# 90<sup>th</sup> Year Celebrations



As a family-run business in our 4th generation, 90 years of business is something we are incredibly proud of. The values that our founder Thomas 'Cuth' Harrison instilled into the heart of the Company still ring true today. This is thanks to the continued commitment from the Harrison family, now in the 4th generation of established management, the dedication from our teams in the dealerships and Group businesses, and the loyalty of our customers.

TC Harrison was founded in Sheffield in 1931 by Thomas 'Cuth' Harrison and just 5 years later in 1936 we were granted our first Ford franchise. After the country rebounded from the Second World War, it was in 1947 that Cuth Harrison formed a dealer relationship with JCB Limited, and we were one of the very first businesses in the world to do so. This relationship was forged with the aim of developing a new focus on the construction industry to supplement the existing Ford dealerships.

Right up to the current day, these two partnerships continue to be the core foundation of the company we are today, along with one of the nation's finest Contract Hire and fleet management companies, TCH Leasing. TC Harrison Group Ltd is extremely proud of its long and ongoing relationship with both Ford Motor Company and JCB Limited.

Cuth Harrison passed on his 50-year legacy to his two sons Edward and John, who later welcomed their sons James, Jonathan and William, Cuth's grandsons, into the business. As the business continued to grow and develop, it was in 1997 that our flagship Ford Store at Derby's Pride Park was built. The move started the dawn of an exciting new era for the business as state-of-the-art headquarters for JCB and TCH Leasing were built in Chapeltown, Sheffield less than 10 years later.

When asked what the secret behind such continued family success is, the answer is simple. Cuth taught his sons that TC Harrison was renowned for treating our customers like friends and family. This is a lesson that shaped our business to what it is today, and an ethos that we still follow true to the word.

Now, as the world teeters on the threshold of a new age following the Global Pandemic, we look forward to what the next 90 years will bring for those connected to TC Harrison.

This gives us pause for thought to ponder just what Cuth would have made of these rapid changes within the industry? For a man who entered the very first Grand Prix, something only elite drivers could take part in, it makes you wonder just what he would have thought of an all-electric future for motor cars and the acceleration of the



now globally followed Formula One World Championships. Could he have ever imagined that T C Harrison would be flourishing 90 years on within the ever-changing sector we are in today? With the appreciation that self-driving cars will become much more prevalent on our roads further into the future, we wonder just how fathomable this would have been back in 1931 on the day Cuth opened his small repair shop.

**We would like to take this opportunity to pass on our thanks to everyone connected with T C Harrison...**

**To our dedicated staff that have not only brought us forward to where we are today and very recently worked tirelessly to keep us going through really tough times... and to our customers, without whom we would not be here celebrating our 90th anniversary.**

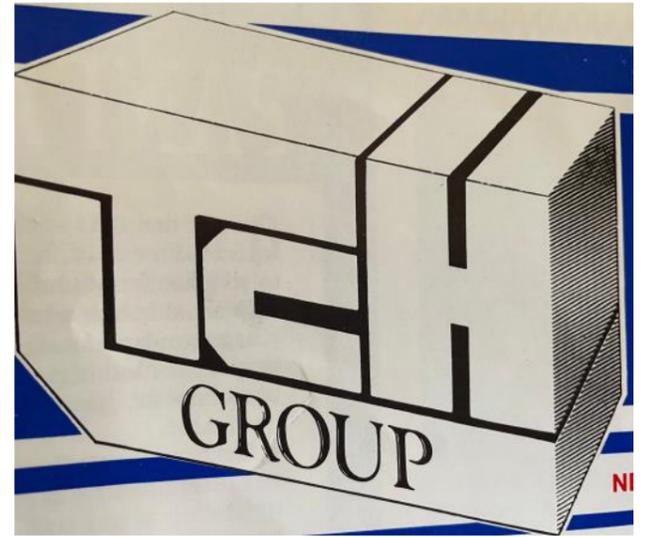
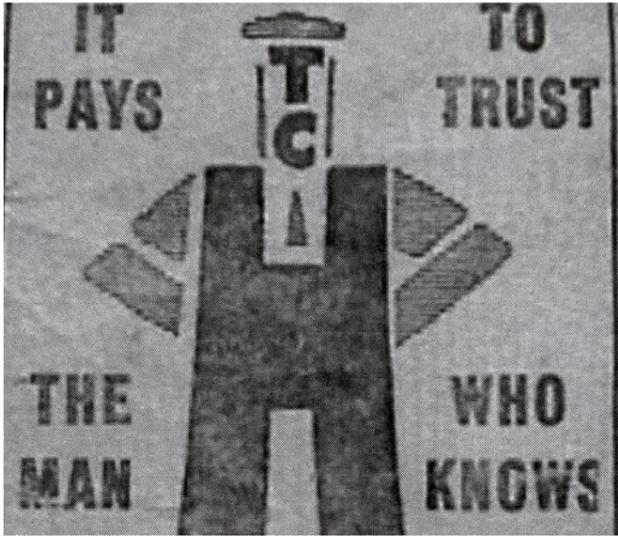
**So, from the bottom of our hearts, we all THANK YOU!**



Jim, Jonathan and William Harrison



# TCH Branding



To celebrate the milestone of an incredible 90 years in business, we decided a slight upgrade to the company's image was in order. With the times changing, and new technologies emerging, we thought it was time to retire our old logo, and produce a new, much more radical design that would reflect our aggressive change in business stance. Ok... so we didn't quite do that.

