

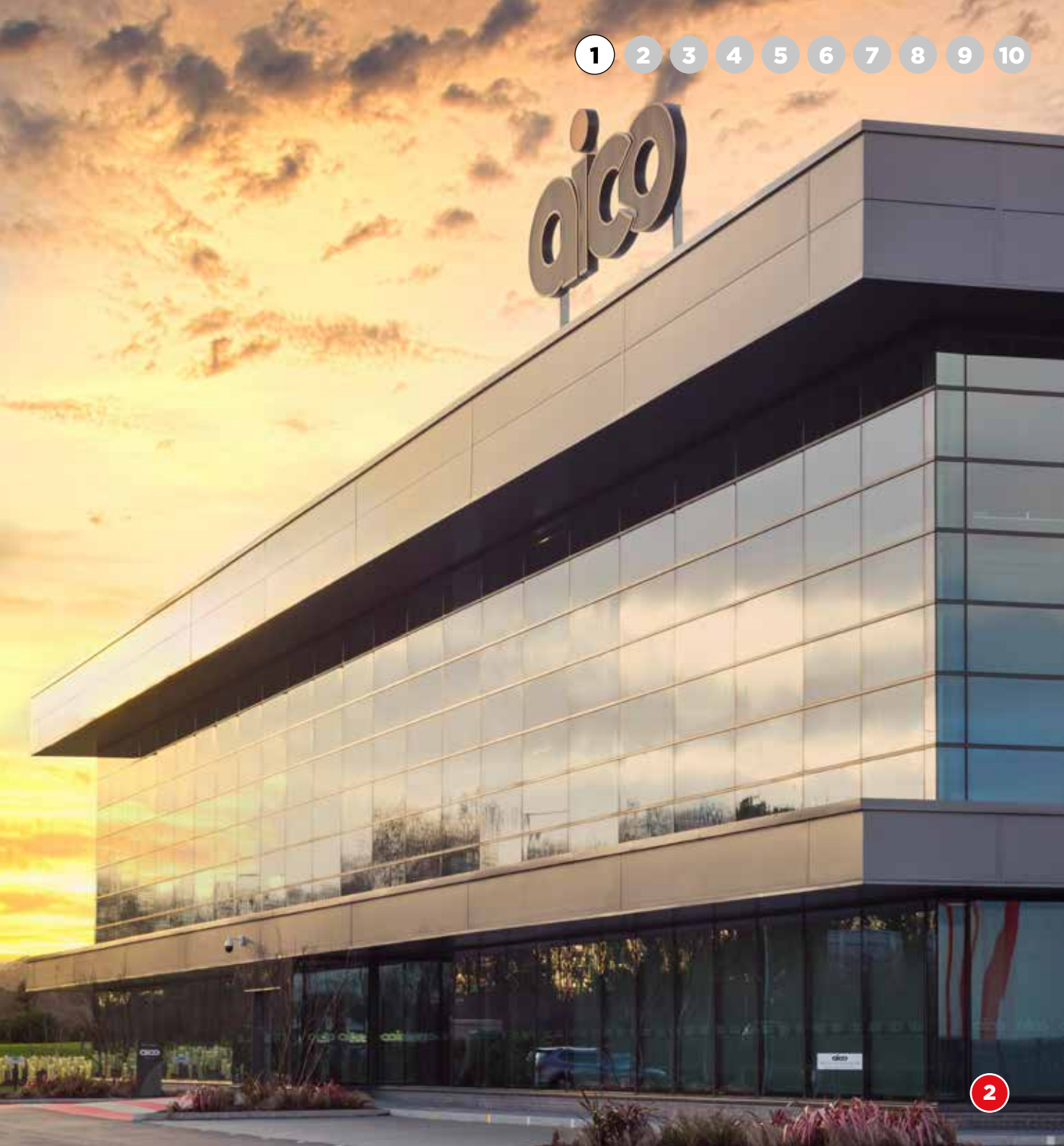


**THE EUROPEAN
MARKET LEADER IN
HOME LIFE SAFETY**

an  Company



ABOUT US



AN INTRO TO AICO

From its incorporation in 1990, Aico has rapidly grown to become the recognised market leader in domestic home life safety that it is today.

