



# CELEBRATING 60 YEARS





Hello and welcome to this special commemorative edition of the Pennine Newsletter.

Over 6 decades have passed since our incorporation in 1963, and it fills us with a great sense of pride that we stand here today, in our 60<sup>th</sup> year as an Employee-Owned Trust, serving the healthcare community from our Derby headquarters.

Our founder, Ivor Shaw, displayed a true passion for innovation, and improving peoples lives' all those years ago, and we are delighted that this innovation, and focus on healthcare, remains core to our business principles to this day.

In this edition, you will find stories and images from employees across our 60 years, so we hope you enjoy a trip down memory lane, as well as our plan and vision, for the future.

Here's to the next 60 years!

Dan  
*Head of Marketing*

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# WELCOME



It gives me great pleasure to be able to lead Pennine Healthcare during this 60<sup>th</sup> year of our incorporation.

From the very start of our life, we had a focus on improving people's lives. It was our founder, Ivor Shaw, who invented a device to support his mother, with mobility issues, and this passion and innovation continues to this day.

From those humble healthcare beginnings, our Chair, Liz Fothergill CBE DL, led us to become the leading extruder and moulder of medical plastics in the UK. From there we have built a business which exports to over 50 countries, is one of the leading commercial contract medical manufacturers and packaging companies in the UK, and is a critical partner to the NHS, and to veterinary professionals alike.

We have had so many milestones across our 60 years. We first exported to international markets 40 years ago. We were the first UK medical device company to manufacture and supply Custom Procedure Packs. We built a 150,000 square ft state of the art manufacturing facility. We have hosted two Royal visits. We have achieved the Investors in People

Gold Award. We became Employee Owned.

This success is driven by one thing – 'Great People'!

'Great People' includes our colleagues, our customers, our supply partners, and the communities that we all work within. I would like to thank you all for your incredible support.



I look forward to another 60 Years of Derby Spirit.