Being a traditional company and admiring our heritage as a family business we didn't want to stray too far away from our existing logo, that was created and approved by one of our former Chairmen. We did however, want to update it slightly to reflect our recognition that times are changing and we need to move with them.

By 'flattening' the existing logo and updating the colours to reflect our different divisions, we created a modern style brand, while also keeping the TCH shield that's been with us for generations (literally).

We hope you all agree the new company image is sharper, fresher, and brings a new energy to our already thriving business.



# Cuth's F1 Career

72 years ago, the founder of TC Harrison participated in an event that would shape the entire world of motorsport, the first ever F1 World Championship Grand Prix race at Silverstone. Racing in a C-type ERA against some of the most renowned car manufacturers in the racing industry: Alfa Romeo, Maserati and Talbot. Thomas 'Cuth' Harrison's ERA C-Type had 180 bhp and was in the midst of the contemporary leading racing cars offering up to and over 300 bhp. Placing seventh was a formidable victory for this plucky underdog and founder of this company.



Cuth's racing career began in 1934 with a modified Ford 8 hp touring car. This proved speedy but not sustainable for long races. The Second World War put a pause on racing but our ambitious Cuth longed for the big time: the Grand Prix.

Leading up to the first ever F1 World Championship Grand Prix, Cuth participated across Europe. Of course, Silverstone featured in his racing repertoire and Hope Valley in the Peak District made for a great testing opportunity.

Jersey was another regular feature in Cuth's racing career, but he also competed across Europe. In 1948 Cuth raced at both historic and beautiful venues; Monza, Lake Garda, and Barcelona to name but a few.

The C-Type was purchased in 1946 and Cuth had entered plenty of tours before, facing adversity with seized superchargers, broken valves and hours of work attending to the vehicle after every race. The Harrison team never stopped, with the cars constantly being retuned and repaired. Even Mrs Harrison would attend the races with Cuth, helping with competition timing. Hard work, determination and a passion for cars drove Cuth to this first F1 event, and beyond.

On the day of the Grand Prix, conditions were perfect on that morning in May, with the sun shining down on this historic moment. Silverstone was buzzing with the adrenaline of 150,000 excited spectators eagerly trying to catch a glimpse of cars that arrived from Italy, Belgium and France.

The Royal family were in attendance and King George VI greeted each driver before the race.

The Motorsport world was watching this moment, and surely no-one could have anticipated the success of the series and how transformative and popular it would become.

Cuth did two more World Championship Grand Prix races that year - Monaco in May and Monza (Italy) in September, crashing in Monaco and retiring at Monza due to radiator problems. So, in total Cuth did 3 F1 World Championship Grand Prix.



## Races in 1946

Prescott Hill Climb - 3rd

Shelsley Walsh Garvagh Trophy - Fastest Un-supercharged Racing at Cambridge - 1st

Gransden Lodge Race - 1st

Ulster Trophy Race - 1st (Fastest Lap)

Prescott Hill Climb - Fastest: New Record

Shelsley Walsh Special - Fastest in 2000cc Class

Park Rash - Fastest in 2000cc Class

## 1950 F1 Stats

British Grand Prix, Silverstone - 7th, 67 laps

Monaco Grand Prix - Retired, 0 laps

Italian Grand Prix - Retired, 51 laps

**Total Laps Raced - 118**

**Total Distance Raced - 633km / 393mi**

Scan here to watch the highlights from the first F1 race - featuring Cuth Harrison!



# TCH Leasing



To further our commitment to reducing our carbon footprint in line with our ISO 14001 credentials, our sales team now all drive Ford Kuga Plug-In Hybrid Vehicles.

Pictured: Duncan Howell, Geoff Barlow, Mike Holleran, Phil Hudson and Roxanne Stones.

**Mark Hammond**  
Managing Director



Despite the uncertainties surrounding Covid-19 as we entered 2021 with lockdowns, furlough and the need to adapt and work flexibly, the year turned out to be very satisfactory. Amongst all the turmoil, we successfully implemented the new JAAMA computer system early in the year with training and implementation being conducted remotely over Teams and Zoom which was a remarkable achievement in itself by everyone.