Education, Quality, Service and Innovation are at the core of everything that we do. With home life safety products, quality is paramount. All of our products are manufactured within the Ei group at our world class manufacturing facility in Ireland, where we have been developing and manufacturing alarms for over 50 years. As part of this process, every single alarm produced is rigorously tested multiple times, ensuring that we maintain unrivalled levels of quality and reliability.

Throughout our history we have led the way in providing innovative solutions and achieved numerous industry firsts, in the field of Fire and Carbon Monoxide home life safety products.

This is coupled with our commitment to deliver outstanding levels of customer service, from initial alarm specification, through to unparalleled after sales support. Our dedicated team of Regional Specification Managers are always on hand to advise on best practice and complying with the latest legislation and standards, working alongside our customer service and technical teams to ensure you receive all the support you need.

Our support extends to education and training, be that our Expert Installer training scheme, dedicated industry training days and forums or Fire and CO awareness sessions for schools

and communities. All of which can be delivered at our state-of-the-art Centre of Excellence or via our fleet of mobile demonstration units - bringing our award-winning training directly to you.

But it's not just about alarms - our Aico in the Community initiative was developed to help schools, colleges, universities, charities and community organisations to achieve their goals and to help build a sustainable environment now and in the future. By focusing on five core areas; Education, Volunteering, Charity, Business Enterprise and Sustainability, our aim is to give back to our community.

We have expanded our connected home offering with the acquisition of leading Internet of Things (IoT) solutions provider, HomeLINK. HomeLINK are a multi-award-winning high-tech software team within Aico that leverage cutting edge home integration and analytic technologies to address the needs of landlords and their residents.

As we look towards our future, we will continue to pioneer in the latest technological advancements in sensor technology and advance the connected home, maintaining our position as the leader in home life safety, promoting best practice and engaging with our communities to deliver safer homes.





EDUCATION, QUALITY, SERVICE AND INNOVATION IS AT THE HEART OF EVERYTHING WE DO.

We are extremely proud of our high standards both in our products and our company. When working with all of our customers, or within the community, we always follow the same philosophy.

Our reputation is built not only on producing the highest quality alarms, but also through passionate people, continued innovation, exceptional service and unrivalled support.



EDUCATION

Our primary aim is to make homes safer. We believe it is our responsibility to not only create the right safety products, but to also raise awareness of dangers through our educational campaigns to communities, alongside promoting best practice through our installer programme.

In terms of education, we are also proud to work with schools, colleges and universities to create opportunities for the next generation to share our vision.



QUALITY

For the most reliable life-saving detection, each individual alarm not only meets every approval but is tested several times, primarily on initial assembly, at the test and calibration stage and a final thorough test.

Every alarm is also third party accredited to the relevant British or European standard, and both Aico and Ei Electronics operate to ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007 standards.



SERVICE

We offer award-winning, market-leading support to our customers, with a team of experienced Regional Specification Managers across the UK offering all the information needed to select the right alarms and technologies.

They also work closely with distributors, whilst our in-house technical team is available to provide dedicated technical support. Finally, our internal sales team provides excellent support over the phone to create a smooth ordering process for every customer.



INNOVATION

Aico's dedicated research and development team continues to innovate with new products and applications, and together with Ei Electronics we hold over 20 patents on life-saving alarm detection technologies.

Aico has been first to market with many ground-breaking innovations that improve protection and make maintenance easier, including rechargeable battery back-up, wireless radio frequency interconnection, multi-sensor fire alarms and digital information extraction.

an  Company

Ei ELECTRONICS

Employing over 1,000 people worldwide, Ei Electronics are headquartered in Shannon, Ireland, where all manufacturing functions are centred. Ei Electronics' business has expanded significantly and today they rank as one of Ireland's leading indigenous electronics manufacturing and exporting companies.

The strategic decision to maintain all manufacturing in Shannon has been key to building the quality and service reputation of their brand throughout their history.

Aico were appointed Ei Electronics UK distributor in 1990 and became a wholly owned subsidiary of the group in 2004.

Other subsidiaries were later established in Germany, France, Poland and the USA.

A growing network of value-added partners now account for sales to over 30 countries, with an ever-expanding global footprint of customers throughout Europe, the USA, the Middle East and Africa, South East Asia and Australasia.

With 100% manufacturing located in Shannon, Ei Electronics today represents an exemplar of the fully integrated, state-of-the-art manufacturing facility. They continue to build on this strong tradition and heritage of manufacturing excellence, as their business expands and brings exciting new challenges on a global stage.