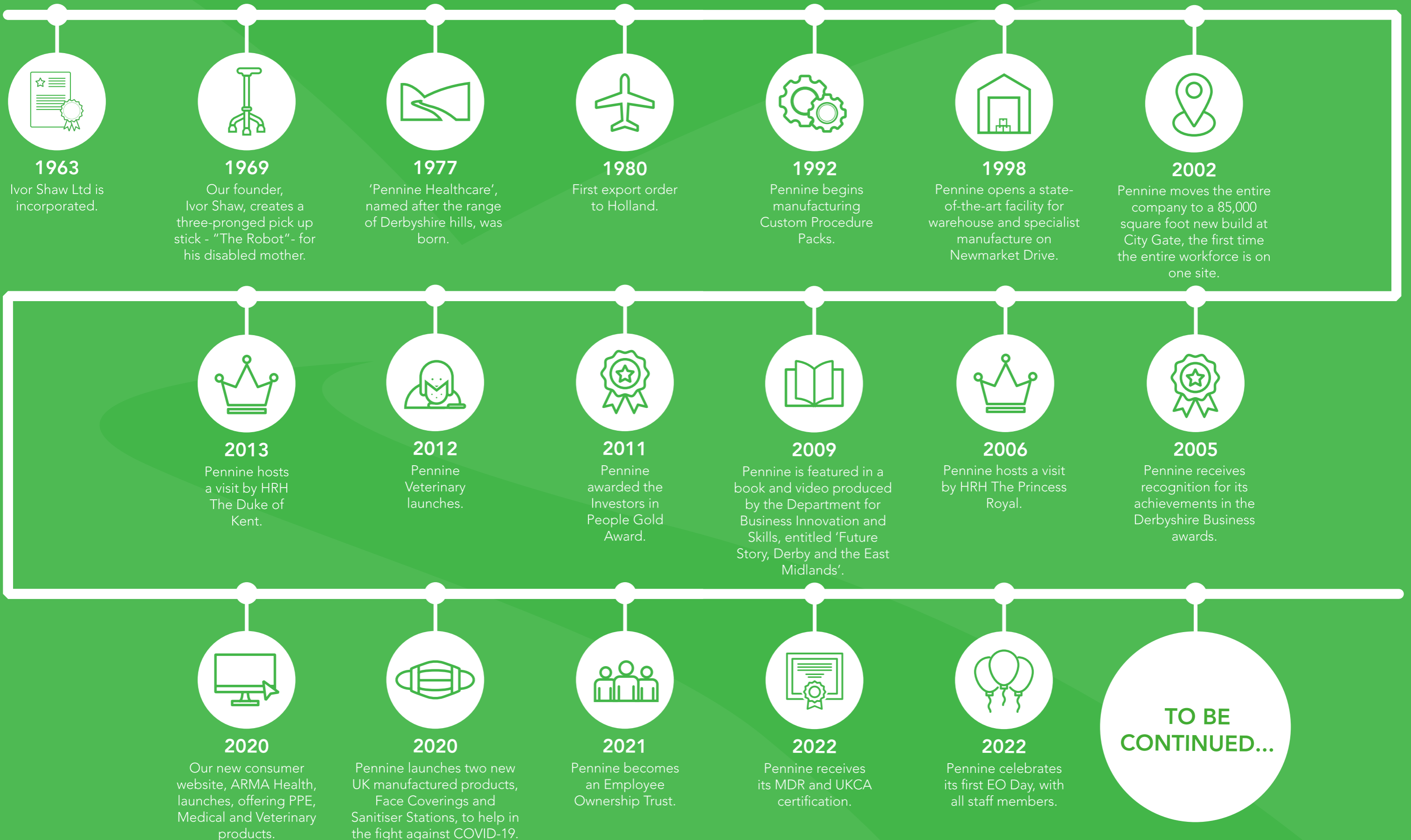
Graeme

**GREAT PEOPLE INCLUDES OUR COLLEAGUES, OUR CUSTOMERS, OUR SUPPLY PARTNERS, AND THE COMMUNITIES THAT WE ALL WORK IN.**

GRAEME CAMERON, CHIEF EXECUTIVE OFFICER

# OUR TIMELINE...

Here are some key events which have helped shape Pennine throughout our 60 years...





# OUR PENNINE WAY...

Our Pennine Way is a culmination of our values, behaviours, and purpose, that guides our decision making and challenges us to put our customers, employees, and local community first. We're proud of our Pennine Way, and hope you find it inspiring too.



At Pennine Healthcare, our priority is to our customers. Our customer base is vast, and whether we are dealing with a patient, an end user, a purchaser, a distributor, a new customer, or a familiar face, we will meet our customers' needs and requirements to the highest of standards. We will always go that extra mile. We must constantly strive to provide products that people can trust, at prices that are fair.

The products which we sell protect and improve lives, and that responsibility and commitment is echoed throughout our business. This is our collective responsibility. Customer's must be dealt with respect, accountability and above all, honesty. We ensure that communication is professional and open. Bad news? We don't hide from it, and we certainly don't over promise.



Next, are our employees. Being an Employee-Owned Trust, our employees are central to everything we want to achieve as a business. We must provide a safe and fun working environment, where employees feel secure, fulfilled, and above all, share a common goal. We all need to be accountable to one another and to operate our business, as a whole. We do as we say we will, taking responsibility and owning any problems that may arise. External issues, such as family, health and personal responsibility are acknowledged, and support will be offered when needed. We want employees to feel empowered, encouraging people to make suggestions and not be afraid to speak freely. Every employee has the right to equal opportunity – be it employment, development, or qualifications. We must always treat employees as individuals and listen, and respect, everybody's voice. As an Employee-Owned Trust it is each and every one of our employees' responsibility to drive the company forward – we must all unite as one!