Vehicle availability was a constant problem throughout the year and remains so with manufacturers struggling to build cars owing to factory closures during lockdowns around the world and a shortage of semi-conductors, which are fundamental in the structure of all modern cars. This has led to long lead times for customers and has had knock on effects in terms of long extensions of existing contracts, which impacts on company funding levels, and shortages of vehicles being returned into the used market. The positive effect of this

has been a significant increase in the values of used cars and a consequent increase in used vehicle profits.

We have seen a modest increase in Contract Hire Rentals Gross profit and Maintenance Gross Profit, though the fleet size has fallen slightly. Conversely, the Fleet Managed fleet has increased by 17%. However, the Gross Profit on Disposals has increased by 125%.

Unfortunately, profitability collapsed in the Daily Rental area seeing a reduction of 98% in profits which necessitated closing the Flexifleet department to direct selling and reverting to servicing existing customers through Maintenance and Outsourcing.

The Brokerage, though still loss-making in 2021, saw significant improvement and is now generating strong profits in 2022.

Despite expenses increasing by 27%, as a result of Disposal values net profit increased by 82% yielding the best profit TCH Leasing

has produced. However, with interest rates, energy costs and inflation generally increasing at levels not seen since the 1970's, we need to be focussed to ensure that we maintain profitability moving forward as business never stands still and we can't rest on our laurels.

Thank you to everyone for all your efforts in producing an excellent result in 2021 and I look forward to continued progress in 2022.

**Chris Nightingale**  
Sales Director



With effect from 1st January 2022, Chris Nightingale is appointed Sales Director of TCH Leasing.

Chris joined TCH Leasing in November 2000 as Remarketing Manager following a number of years' experience in motor trade retail sales. In 2017, he was appointed Head of Operations overseeing all office-based functions including Maintenance, Administration and Remarketing. Most recently he has taken managerial control of the Sales function. He has also been instrumental in maximizing disposal profits underpinning TCH Leasing's strong profitability in the last two years.

Chris now steps up to the position of Sales Director and will be a key member of the Management team supporting me in developing the business and ensuring future profitability in line with Group requirements.

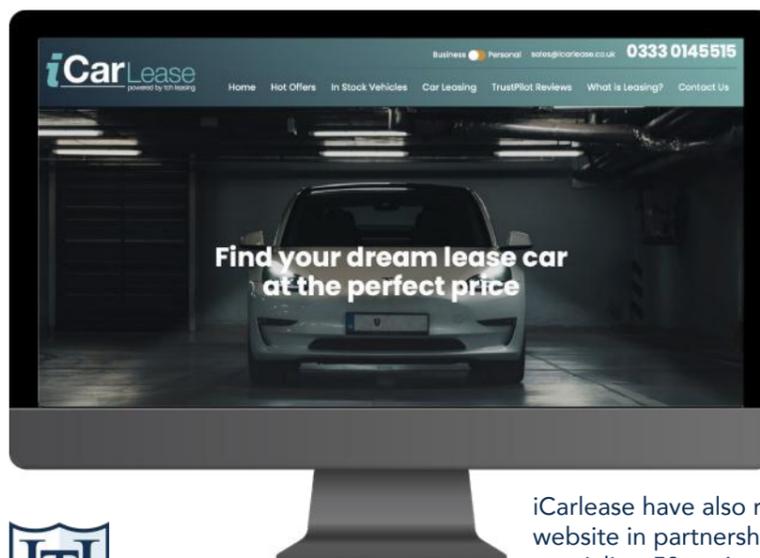
This appointment supports our preferred aim to promote from within our existing staff and recognises Chris's ongoing commitment and performance over recent years.

I am sure you will all welcome Chris to his new position and give him your full support.

| Fleet Movements                               |         |         |
|---|---------|---------|
|   | 2021    | 2022    |
| <b>Number of Contracts - Contract Hire</b>    | YEAR    | YEAR    |
| Beginning                                     | 5,805   | 5,701   |
| Additions                                     | 1,445   | 1,546   |
| Disposals                                     | (1,478) | (1,439) |
| End   | 5,772   | 5,808   |
| <b>Number of Contracts - Fleet Management</b> | YEAR    | YEAR    |
| Beginning                                     | 3,595   | 3,160   |
| Additions                                     | 1,390   | 1,045   |
| Disposals                                     | (768)   | (610)   |
| End   | 4,217   | 3,595   |



There has been a big leap forward in our iCarLease operation with May 2022 producing our best month yet in terms of deliveries. Despite ongoing supply issues, the team managed to deliver 132 cars in the month and future months are looking just as good. Huge credit must go to the Sales team of Craig, Vik, Katie and Bex, supported by Luke in Pricing, to initially achieve the Sales. Then we have Gareth who is known in our group as "the man who gets things done". He runs the Sales Support department on his own, admittedly with a little help when really busy, and has done a tremendous job to get the cars ordered, documents signed and to process invoices after delivery. I for one am very proud of where we are at present and of the people we have working for us. They all have a great positive attitude and work very hard whilst enjoying the working environment and keeping a smile on their faces.



iCarLease have also recently launched their new website in partnership with brokerage specialists 50-to-1.