30

Countries exported
to daily



100%

Manufacturing
in Ireland



1,000+

Employees
worldwide

Why you can always count on Aico



Manufactured in Ireland



Every alarm carries a Kitemark



Unique secure messaging system



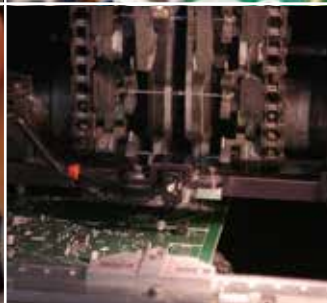
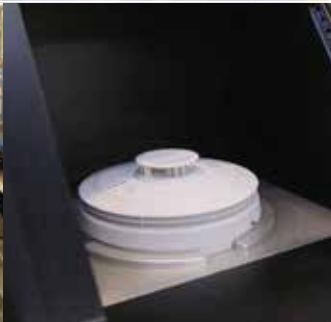
Each alarm is tested at least four times



Support that goes the extra mile



1 2 3 4 5 6 7 8 9 10



8

AICO **AT A** **GLANCE**

25

Regional Specification
Managers operating
around the UK

On average

100,000

incoming calls are
handled by our Internal
Sales team each year

On average, we assist

7,000

customers via Live
Chat each year

4

Mobile Training and
Demonstration Units
that operate around
the UK

Over 4 million

alarms are sold
each year

In excess of

115,000

boxes delivered
each year

Aico currently have

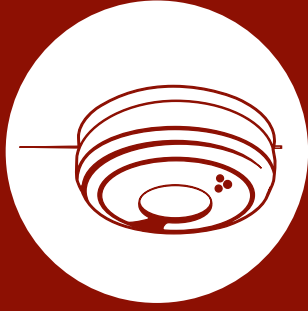
over 60

products

The Market Leader in
Fire & Carbon Monoxide
protection with

95%

market share

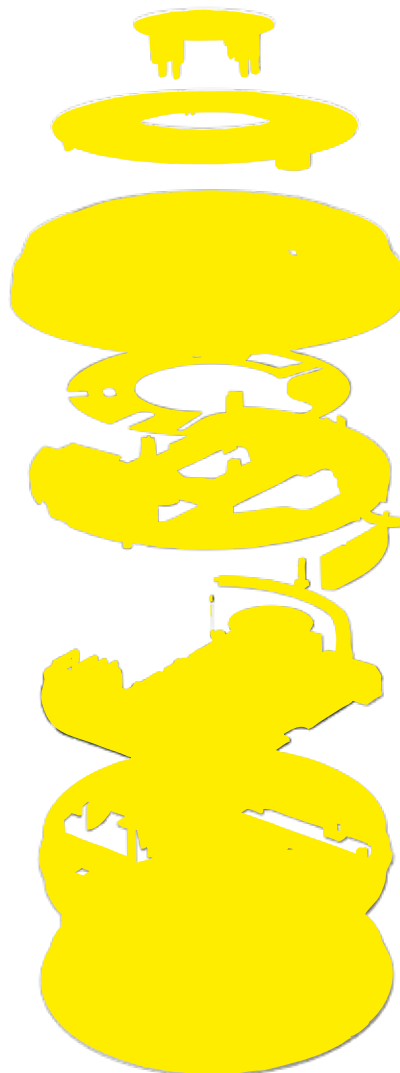


PRODUCTS

2

WHATEVER YOU NEED, **AICO** HAS IT COVERED


With our extensive product range and ever-growing list of sophisticated, ground-breaking features, you are sure to find precisely what you need in terms of home life safety.







OUR FLAGSHIP 3000 SERIES

**Full circle protection.
Intelligent simplicity.
Intelligence in every alarm.
Simplicity for every install.**

The 3000 Series is our first series to provide whole property coverage within one series, detecting both Fire and Carbon Monoxide (CO) in one range. This series is our most intelligent and technologically advanced yet, whilst maintaining the simplicity our customers value.

Every alarm within the 3000 Series has  AudioLINK[™] for local data extraction, with the optical smoke alarms having in-built dust compensation, which automatically recalibrates sensors, aiding in reducing false alarms and maintenance costs.

