

OPENINGDOORS

The Newsletter of the Automatic Door Suppliers Association

ISSUE 2: WINTER 2020/21



THE OPENER...



We have certainly experienced a time of unprecedented change since the last issue of Open Doors. In the closing months of 2019, none of us could have predicted the severity of what became a global pandemic and its ramifications – on a personal level and to our businesses.

Most of us will have had to overcome difficulties and adapt to changes in our circumstances. But necessity is the mother of invention, it is said, and it is extremely gratifying to see those involved in the manufacture, sale, installation and service of entrance solutions meet these challenges with innovation and determination.

Here at ADSA, we have been doing our bit to support members and have also learned to do things differently.

One of our overarching aims is to maintain standards through training and development and normally we would host many in-house training sessions throughout the year. During lockdown, this was not possible or sensible, so we embraced technology to enable live streaming, direct from the classroom to your home or workplace.

It seems that we have been busier than ever providing advice and support to our members and those from outside our organisation who seek technical guidance.

This has included those managing essential buildings during this difficult time – the estate managers who in turn support ‘front line’ health and care professionals: in hospitals, laboratories and accommodation for our most vulnerable.

There may be further difficult times ahead, but we will look to the future with great positivity and pride in what our members have achieved during this time.

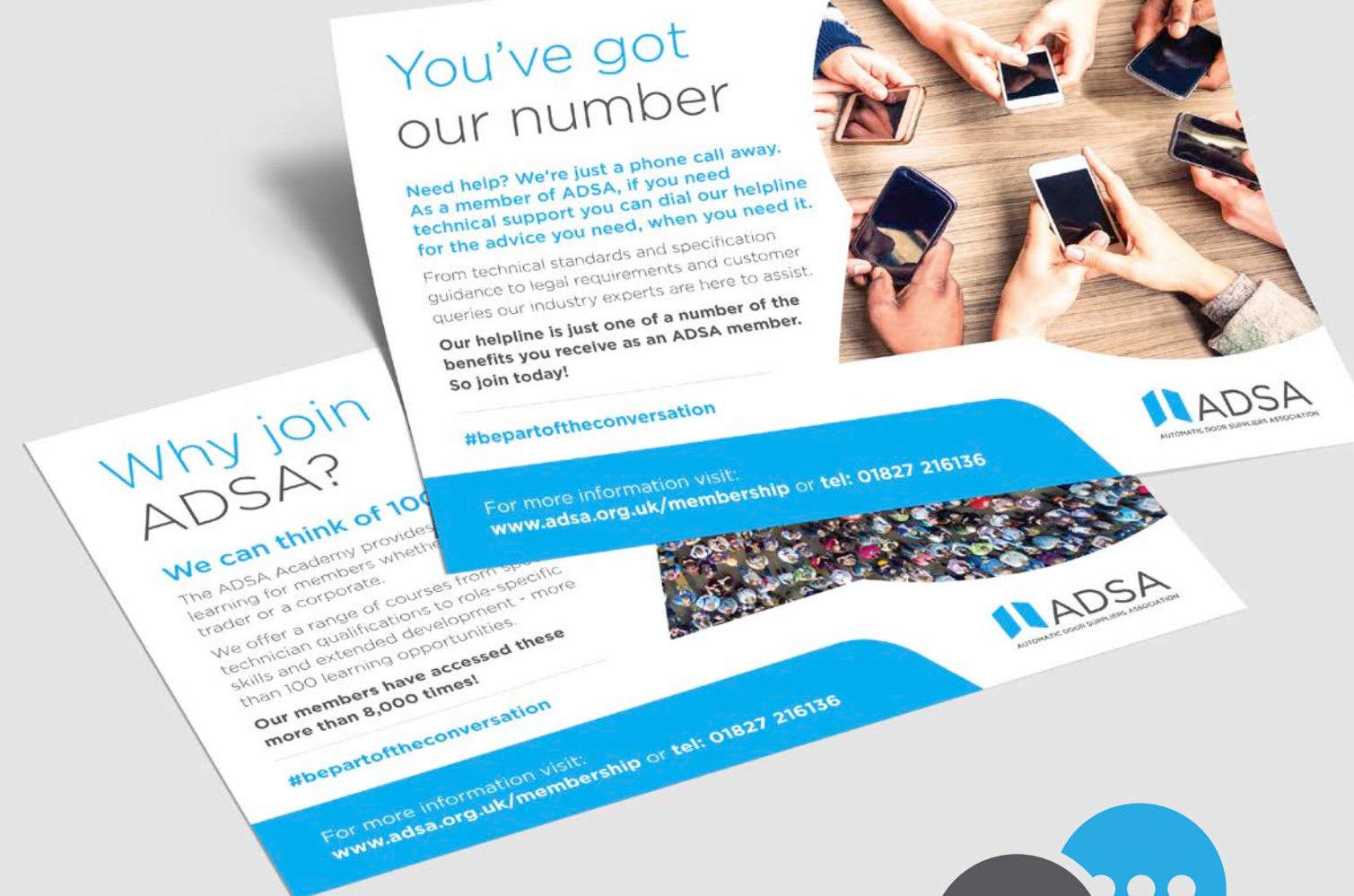
Paul Wright, ADSA Chair



Cover story: First impressions are all-important at the Berkeley Hotel, London. Natural products were combined with glass and steel accents using the Boon Edam Crystal Tourniket door for a bespoke solution with remote locking technology.