Last but not least, we have a duty of care and responsibility to our community; the area where we live, where we work and the wider world too. We must be a positive influence within our community, supporting charities, sharing our expertise, and benefiting the lives of the people around us. We will lead with financial prudence, in a sustainable and environmentally friendly manner, to help do our bit to protect the world around us and its natural resources. We will hire apprentices but also draw on the experience of the older generations, we will look to the future whilst also keeping in mind the lessons learned from the past. Simply put, you have our word that we will strive to make our community the best it can be.

# OUR VALUES & BEHAVIOURS...

60<sup>TH</sup> ANNIVERSARY EDITION

All our work here at Pennine is underpinned via our values and behaviours. Adopted throughout the business, we live and breathe the words featured on these pages. Whether you are a staff member, customer, supplier, or general visitor to the site, we hope you find the below inspiring and relatable.

## Accountability



1. We **do as we say** we will
2. We take **responsibility** and own any problems
3. We **share the blame** and work together to form **successful outcomes**
4. We **don't hide bad news**
5. We **don't over promise**

## Honesty



1. We **respect** one another at all times
2. We are **professional, open** and **transparent** in our communication
3. We speak **freely** and **face to face**
4. We positively **challenge** and **embrace feedback**, good and bad
5. We are **courageous** and embrace the **truth**

## Continuous Improvement



- We are **driven for customer growth**
- We **exceed** our customers, colleagues and communities expectations
- We are **curious** - always asking why?
- We strive to **innovate** and **improve** quality, processes & safety
- We continually **celebrate success**





# OUR PEOPLE

We would not have been able to reach our 60<sup>th</sup> year without the hard work of our people, our culture, and our drive for Continuous improvement. Our people encapsulate the Derby Spirit and can tell the Pennine Story better than most.

We decided to sit down with some long-serving members of staff, past and present, to hear their opinions on the company:



*Pennine was a small, family business when I joined, and everything was very manual. Things have changed a lot, but the impressive morale remains. Some of my proudest moments are seeing the people I work with progress, and my own progression, over my 30 years at the company.*

– Lisa Burgin, Senior Supervisor



*I've worked at Pennine for 35 years, and one aspect that I love is the friendly people. Our impressive teamwork means that we like to get things done.*

– Susan Slasor, Cleanroom



*Pennine has changed a lot during my tenure, we have a much bigger workforce than when I first started, and the technology has advanced; we were extremely manual in the beginning. I love the togetherness of our Pennine family, and the different cultures working together, it's a happy environment.*

– Joanne Paddock Deputy Finance Manager



*The thing I like most about Pennine? The people – we have a fantastic group of people that work here, with different strengths, but we complement each other. When we all pull together, we make things happen - this is what makes us unique.*

– Laura Walsh, Production Planner



*What we do makes a difference, protecting life is important to all of us, it could be your loved ones that need our products. I love that the family feeling, that we had back in our humble beginning, is returning now we are an EOT.*

– Andrea Robinson, Head of UK Sales



*Pennine has changed a great deal over the years. We are much more streamlined and have a brilliant, positive take around the workplace. What do I like most about working at Pennine? The people, and the variation of work – what we do saves and protects lives.*

– Anita Collins, Supervisor



*Pennine has always had a family feel; everyone knows one another, and you feel looked after. Even though Pennine has changed and adapted over the years, the core fundamentals remain, and it is even stronger now we are an EOT.*

– Mark Gillanders, Head of IT



*I enjoy working in a clean and safe environment, with people of different culture. Some of my proudest achievements are being promoted and being recognised for my long service.*

– Delores Grant, Catalogue Supervisor



*I have made many friends throughout the years, past and present. It's great to be part of something where the culture is being refocused back onto the people again! Also knowing that somewhere out there we are making a difference to people's lives, from a surgeon that can use our products with ease and confidence, the patient whose life has been saved, or made easier, to our own colleagues who can help each other and be there for each other!*

– Karen Slater, Category Buyer







May I take this opportunity to thank everyone who has contributed to the evolution, success, and sustainability of Pennine (Ivor Shaw Ltd) over the last 60 years, what an achievement. Many are, of course, long gone, but we remember with gratitude their commitment, hard work and loyalty over many decades.