Benefits of all alarms in the 3000 Series

- Mains powered with a 10 year rechargeable Lithium cell back-up
- Real time local data extraction using  AudioLINK[™]
-  SmartLINK[™] capability for wireless interconnection, data extraction and whole system monitoring
- All alarms in the series fit on  bases
- Combined test/silence button
- 10 year life with 5 year guarantee
- 3rd party BSI accredited 
- Made in Ireland



Visit our website
to learn more.

Our award-winning combined Heat and Carbon Monoxide Alarm, Ei3028, was named the Electrical Wholesaler winner for Best Safety/Security product.

The Ei3028 alarm contains our tried and tested thermistor heat sensor and our proven electrochemical CO sensor, providing protection from both Fire and CO in one unit.

Benefits of the Ei3028 Multi-Sensor Heat and CO Alarm

- Install one alarm instead of two for combined Fire and CO coverage
- Contains two proven, reliable sensors
- Flashing Fire and CO indicators
- Easy install - simply slide the new alarm onto an existing **easi-fit** base
- Compatible with **SmartLINK** wireless interconnection using our award-winning RF technology for simple system set up, House Coding and system expansion
- Real time local data extraction using **AudioLINK** or whole system remote data monitoring and extraction with **SmartLINK**
- Fully backwards compatible with existing Aico systems



THE CONNECTED HOME LIFE SAFETY SOLUTION

CREATING SMARTER, SAFER HOMES.

Paving the way in home life safety, Aico with HomeLINK offer a network of alarms and sensors to improve the health and safety of homes throughout the UK.



Fire and Carbon Monoxide (CO)

Our 3000 Series offers full circle Fire and CO protection, wirelessly connecting to the SmartLINK Gateway via Radio Frequency for remote whole-system data monitoring.



SmartLINK Gateway and App

The SmartLINK App enables quick and easy installation of alarms and sensors with SmartLINK technology, while the Gateway is the central hub for data, extracting information from connected devices.



HomeLINK Environmental Sensors

Monitor temperature, humidity and Carbon Dioxide to gain insights into indoor environmental conditions to create better maintained, healthier, energy efficient homes.



The HomeLINK Dashboard

Data is extracted from all connected alarms and sensors with actionable insights presented on the dashboard, segmented by high, medium and low risk.



The Resident App

With the HomeLINK Resident App, residents are provided with a healthy home rating, handy advice on how to improve the quality of their home, and Fire and CO alarm testing reminders.



TRAINING

3

3

TRAINING

CENTRE OF EXCELLENCE

The Centre of Excellence is our state-of-the-art training, meeting and education facility at our head office in Oswestry, Shropshire.

Spread over the lower of three floors, the building houses a range of rooms and demonstration areas designed to support customers from across the industry.

Breakout Room

With a bespoke integrated AV system incorporating two 75" screens and a 55" TV screen, the Breakout Room is ideal for small meetings, networking and refreshment breaks. The room seats up to 60 people with two kitchen areas including coffee machines.

Ember Place

Ember Place is a fully furnished mock bungalow, comprising of a 60's living room, 90's kitchen and a futuristic bedroom. All areas demonstrate Aico alarms in situ, to help educate all visitors on home life safety risks within properties.

Technical Workshop

The newly extended workshop seats up to 64 people and is a hands-on area for training on installation and wiring. The fully equipped workshop allows visitors to get up close with our products and is also the setting for many Expert Installer training options. The workshop also includes a specially made smoke chamber allowing for live fire demonstrations providing an innovative way to understand the dangers of fire and how the alarm sensors work to detect the incidents.

Auditorium

The Auditorium is perfect for presentations and conferences, seating 116 people. It is equipped with a 4m projector screen, 4k projector and electric blinds.

Flexible Meeting Room

The flexible meeting room is ideal for meetings and training sessions. Seating up to 40 people comfortably around two tables, the room contains presentation facilities including an interactive smart board and lectern.