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Campaign is a Talking Point



What is the value of ADSA membership? That was the pointed question that led to the creation of a campaign highlighting its benefits.

The ‘Conversation’ aims to set tongues wagging, with a ‘what’s in it for me’ focus that demonstrates the value of technical support, learning opportunities and the Construction Skills Certification Scheme (CSCS).

It also positions ADSA as the go-to industry advisory body – demonstrating its track record in standard-setting and sector expertise.

A hashtag device: #bepartoftheconversation links advertising and editorial with social media.

Roll-out of the campaign began at the start of the year and came at just the right time.

“It helped remind members that we were there for them just as COVID-19 was taking its grip of the UK,” says Darren Hyde, ADSA Technical and Training Manager. “Although ADSA membership comprises of organisations and sole trader businesses rather than individuals, the benefits extend to those employed by member companies, many of whom were furloughed or concerned about the future of their jobs.”

As a result, membership has increased by 12 per cent during 2020 and services are being well utilised. Access to the ADSA Academy which provides more than 100 online courses – many free to users – has seen an increase of 30 per cent with 8200 training packages accessed this year to date.

The technical helpline is also providing a critical lifeline at a time when many businesses are simply not open or operating on reduced hours.

“ We kept operating throughout both lockdowns and have provided assistance, not only to members but other organisations that needed advice around acquisition and maintenance of automatic doors. ”

Follow **#bepartoftheconversation** on social media



Brave New World

An alarming increase in the number of confirmed coronavirus cases and fatalities in the UK at the beginning of the year triggered a sequence of events which has been unparalleled in our time. We have become used to a 'new normal', living and operating our businesses amid a global pandemic.

But cast your mind back to this time last year. We observed the initial outbreaks of COVID-19 in the Far East with concern but possibly, a level of detachment. Despite our inter-connectivity and the global nature of supplier networks, the initial outbreaks seemed far away – sufficiently distanced geographically not to be an immediate threat to our way of life.

Soon it was closer to home. Heart-breaking footage of European neighbours filled our homes. Those of us in business began to sense an early ripple effect on our supply chains – warning signals that prompted us to think about unthinkable and actively put in place measures to protect our organisations: our employees, production, dispatch, service and customers.

Here at ADSA, we decided to keep our office open throughout the lockdown periods. We decided that maintaining a level of normality would be good for our team and for our members. Remote working was enabled, and social distancing, natural ventilation and hygiene measures were implemented.

We knew that our member organisations were also trying to continue their operations – maintaining manufacturing, installation and service, and prioritising key customers whose needs were greatest.

As we learned more about the disease, industry leaders responded accordingly, innovating and producing solutions to directly combat the spread of COVID-19 by controlling the movement of people through entrances and ensuring that sanitary measures were undertaken.



Door sensor manufacturer BEA, whose European head office is in Liège, acknowledges that an earlier wake-up call had prompted it to put in place a plan for emergency contingencies. The 2011 Fukushima disaster had cut off its supply chain of microprocessors within a day, prompting it to redesign a full product range within three months to avoid shortage to the automatic door market.

Today, the company has three business units across the world: in Asia, Europe and in the United States.

"We managed to anticipate the supply of different components to face the lockdown situation in Belgium" said Mike Vervoort, Head of Sales for Northern Europe.

Over the last five years BEA has been "producing locally to preserve local markets" adds Mike.

This strategy has provided resilience to the negative effects of globalisation when disaster strikes.

record, based in Blantyre, Scotland, immediately moved to a socially distanced, safe working model: procuring a large number of laptops and setting up a virtual phone system to allow staff to work successfully from home.

"In our factory and warehouses, we reduced staff that were in at any one time but continued to operate in all areas throughout the crisis. Manufacturing never stopped, even though we had to overcome some supply challenges with glass," admits Managing Director Mark Ayton.

The business also put in place a priority customer process to help front line operations and maintain safe working.

"We provided appropriate additional PPE to all staff but particularly to service and install engineers. In the early days of lockdown, we prioritised service to frontline organisations such as hospitals and food retailers, but as time progressed, we continued to provide service to all buildings and customers that needed us."