I am so proud that a garage which sold petrol and second-hand cars in Abbey Street, Derby, in 1963, now has an enviable reputation worldwide for the provision of high quality healthcare products and excellent customer service. In 1963 the sales turnover for the entire year was a princely £60,814 of which £44,141 was spent on buying cars!

Whilst I have not been closely involved for every one of the last 60 years, I'd like to share a few anecdotes and highlights. As you know, Ivor Shaw was my Father, and without him, none of us would be celebrating this momentous year.

My father was an amazing entrepreneur and throughout our childhood he had numerous businesses; filling stations, second hand car sales, a grocery shop, he imported suede boots, cosmetics - always something new. He invented an anti-theft device for cars and every Saturday morning we assembled



them, boxed them up and took them to the post office to cash in the postal orders that people had sent to buy them after seeing the adverts in the local papers!

But the biggest change came when he invented a simple walking stick with prongs on the end (The Robot) for his disabled Mum to pick up her knitting wool when she dropped it. Serendipitously, this changed our lives forever as, due to the very tenuous medical link, Dad was asked to make a plastic mucus extractor for new born babies (of course he had no idea what one was but he said yes anyway) and so within a couple of years, the mechanics, tubs of green smelly Swarfega, milling machines and old bangers had gone, we had ladies in white coats making a range of medical devices for operating theatre and intensive care use. This was not going to be another 7 day wonder.

In 1977 I was enroute to London for a new job, but I had the summer free, so I went to help out, got the manufacturing bug, and stayed for 37 years, until I retired in 2014.

It has been a fantastic journey, today we

have a super facility at City Gate, but the first move from the garage in Abbey St to Pontefract St was not very glamorous. My jobs included: cleaning the toilet (yes, only one!), doing the wages, working out the invoices with a ready reckoner (not even a calculator), making the tea and loading the van, which had to be done when it was not raining as there was no space except the corridors to store the boxes! Nights and weekends were spent making pouches on an old machine we had bought second hand. For the first few years we always manufactured under the brand of the distributor, Smiths Surgical, Albert Browne, Hyposervice to name a few, but real growth needed us to come up with our own brand. Over supper one night we tried to come up with a name.

We looked at a map, saw how near to the Pennine hills we were and decided on Pennine. Ian (my brother) did a sketch of the Winnats Pass in Castleton where he had recently been on a school trip. That became the logo, and the rest as they say, was history. Pennine was born.

By 1977 our turnover had doubled to £124,468 but everything was so labour intensive. I used my organisational skills (I had been a librarian!) to make some improvements. We only had a few staff, Dad decided he wanted to spend more time flying, so I had a blank canvas. I felt under qualified, but even I could see that we needed more sales to justify investment in automation, and that selling overseas would be the only way, but what scary unknown territory, and where to start? You must remember this was all pre-internet, even the telex machine was a state-of-the-art invention, but you had to go to the local Chamber of Commerce to collect these amazing messages.

Luck was with me when I saw an advert for a new course, an MBA at Leicester Polytechnic - now known as De Montfort University. I got accepted,

one day a week for 2 years. I learned a lot, but it also gave me confidence and some competence to work in an industry which was very male dominated and I was a Sales Director at 26... only due to nepotism!

With some academic knowledge, and after extensive research, we did start exporting. My first precious order was from the Netherlands in 1980.



**NIGHTS AND WEEKENDS WERE SPENT MAKING POUCHES ON AN OLD MACHINE WE HAD BOUGHT SECOND HAND.**

Sales grew gradually - new markets, new products, export was, and still is, my passion, and I love seeing the team take on new markets. Pennine products made in Derby, fit for hospitals worldwide, I was so proud. Perhaps some of the proudest moments of my life were at Medica or at our Export Sales Conferences, when we met up with our wonderful distributors from around the world, many of whom became real friends.