## Jaama Implementation

In March 2021, TCH Leasing completed the installation of our new Jaama IT system called Key2. Replacing our previous Drive system, Key2 provides cradle to grave management of our contracts accommodating contract hire, finance leases, salary sacrifice and fleet management. We are able to provide quotations to the public sector CCS framework and our own TCH Salsa salary sacrifice portal through a web service. We can also integrate supplier data and invoicing through digital links improving efficiency and accuracy.

Coming soon, we will be able to provide customer portals for quotations and information exchange and an improved version of our app will be integrated to enable drivers to access information and make bookings for services and tyre replacements.

Remarkably, we were able to complete all the training and integration during lockdown using Zoom and Teams to facilitate meetings. It was only made possible by the hard work of TCH Leasing and Head Office staff who went above and beyond normal work expectations to achieve the implementation in an impressive timescale.

## ISO Standards

Holding ISO certification helps us demonstrate to customers that we provide a quality service whilst striving to protect the environment. Gaining the standards has enabled us to take on more public sector tenders, and streamlined our processes to improve efficiency.

## ISO 9001 Quality Management

Our ISO 9001 Objectives for 2022 are:

- To have a minimum of 5% of staff taking vocational qualifications to encourage the continued development of individual employees.
- To achieve an average of 95% of CAP on the disposal of vehicles
- To achieve 50% of all new vehicle deliveries to be logged on moDel
- TCH Concerto to be 100% FCA compliant.

## ISO 14001 Environmental Management

Our ISO 14001 Objectives for 2022 are:

- Reduce overall water consumption by 1% in comparison to 2019
- Reduce gas consumption by 1% in comparison to 2019
- Reduce electricity consumption by 1% in comparison to 2019
- Achieve a 1% average reduction on PPM and 1% average increase on MPG on the staff car fleet in comparison to 2019
- Reduce paper consumption by 10% in comparison to 2019



Fleet Live

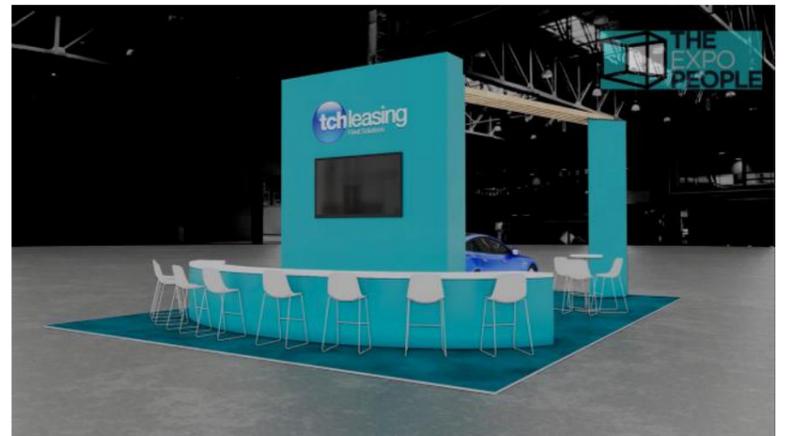
We are yet again exhibiting at Fleet Live for the 2nd time physically since it's COVID hiatus, in October 2022.

After a successful 2021 show, we have decided to use the event to help launch the TCH Leasing rebrand with a bold new design stand, pictured.

After visiting The Commercial Vehicle Show with our TCH Ford colleagues, we decided to go for a stand that encourages interaction. Joss, from the Marketing Team, has tried to blend the bar format meeting space with digital display panels that frame our halo vehicle on the stand.

We'll be posting content from across both days on our socials.

To celebrate the 60th Anniversary of TCH Leasing, in 2020, we've finally unveiled a bold and modern rebrand, making the entire Leasing family of businesses work as a cohesive entity.



# Joel & Samantha Harrison



*In TCH, everything is our legacy, so we try to the best of our ability to make everything we do, every change we make, better for the business.*



When we were growing up, we knew about TCH from a very young age, often coming into work with our Dad (some of you may remember us running around the showrooms), but both of us had our own passions and dreams of different careers that we were keen to focus on.

When Sam was younger, she had the opportunity of a very successful Equestrian Dressage career in front of her, already having competed for GB in many events, and I had a passion for design and website development, choosing to focus on that route through University.

Having grown up (in body at least), we realised how good an opportunity we had in joining the business, and 10 years ago we both decided to step into TCH, with the view of one day hopefully taking on the mantle of running the group as previous generations of family have done before us. When we joined, I don't think either of us quite grasped the task before us.