Cloud capability and developments in IT infrastructure also allowed companies to embrace different ways of working.

"We made a conscious drive a number of years ago to move our accounting, customer

relationship management, and phone system to the cloud. This was a good move as it allowed us, without much disruption, to request all of our sales and support team to work from home," reveals David Morgan, Managing Director of Hotron Ltd.

Different ways of working were also introduced at its Dublin head office where staff were urged to be mindful of hygiene levels particularly in shared facilities. Those in shipping and logistics who had to attend worked within separate offices and lunch breaks were staggered to keep people apart during periods of normal high interaction.

During the early stages freight costs increased and delivery times became slightly longer – the ability to move goods around the UK and neighbouring countries became problematic.

We also entered the age of the virtual meeting: "Whenever possible we advised our staff to use 'Business Collaboration Tools' such as Skype, Microsoft Teams, telephone, instead of face-to-face meetings in order to keep personal social contacts to a minimum. Important personal customer appointments were still made in consultation with the customer and in compliance with social distance and infection protection measures," says Paul Wright, Managing Director of Dormakaba UK and Ireland.

Few of us had probably ever heard of the word 'furlough' before the pandemic but the will to remain operational within the automatic door industry meant that the support scheme was generally less used than in other sectors.

At Auto Pedestrian Doors Limited, the UK's sole suppliers of Assa Abloy automatic pedestrian door products, there was no initiation of furlough or redundancies.

"Our recruitment continued as planned throughout lockdown months. For new joiners, office-based staff completed their inductions remotely and engineers trained only with their supervisors and following safety and social distancing protocols," says Service Director Kudret Kahraman

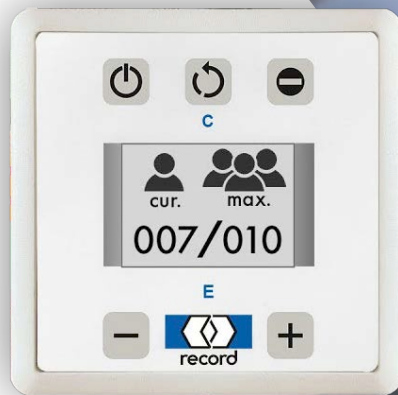
The requirement to modify workplaces also led to the industry leading by example. record automated every door at its head office "both for the safety of our staff and as a case study for what can be achieved in a busy office environment".

When staff began working from home, Auto Pedestrian Doors Technical Manager Kevin Ryan upgraded every door at its Middlesex offices to contactless switches.

"This not only allowed us to create a safer working space but also allowed us to test different options and solutions, including hand sanitising door activation, which would later be rolled out to our customers," adds Kudret.

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It has been the innovation and re-grouping of existing solutions that has allowed our industry to best assist the wider community. From traffic light systems and touch-free activation to copper materials and sensor activated hand gel dispensers, there has been a practical application of COVID-busting initiatives.

At Boon Edam adapting to change and an unknown future was key.

"We have been incredibly hands-on in the development of new products and partnerships enhancing our touchless range of products. We have always been a highly technical brand with a focus on innovation. COVID-19 has really pushed our development departments to make changes to the way users use our entrance systems. We have invested in facial recognition for security turnstiles, provided advice to existing customers on how to change their manual products into fully automatic along with developing better ways of ensuring social distancing regarding existing installations with clients," informs Ian Goldsmith, Head of Sales

record launched its FlowControl people counting and traffic light system for retailers and other public buildings. It is currently undertaking a major install programme for Tesco across the UK.

Likewise, Auto Pedestrian Doors Limited launched its retail traffic light occupancy control system. This led to its application across over 900 retail stores within the UK and Ireland - a monumental effort by its planning and engineer teams.

Perhaps most importantly it has been the effect on our day-to-day interaction which has affected us most. Many have bridged the gap with leadership broadcasts, online coffee breaks and away days but as human beings we miss our social interactions.

David at Hotron perhaps sums this up most succinctly: "One of the toughest challenges that we face is keeping our moral and sense of team spirit intact. This we are working to do in the knowledge that this too will pass and brighter days are ahead."

Technician Apprenticeship

The Powered Pedestrian Door Technician Apprenticeship devised by ADSA and a Trailblazer working group will be launched early next year.

It comprises of electro-tech learning modules covering mechanical and electrical learning, backed by industry specific modules and level two Maths and English if needed.

South Staffordshire College will be delivering the programme - 16 weeks study over two years - at its Tamworth campus. Learning will be undertaken in block release sessions with digital platforms replacing classroom delivery if COVID restrictions are still in place.

Apprentices will also be assessed in the workplace and undertake an 'end point assessment' carrying out installation and service within a moot environment.