I travelled a lot in the early years, a real bonus, and had some fun experiences. Indeed, most distributors are very hospitable and after a formal meeting discussing prices, delivery, new products. They want to show you their City and take you out to eat local specialities. I have been taken to the Opera



# I COULD NOT BE HAPPIER THAN TO SEE OUR MUCH-LOVED COMPANY BE SAFE IN THE HANDS OF THE EMPLOYEE OWNERSHIP TRUST.

at La Scala in Milan, feeling a little queasy after a meal of glutinous calves' heels! I have listened to all night Fado singing after very salted cod in Lisbon, eaten amazingly sweet pastries in Kuwait after watching a dramatic cardiac surgeon, who after drilling through the patient's ribcage, threw the drill over to me, moaning the blades were not sharp enough! But perhaps my most memorable day was in Cairo in Egypt. A visit to the gold souk, seeing Tutankhamun's mask in the museum, a felucca ride on the Nile and then a banquet where, as guest of honour, I was offered the delicacy... sheep's eyes! And yes, I ate it!

Once exports were in the hands of the professionals (Delphine and the team) I spent the next few years in the 1990s developing the theatre pack business; what an adventure. We saw the opportunity after a trip to a conference in Texas in the United States where packs were in regular use in all hospitals. It seemed a good idea and I thought, why not here?

The Royal Hallamshire Hospital in Sheffield was our very first customer who later published a study proving packs were cost effective which gave us an entry into hospitals nationwide. They lent us basic swabs, drapes and sutures to make first samples. I remember running to Wilkos in Allenton and buying up all their stock of plastic jugs and cat litter trays! Exciting days, sourcing products (incredibly, drapes and swabs were still made in the UK then) but perhaps the greatest hurdle was persuading Ethicon in Scotland to supply us with sutures, a great sense of achievement when I eventually persuaded them.

Many will recall the great days of supplying Cardiac Packs to nearly all the Cardiac centres in the UK and Ireland. We made wonderful relationships and built a great reputation for quality, delivery and reliability. Many a time I recall a hospital forgetting to order and someone from the warehouse would load up the van or a car drive down overnight and be in central London before theatres opened in the morning.

As we grew in scale we did automate. Dave led a team of talented engineers, and we were

able to appoint professional managers to take over all the operational areas. They brought knowledge, experience and innovative ideas - some that are still with us today. It was hard work, we had many challenges, regulation and quality assurance hurdles were immense and of course still are. Cash flow was always hard but with superlative teamwork, we always got through. I felt very proud to lead a great management team, but a trip into the cleanroom and offices was always a bonus, chatting to the amazing people who really are Pennine, some who spent their whole career making us the best; you are all amazing!

I could not be happier than to see our much-loved company be safe in the hands of the Employee Ownership Trust, brilliantly led by Graeme and the team.

**I wish you all well for the next 60 years, please make sure you party in style!**



## 60 YEARS IN IMAGES...



















# PROUD TO BE A UK MANUFACTURER

## OUR FINAL WORD...

### DAN WILSON

HEAD OF MARKETING & COMMUNICATION

It's been a period of extensive change over the past 18 months or so, with lots of highs and celebrations. From our first ever EO Day, through to receiving our MDR Certification, these historic firsts are now part of Pennine's 60-year story and will go a long way into making the next 60 years a real success.

As we look back at the past 60 years, certain messages remain constant throughout the business. Our belief in UK Manufacturing, and championing our people, has not changed over the decades.

Our staff are critical to achieving our ambitious aims for the future, and through innovation, support, and a great culture, continue to be our biggest, and best, asset.

As ever, we want to thank our customers, suppliers, and the industry as a whole for their commitment and support for the Pennine brand, and business as a whole. We look forward to 2023 and beyond.

Here's to the next 60 years!

Pennine Healthcare



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AIRWAY MANAGEMENT



UROLOGY



ARMASORB UNDERPADS



SURGICAL GOWNS



LAPAROSCOPY



CUSTOM PROCEDURE PACKS



GASTROENTEROLOGY



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Celebrating 60 years of Derby Spirit

1963 - 2023