Working for a family business definitely has some family benefits, we'd be lying if we didn't admit that. But it also comes with a certain amount of pressure and expectation, not to mention attempting to understand every part of the entire Group and what it does! In other jobs we've held in the past, you can just get on with it without (to a certain extent) worrying about any repercussions. In TCH, everything is our legacy, so we try to the best of our ability to make everything we do, every change we make, better for the business, because we trust that hopefully one day, we'll have some key responsibility for it.



As we work through the business, my sister currently as Depot Manager for TCH JCB Alfreton, and myself as Assistant General Manager in Ford Midlands region, we acknowledge that it's our duty, not just to TCH but to everyone employed by the company, to look to the future and ensure we remain highly successful. As we've mentioned in our CEM sessions (and probably previously in this newsletter), TCH views you, its employees, as our most important asset ('asset' sounds a bit heartless but hopefully you get the idea). We always have and we always will. My sister and I are firm believers in that ethos and we plan on keeping the focus of the business, as we move into the future, on a happy workforce and a customer experience second to none.

We didn't want to use this article as a place to mention in detail what we're working on currently, or to talk about the businesses recent performance as this has been covered already (but, by the way, well done to everyone on an amazing job!). But more as an opportunity for us to let you all know that we take our roles in TCH very seriously, especially safeguarding the future of this business, because the next 20 years are going to be a LOT different to the previous.

We recognise that, and we got this! Thank you.



*We plan on keeping the focus of the business, as we move into the future, on a happy workforce and a second to none customer experience.*



# TCH Apprentices

In 1931 Cuth Harrison started the business then known as T C Harrison Repairs and Service. Within a few weeks of opening he took on a young lad who had just left school called Henry Cadman.

Henry was effectively Cuth's first apprentice although they probably didn't realise at the time. Henry stayed with Cuth through good and bad times and throughout his whole career. Cuth's untimely death in January 1981, four months from celebrating 50 years in business was a time for Henry to also hang up his boots.

50 years of loyal service, his first employee and apprentice, a record that will never be bettered. However, the ethos of looking after our employees and training is one that has continued throughout the Group's life .... Here are pictures of some of our current apprentices...