The two-year singular apprenticeship, which are available to all ages, will be delivered throughout the year to groups of approximately 15 students per intake.

Apprentices are paid salary by the employer during their indenture, with all learning funded through the

Government's Trailblazer Scheme. The ratio of learning is 40 per cent study 60 per cent practical.

Ken Price, ADSA managing director welcomes the scheme: "Most of our members tell us that our industry is short of formal training for new entrants. They support apprenticeships and actively seek to employ trained individuals on a full-time basis once training is complete. In turn, the individual gains a professional qualification as a door technician and will become a skilled worker."

Kirk Hookham, Deputy CEO of South Staffordshire College, adds: "We are very pleased to be working with ADSA as part of an innovative partnership to provide high quality education and training."



15 Minutes With

Ken Price on live streaming ADSA training



What type of training was undertaken?

"A fundamental part of what ADSA offers is standards training. This gives delegates an in-depth knowledge of all standards that determine the safe operation, design and specification of powered pedestrian doors.

"It was essential that we continued to offer training during lockdown but traditional classroom delivery was out of the question. We quickly needed to develop an online alternative that would offer the same quality and interaction as being there in person."

How did you decide on the approach?

"I had sat through, and presented, a number of online seminars during lockdown, and I was convinced that digital was the way forward, but I felt that existing platforms were a little one-dimensional. To replicate the quality of our classroom delivery and stimulate engagement, we arrived at the idea of producing a television-style broadcast."

Who was involved and what were your experience?

"We partnered with RED Shell Productions which has a great deal of TV production experience and provides with a multi-camera feed, with live mixing and interactive web platform to enable a dynamic presentation.

"We had to redevelop our original 1.5 day course content for online consumption, introducing breaks to maintain focus and encourage participation.

"We also had to identify a way to maintain the security and integrity of our examination process. We were able to achieve this through emailed links to each delegate for an online examination which had to be undertaken within a set period."

When did it get underway and do you intend to continue?

"Our first live streaming event took place mid-June. Demand continues, and monthly courses are now scheduled until February 2021. This saves members additional travel and hotel costs and ensures their safety during the pandemic.

"The response has been extremely positive with members keen to applaud our proactive approach and work with us to make it a success."

Where can people find out about dates for future courses?

"Future dates can be found on the news section of our website: www.adsa.org.uk/news and via our social channels."



Brexit Makes its Mark



The transition period for the European CE standard will cease at the end of this year.



All categorised products manufactured and sold in the European Union require CE marking but Britain's exit from the trading block sees the introduction of the new UKCA mark from 1 January 2021.

This will apply to most goods currently subject to CE marking but the UKCA marking will not be recognised on the EU market and therefore products currently carrying the CE mark will still need it for sale in the EU. Different rules will apply to Northern Ireland.

For more details on UKCA marking and the Supply of Machinery (safety) regulations email technical@adsa.org.uk

Further information can also be found in the members section of our website.



ESA launch



ADSA has joined forces with the Door Hardware Federation (DHF) – forming the Entrance Systems Alliance (ESA) – to boost quality standards in NVQ training across the industry.

The initiative, which is being launched in December, will begin the delivery of high-quality, externally assessed NVQs early next year.

The level two qualifications include competence-based assessment of the installation and maintenance of door and shutter systems – including fire doors, automated gates and powered pedestrian doors.

Qualifications undertaken at the ESA assessment centre will be externally assessed by experienced professionals with direct industry experience.

Both organisations have previously facilitated NVQ training but not directly delivered it.

Says ADSA Managing Director Ken Price: “We are now an approved centre regulated by National Open College Network (NOCN) and can now offer NVQs that are properly administered, properly assessed and properly awarded.”

Bob Perry, Chief Executive of DHF, adds: “We are delighted to be working closely with ADSA, consolidating our knowledge and expertise to develop and deliver training and qualifications that will set the bar higher for those in our industry.”

Top Barks for Milo



Milo the dog loves being centre of attention and so, when owner Victor King was among those taking part in the first of ADSA's live stream training sessions... the English bull terrier decided to join in too.

His furry face was regularly seen popping up beside Victor and delighted ADSA trainers so much that they decided to award him his own certificate for attending the course.



Candidates who have achieved 100% exam pass mark since our last edition.

Andrew Thomas, Auto Pedestrian Doors
Daniel Marshall, Kone PLC
Ian Anzani, Royal Mail
Aaron McGuire, Bolton Gate
Neville Barwise, Lincoln Security
Kevin Kaighin, Kalibre Automatic Doors
Kenny McBride, Doorways Ltd
Tim Kirton, insight UK
Nigel Cove, dormakaba -
The first to pass with 100% on the web live stream version of the course.