OUR FACILITIES



Auditorium

- 116 seats
- Used for conferences and presentations
- 4m projector screen with a 4k projector
- Electric blinds

Ember Place

- Fully furnished mock bungalow fitted with Aico alarms to help demonstrate alarms in situ
- 60's living room, 90's kitchen and a futuristic bedroom



Flexible Meeting Room

- Flexible meeting room for the local community
- Seating up to 40 people around two tables
- 1 x Interactive screen



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Breakout Room

- Can accommodate up to 60 people
- Used for small meetings and networking events with refreshment breaks
- Kitchen facilities with two coffee machines
- 2 x 75" TV screens and 1 x 55" TV screen
- 2 x 4m circular custom built light features



Technical Workshop

- Seats up to 64 people
- Used for Expert Installer training and CSR fire awareness sessions
- Smoke chamber for live fire demonstrations
- 1 x 86" interactive screen and 1 x 75" screen



MOBILE UNITS

All the training and support installers and specifiers need.

Our award-winning FIA-accredited CPD Expert Installer training programme can be delivered from our Centre of Excellence and our Mobile Training & Demonstration Units across the UK. We provide an exceptional level of bespoke training, development and technical guidance, whatever your role.

Mobile Training & Demonstration Units

We have four fully equipped units, which travel the country with our Regional Specification Managers for hands on training sessions including our free CPD training and demonstrations of the latest technologies.

Ask your local RSM for details.



FLEXIBLE **TRAINING** ACROSS THE UK



EXPERT INSTALLER

Award-Winning Expert Installer training

AICO
EXPERT
INSTALLER



Our Expert Installer training is designed to support all of our customers whenever and wherever they need it.

Effective protection relies on having the best alarms correctly installed. That's why the free Expert Installer training scheme from Aico is designed to make sure Installers have all the information they need to install domestic Fire and Carbon Monoxide Alarm Systems and Environmental Sensors.

Training is broken down into modules so you can choose the right topics for you and your team. Our Expert Installer training scheme is FIA CPD accredited, allowing you to earn 1 hour of CPD time.

Be part of

aico® Installer
Community

Register today at

www.aico.co.uk/expert-installer



What is covered?

- ✓ British Standard
- BS 5839-6:2019+A1:2020
- ✓ Building Regulations for Domestic Fire Alarm Systems
- ✓ System Categories & Grades
- ✓ Smoke Alarm Sensor Types
- ✓ Carbon Monoxide Standards and Legislation
- ✓ System Installation
- ✓ Alarm Interconnection
- ✓ Alarm Data Extraction
- ✓ Plus many more add-on modules





BECOME AN AICO EXPERT INSTALLER

Aico's free, award-winning Expert Installer training scheme is FIA CPD accredited and is designed to make sure Installers have all the information they need to correctly install domestic home life safety systems, including Fire and Carbon Monoxide alarms and Environmental Sensors.

All Expert Installers are invited to join the Aico Installer Community - a connected online platform that allows Expert Installers to **connect** with fellow professionals to share knowledge and best practice, **learn** new skills and earn points that can be exchanged for **rewards**.

Sign-up here



APPRENTICESHIP PROGRAMME



Create your own story

Education, Quality, Service and Innovation.

At Aico we pride ourselves on high levels of employee development and encourage career progression, making Aico the perfect environment for apprentices to thrive.



“ I was interested in an apprenticeship as I knew it would open up different types of opportunities than college would. Aico provides experiences that you wouldn't get in different workplaces.”

Ruby McCoy - Apprentice Customer Service Practitioner



“ Following my work experience at Aico, I was offered an apprenticeship within their operations department. I was really keen to take on the challenge.”

Emily Duke - Apprentice Warehouse Operative



“Our structured and flexible approach to our apprenticeships ensure that we provide the right support and environment for learning.”

Neal Hooper - Managing Director

“SBC Training is honoured to be supporting Aico with their apprenticeship development programme. The use of the EDA product knowledge modules further support the existing, off the job training provided and we see this as a great opportunity to help provide synergy across the range of apprenticeships that we provide for Aico.”

Colin Thaw - Managing Director, SBC Training



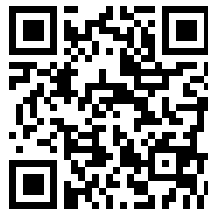
Become an Apprentice and be part of our story

#BePartOfOurStory

Finished school and ready for the world of work? If you want to earn while you learn and gain recognised qualifications, then an **Aico Apprenticeship** could be the right path for you.



Aico has a rolling Apprenticeship Programme with opportunities appearing throughout the year. To find out more information on how to create your own story, visit our website.



Scan for more information

In partnership with





SERVICES

4



“ Here at Aico, we are committed to delivering outstanding customer service at every stage, whether this is through our RSMs consulting on alarm specification or our dedicated in-house teams for after sales support.”