Jamie Flint  
Parts Apprentice



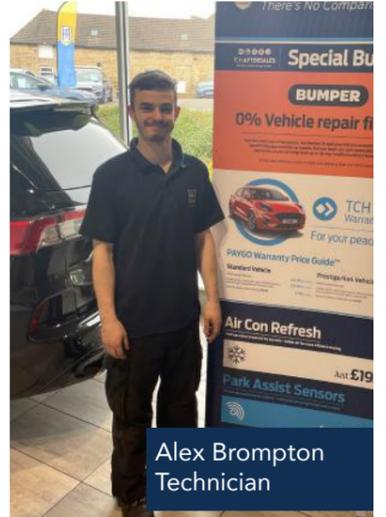
Isobel Anderson  
Digital Marketing



George Muff  
Service Engineer



Erin Casayuran  
Technician



Alex Brompton  
Technician



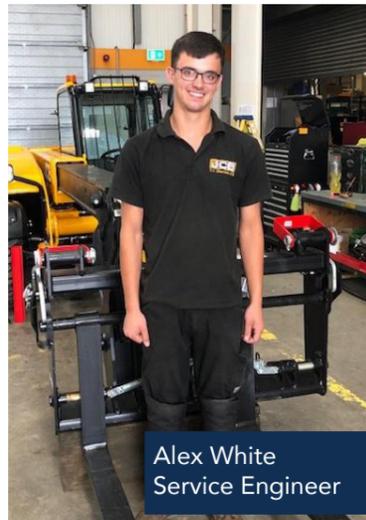
Aaron Collishaw  
Service Engineer



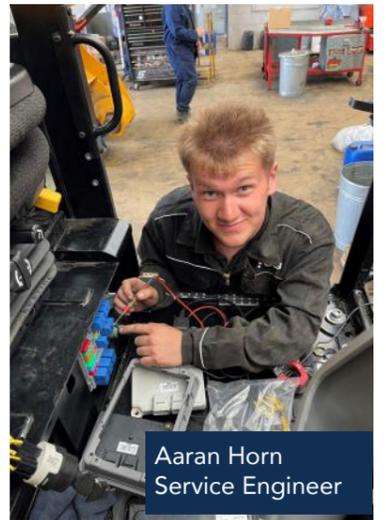
Tom Luscombe  
Service Engineer



Ben Molnar  
Service Engineer



Alex White  
Service Engineer



Aaran Horn  
Service Engineer



Alfie Pocock  
Service Engineer



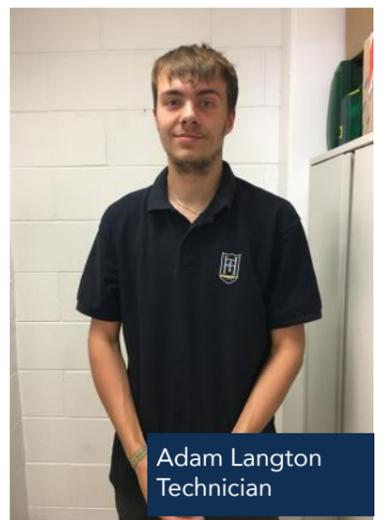
Lewis Dransfield  
Service Engineer



Ryan Hewitt  
Car Service



Charley Tomblin  
Technician



Adam Langton  
Technician



Max Haywood  
Service Engineer



Gabe Graves  
Service Engineer



Aaron Mayrick  
Service Engineer



# TCH Group News

## International Women's Day

TCH are proud to have a workforce made up of 15% female staff, including 15% of our senior management team. We are particularly proud of this statistic as the construction and automotive industries typically stand at 10% and 13%, putting us well ahead of our competitors when it comes to opportunities for women working across these industries. TCH recognise the importance of building a diverse team that represents the modern world, and celebrates our female colleagues for their hard work, especially during International Women's Day! Take a look at how we celebrated our female colleagues working across the TCH Group!



## Intranet - Paul Davis

The new TCH intranet will be launched imminently, providing a modern communication platform for all employees to access TCH and employee related information from one central place, available across the whole TCH group.

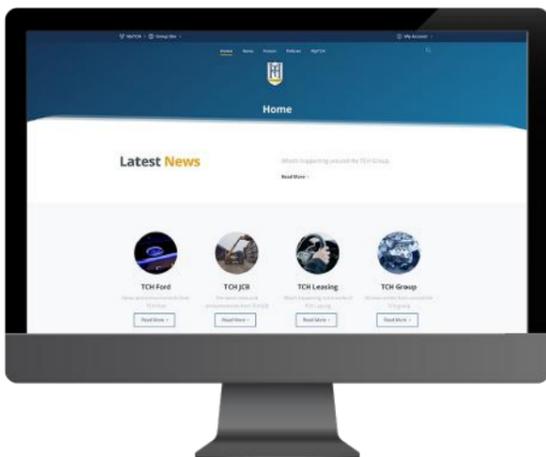
It is intended to cover items such as:

- TCH announcements, news, events and offers
- Employee achievements, hobbies and social news
- Competitions
- Forums
- Market place for employees to sell items
- MyTCH - Electronic MP1 and personnel related items

You will be able to submit items to a regional coordinator for uploading to the site. To ensure everyone has the ability to access, a review of logistics is currently taking place.

The intranet development is a joint project between Paul Davis in the IT department and the Digital Marketing team, primarily Joss Wilson. The MyTCH aspect, developed by Paul, will incorporate the electronic on-line MP1 which will move us away from the paper version. There will also be a holiday request form with a regional calendar alongside it where you can keep track of your holidays and managers can check availability of their teams. The MP1 piece of MyTCH is currently live within the Head Office at Bakewell.

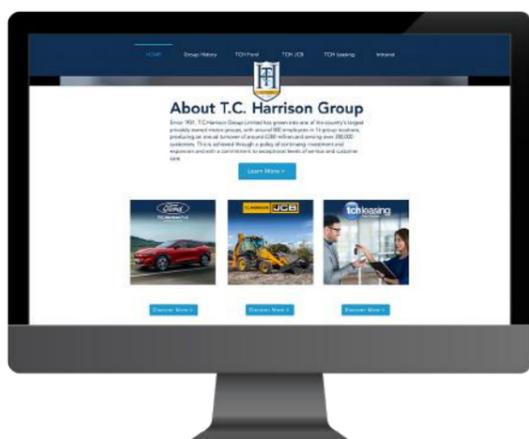
The key to the success of the intranet will be to ensure it remains current and relevant, so articles and ideas from all employees will be essential.



## Group Website

After a period of stagnation, the Group website ([www.tchgroup.co.uk](http://www.tchgroup.co.uk)) has been overhauled to match both the 90th rebrand and the upcoming release of the Group Intranet tying both the customer facing and staff facing sites together in terms of look and feel.

The site has been rebuilt from the ground up to include up-to-the-minute features like a Groupwide social media feed, a slick 'drag and drop' design interface and links to the individual Divisional websites. Whilst this is by no means the most technologically advanced website, it now matches the rest of the Group branding.



CEM was originally introduced in our Ford division in 2014 as a Ford Motor Company initiative to 'Engage' our customers by engaging our staff members.

Their formula was simple;  
Engaged Employees = Engaged Customers = Long Term Loyalty and Profits.

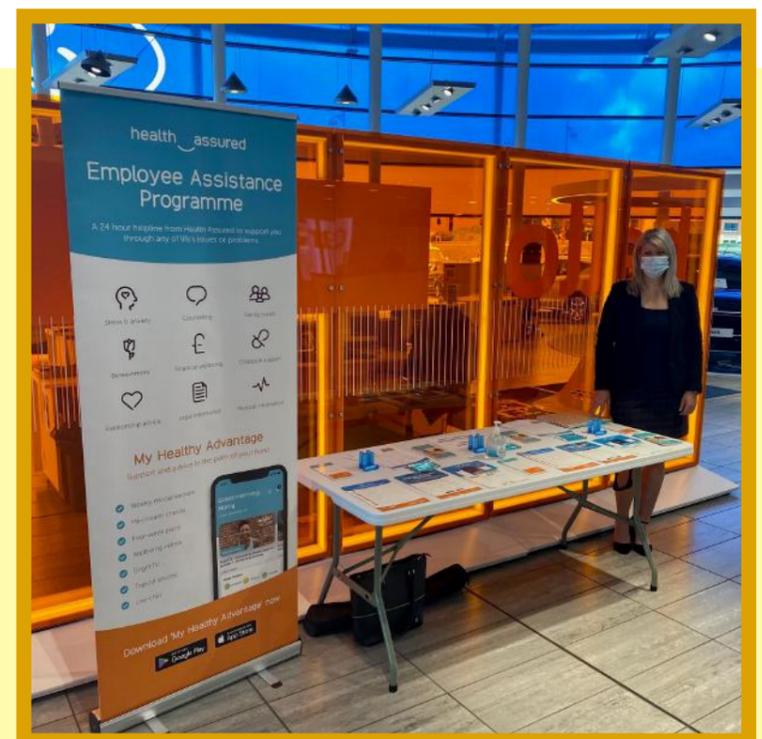
Having run CEM in the Ford division for several years, with tremendous benefits seen through the engagement of our staff and improvements to the business as a result, we've decided to roll the program out to all the divisions as a group-wide initiative.

The feedback gained from the questionnaire, especially the comments in the free text areas, are absolutely vital to us as a business. Not just because we want to improve and secure good financial results for our divisions, but because we care about our employees wellbeing and want to ensure everyone is working in a happy, engaging environment.

The Ford division should be all too familiar with us talking about 'Job One', which is our priority to protect your jobs and ensuring we keep an excellent staff retention. We use CEM as a tool to directly aid that priority by engaging all of our employees to provide our customers with an exceptional experience so they WANT to come back and use us again.

# health assured

Simply download Health Assured's **My Healthy Advantage App** and when prompted, enter TCH Group access code.



Once registered, employees can access a range of features, aimed at improving health and wellbeing; including:

**Life support:** Access to counselling for emotional problems and a pathway to structured therapy sessions at your convenience.

**Legal information:** For issues that cause anxiety or distress including debt management, consumer, property or neighbour disputes.

**Bereavement support:** Health Assured offers qualified and experienced counsellors who can help with grief as well as advisors to help with related legal matters.

**Medical information:** Qualified nurses are on hand to offer support on a range of medical or health-related issues offering practical information and advice.

**Online CBT:** We recognise the value of self-help tools in dealing with a range of issues, which is why we have a range of CBT self-help modules, informative fact sheets and invaluable advice videos from leading qualified counsellors.

With the latest upgrade, users also have access to the health hub where they can track personal wellbeing, including:

- Sleep
- Steps
- Water
- Healthy body
- Smoke-free

Users also have the option to create leaderboards, where they can complete wellbeing challenges with colleagues.

Another exciting addition to the App is the Reward & Recognition section, where users can earn achievements, exclusive perks and discounts.



# 25 Year Club

It's with great pleasure that the Main Board have formally reintroduced a Long Service Award in 2022.

This prestigious award, the "25 Club", is available to all employees who have attained 25 years continuous service in any of our Operational Divisions or Head Office.

The award will offer a tax-free gift from the Group at the end of the employee's 25th year plus a gold TCH badge. There will also be an invitation to join the Main Board for lunch at Bakewell Head Office if they wish to do so.

This award further acknowledges the Main Board and Harrison family's belief that the service and commitment of our employees is key to the continued prosperity and progression of the Group.

Many congratulations to all the very worthy recipients, well done and thanks to you all.