Neal Hooper, Managing Director

MEET THE TEAMS



Internal Sales

“ The internal sales team perform many roles within Aico, from answering and filtering calls coming into the business (100,000 on average every year), dealing with end users and wholesaler queries to processing every order that comes into the business. We also provide a support service to the external sales team out on the road.”

Kelly Hodgetts, Internal Sales Manager



Finance

“ Our finance team are responsible for collecting an average of £16m cash a month from our network of over 2,500 customers. Tasks are rotated between the team members ensuring each team member is responsible for every aspect of the finance role. The team are committed to providing an excellent service in keeping with Aico's values.”

Ian Watman, Finance Manager



IT & Support

“ The IT & Data Services team are focused on supporting both the internal and external teams with their everyday roles. From security to new systems and software - our team helps others to make the most of their time.”

Kieran Smith, IT & Data Services



Technical

“ Our in house technical team are always on hand to help and advise electrical contractors, home owners, landlords, architects as well as building control with queries over the phone, email and live chat. The team specialise in sharing best practise in fire protection and providing in depth knowledge of standards, regulations and legislation throughout the UK.”

Andrew Speake, National Technical Manager

Marketing

“ Our in-house marketing team work together to design, create and manage a variety of marketing campaigns. We work together to formulate strategies that work across traditional and digital platforms to engage with our customers through a variety of educational and informative channels.”

Alex Garmston, Marketing Manager



Relationships Manager

“ The role of a Relationships Manager within Aico is to develop strategic relationships to facilitate change within the social housing sector; collaborating and sharing best practice with a focus on resident engagement to contribute toward the creation of healthier and safer homes across the UK.”

Tina Mistry, Relationships Manager



National Accounts

“ Our National Accounts team forms part of Aico's sales and specification team, supporting and mentoring the Regional Specification Managers at national level, whilst maintaining and building relationships with our national clients and contractors.”

Paul Cartwright - Head of National Accounts

Regional Specification Manager

“ The role of an Aico RSM involves working with a varied client base including; local authorities and housing associations, private landlords, contractors/installers, distributors/supply chain and fire service/other Industry groups. Education plays a big part of what an Aico RSM does on a daily basis, either at our Centre of Excellence in Oswestry, on one of our mobile units or at the customers' premises.”

Daniel Little, National Sales Manager

Warehouse & Operations

“ The warehouse team are responsible for the distribution of goods throughout the UK. In excess of 115,000 boxes despatched nationwide every year.”

Lee Duffy, Operations and Learning & Development Manager



WHAT DO OUR CUSTOMERS THINK?

“ As a long standing customer, Sheffield City Council has worked closely with Aico to improve fire safety for our residents and properties; consequently we have always found them approachable in accommodating our (sometimes unique) requests. The support we receive always goes that extra mile and advice given has always been frank and trustworthy which is much valued within our industry.”

**Peter Marr, Senior Officer (Electrical)
Sheffield City Council**

“ Owen was instantly helpful and very quick at arriving at the solution to my query. Much appreciated.”

**Leslie McGalpine,
Customer Feedback via Live Chat**



“ Thank you for having our members of staff and our customers that came for the training at the Aico facility.. In the future we would like to bring more customers, especially from the social housing side, to show them what is possible with the new Aico products.”

**Rob Cookson, Branch Manager at Links
Electrical Supplies Ltd**

“ Really helpful response from someone who clearly understood my problem and dealt with it very efficiently.”

**Marian Williams,
Customer Feedback via Live Chat**



AWARDS

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AICO AWARDS

Here at Aico, we pride ourselves on the high quality products and services that we offer. This is reflected in the awards we have been nominated for, become finalists in and that we have proudly won.

The recognition we have received for our innovative products, our training scheme and Corporate Social Responsibility efforts instils a deep sense of achievement.

Thank you to all in our community and industry that have supported us.