|                      |    |
|----------------------|----|
| John Bonarius        | 47 |
| Trevor Burgess       | 46 |
| Duncan Clark         | 45 |
| Malcolm Ward         | 45 |
| Marie Finney         | 45 |
| John Cheadle         | 45 |
| Stephen Gill         | 44 |
| David Godfrey        | 44 |
| Steve Rogerson       | 44 |
| James Harrison       | 43 |
| Jonathan Harrison    | 42 |
| Christine Whitehouse | 42 |
| Kevin Collins        | 42 |
| Kenneth Moden        | 40 |
| Saverino Crucitti    | 39 |
| Andrew Wilson        | 39 |
| Hayley Sellors       | 37 |
| William Harrison     | 36 |
| Mark Hammond         | 35 |
| Kevin Sibson         | 34 |
| Victoria Nariner     | 34 |
| Sharon Millington    | 34 |
| Peter Barsby         | 34 |
| Nicholas Denton      | 33 |
| Karen Colicchio      | 33 |
| Marc Ward            | 33 |
| David Hall           | 33 |
| Paul Andrews         | 32 |
| Daniel Pike          | 32 |
| Cherry Hobson        | 32 |
| David Taylor         | 31 |
| Robert Wilson        | 31 |
| Carol Harrison       | 30 |
| Linda Hornsby        | 30 |
| Orris Nyczka         | 29 |
| Darren Bottomley     | 28 |
| Andrew Smith         | 28 |
| Nathan Jenks         | 27 |
| Jeffery Rich         | 27 |
| Andrew Short         | 27 |
| Mark Nelson          | 27 |
| David Ancliff        | 27 |
| John Lester          | 27 |
| Gary Majewski        | 26 |
| John Lea             | 26 |
| Angela Pajak         | 26 |
| Caroline Riley       | 26 |
| Philip Anderson      | 26 |
| Philip Walford       | 26 |
| Peter Richardson     | 26 |
| Tracy Gold           | 25 |
| David Pollard        | 25 |
| James Alldritt       | 25 |

## THANK YOU FOR YOUR LOYAL SERVICE



# Retirements



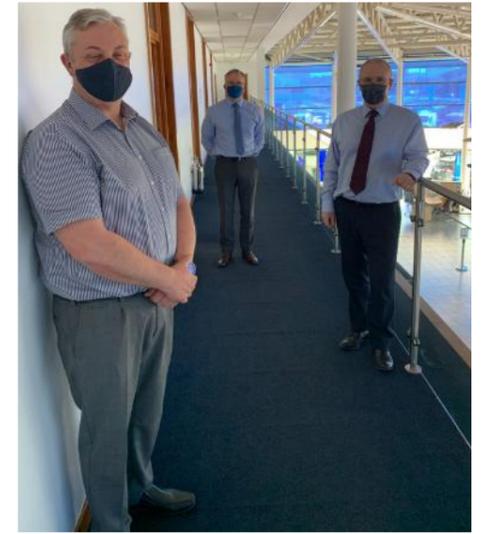
Dave Ancliff and Kevin Sibson, from our Derby dealership. Dave has been with TC Harrison for 26 years and Kevin has completed 34 years service!



Steve Jarman, Sales Demonstrator retired after nearly 25 years of service at TCH JCB.



Terry Roach, Bodyshop Controller retired after over 50 years service with us here at TCH Ford Burton.



Julian Parr retired after 20 years of service at TCH Derby as a Service and Aftersales Manager.



Julie Hall, PA to Robert Wilson, who retired after 16 years at TCH JCB.



Jim Cronin from the TCH Derby Sales Team who served 9 years at the company.



Robin Kemp retired after 27 years at JCB, working as Field Service Engineer and latterly as Warranty Administrator.



Tony Coar, Finance Director, retired after over 30 years service at TCH.

Also, thanks for many years of loyal service go to:

Kenneth Buckley, Alan Stenton, Angela Bewick, Victoria Foeniger, Philip Neasham, John Young, Alan Jessop, Susanne Vawser, Paul Willis, Martyn Ashmore, Paul Smith, Janet Allsop, Ian Martin and Peter Forster.

# Obituaries



Vincent 'Vinny' Hefferon  
1959 - 2021  
He worked for the group for 45 years and everyone regarded him as a 'true gent'.



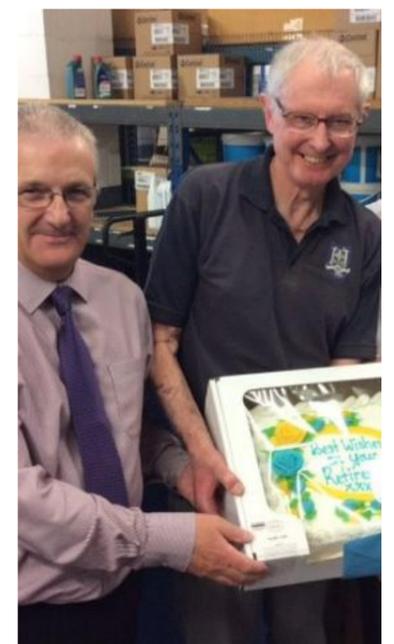
David 'HiHo' Heighington.  
1953 - 2021  
David had almost 50 years of service with us, only retiring in 2020.



Trevor Hattersley  
1949 - 2021  
Trevor was a loved character in the group for over 38 years, latterly taking the role as Group Legal Department Manager.



William Jennings  
1948 - 2020  
Bill worked at our Burton depot as a Service Advisor for 19 years and continued to work past his official retirement age, just because he wanted to.



Geoff Clamp  
1954 - 2021  
Geoff started in the parts department at Burton and retired from Derby parts in 2019, just falling short of 50 years service.