- **Workplace Health and Wellbeing**
Shropshire Chamber Business Awards 2020
Winner
- **Environment and Sustainability**
Shropshire Chamber Business Awards 2020
Winner
- **Company of the Year**
Shropshire Chamber Business Awards 2020
Winner
- **Most Trusted for Carbon Monoxide and Domestic Fire Protection**
SME News Awards Scotland 2020
Winner
- **Best Training Provider**
Electrical Wholesaler Awards 2020
Winner
- **Best Customer Service: Manufacturer/Supplier**
Electrical Wholesaler Awards 2020
Highly Commended
- **Best Health and Safety Product**
Housebuilder Product Awards 2021
Winner
- **Best Customer Service (Brand)**
Electrical Wholesaler Awards 2021
Winner
- **Best New Product**
Electrical Wholesaler Awards 2021
Highly Commended
- **Best Training Provider**
Electrical Wholesaler Awards 2021
Winner
- **Women in Compliance**
ASCP Safety & Compliance Awards 2021
Highly Commended
- **Customer Service Excellence**
ASCP Safety & Compliance Awards 2021
Winner
- **Product Development**
UK Business Awards 2021
Silver Award
- **Best Customer Service**
UK Customer Experience Awards 2021
Winner

- **Manufacturer of the Year**
Northern Ireland Electrical Awards 2021
Highly Commended
- **Electrical Product of the Year**
Northern Ireland Electrical Awards 2021
Winner
- **Safety Innovation Award**
Electrical Product Safety Conference 2021
Winner

- **Wellbeing Technology Award**
EG Tech Awards 2021
Winner
- **Company of the Year**
Buildings and Facilities News 2021
Winner
- **Company of the Year**
SME National Business Awards
Winner

We have won!

ASCP2021
Safety & Compliance Awards
WINNER



Customer Service Excellence

ASCP Safety & Compliance Awards 2021 - Winner

From specification and technical support to training and events, this award is a recognition of the unrivalled customer service we deliver to our customers throughout the supply chain.

Best Customer Service (Brand)
Electrical Wholesaler Awards 2021 - Winner

Best Training Provider
Electrical Wholesaler Awards 2021 - Winner

We are the proud winners of 'Best Training Provider' and 'Best Customer Service' at the Electrical Wholesaler Awards, voted for by industry professionals.



Safety Innovation Award

Electrical Product Safety Conference 2021 - Winner

Awarded to the SmartLINK Gateway, the Safety Innovation Award recognises the role this home life safety product plays in protecting people in their home.

AICO AWARDS

Wellbeing Technology Award

EG Tech Awards 2021 - Winner

The Aico | HomeLINK IoT platform has been recognised for its ability to empower both social landlords and their residents to create safer and healthier homes.



CONGRATULATIONS

#EGTechAwards

WINNER

Wellbeing Technology Award

HomeLINK

In partnership with
BIDWELLS



Best Health and Safety Product

Housebuilder Product Awards 2021

- Winner

The SmartLINK Gateway achieved the accolade of Best Health and Safety Product, designed with social landlords to enable proactive monitoring and aid with compliance for safer homes.

Best Customer Service

UK Customer Experience Awards 2021 - Winner

We were delighted to be the gold winner of the 'Best Customer Service' category at the UK Customer Experience Awards. Focusing on our commitment to education, quality, service and innovation, the award celebrated how we deliver this support to all our customers throughout the supply chain.



GOLD AWARD WINNER

Best Customer Service - Up to 100 Employees

Manufacturer of the Year

Northern Ireland Electrical Awards 2021 - Highly Commended

We received this award in recognition of our commercial success and how we have executed new business projects within the industry over the past two years.

Electrical Product of the Year

Northern Ireland Electrical Awards 2021 - Winner

The SmartLINK Gateway has been recognised as the Electrical Product of the Year – an innovation that has improved safety and compliance for Fire and Carbon Monoxide alarms in the social housing sector.



Congratulations

ASCP2021
Safety & Compliance Awards

HIGHLY COMMENDED



Women in Compliance

ASCP Safety & Compliance Awards 2021 - Highly Commended

Our Relationships Manager, Tina Mistry, was highly commended for her key achievements and contributions to Fire and Carbon Monoxide Awareness in the social housing sector.

Product Development

UK Business Awards 2021 - Silver Award

The development of our Ei1000G SmartLINK Gateway has served to reinforce the quality, reliability and innovation that our products and brand are renowned for, while catering to the needs and requirements of our customers.





6

EVENTS



On average over
5,000
Expert Installers are
trained each year



On average over
5,000 CPD
hours delivered
each year



The Aico Mobile Training &
Demonstration Units are used over
300
times each year, on average



150
events per year



3 events
over 3 days
Firex, Housing &
Screwfix Live



13 events over 2 days
including Elex Shows, ASCP Safety &
Compliance Conference and Homes UK





“ Attending industry events allows us to connect with customers in a more relaxed environment, while presenting the best Aico has to offer. It also allows us to have discussions around different topics that impact the sector as a whole - not just home life safety - such as the latest standards and regulations, products, innovations and initiatives.

Andrew Sturgess - Regional Specification Manager - South



“ These events are really important as they help us to connect and network with our supply chain as well as keeping abreast of what is happening in the market place. They are vital in maintaining our brand awareness and visibility, and demonstrate to our clients that we are at the forefront of everything current in the industry and are there to support them at every step.

Duncan Orr - Regional Specification Manager - NI & IOM and Supply Chain Education Lead



AICO TV



Subscribe to
Aico TV



The **Aico TV** Channel covers a vast range of topics and events from entertaining and informative news to panel-style debates, product reviews, guest speakers, expert advice, case studies, and more.

We welcome special guests to each episode, working with several industry bodies such as Corgi Technical, EDA, and ECA, as well as the Chartered Institute of Housing and Inside Housing.





“ As a media production company we strive to bring ideas to life. Working with Aico has allowed us to form a strong partnership, working together to create some really fantastic projects which have seen significant results. Everyone we have worked with have been brilliant and always helpful with what we need. We always feel like we're part of the team and look forward to continuing this great working relationship. Thank you.”

Peter Sims - Managing Director, 7Video



“ Yarrington are proud to work with Aico and support their marketing activities. It's exciting for us to work with a local company with such strong social values and positive attitude. The Aico team are always receptive to discussing work in detail and taking expert advice across all of the projects we collaborate on. It feels more like a partnership than just a client/supplier relationship.”

Mark Allsop, Managing Director - Yarrington





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AICO IN THE COMMUNITY

AICO IN THE COMMUNITY

Aico in the Community, Aico's Corporate Social Responsibility (CSR) initiative, was developed to help schools, colleges, universities, charities and community organisations to achieve their goals and to help build sustainability, now and in the future.



Seeking to support local and national organisations across the UK by focusing on five core areas; **Education, Volunteering, Business Enterprise, Charity and Sustainability**, our aim is to give back to our community.

“ The aim of our CSR programme is to be able to give something back to our communities. We strive to make a difference, create safer communities and sustainable futures.

Since establishing the programme, with determination and commitment from all colleagues 'Aico in the Community' has grown from strength to strength. We are extremely proud to be able to support in the way that we do and we are very busy with current ongoing CSR activities.

Aico have an exciting CSR plans in place for the future, with the focus being to successfully bring about the goals that we have set out to achieve.”

Jane Pritchard, Community Liaison

If you would like to get in touch with our Community team, please email community@aico.co.uk or call **01691 664100**.

AICO'S CSR PROGRAMME

As the market leader in home life safety, we strive to deliver safer homes through engaging with our communities to educate and promote best practice. Our CSR programme enables us to do just this, 'Aico in the Community' was developed to provide support to both local and national educational as well as charitable organisations in building sustainable futures for our communities.

Since launching 'Aico in the Community' the programme has been a great success and has grown significantly. There is a CSR team of colleagues led by our Community Liaisons who co-ordinate the programme. In order to achieve the aims and goals of our CSR programme, we focus on core areas; education, business enterprise, volunteering, charity and our sustainability.

EDUCATION

Aico understand the importance of supporting education, realising the pressures that schools are under financially.

There is a desire to work closely with schools and colleges within our community and we are constantly embedding activity into our work ethos. Our colleagues volunteer their time to run on-going Fire Safety Awareness Sessions for students in schools, as well as at our Centre of Excellence training facility in Oswestry. This teaches young people through visual interactive engagement about home life safety, by raising awareness of fire hazards within the home and the dangers of Carbon Monoxide.

Megan Revell, Assistant Head (Personal Development) at Belvidere School, Shrewsbury comments:

“I would like to thank Aico for providing us with such a valuable and insightful experience! Students hugely enjoyed learning about the inner workings of the business, the building tour had the ‘wow factor’ and students were engaged and enjoyed all of the activities throughout the day. They were perfectly pitched and accessible for all abilities. Aico have been supportive, flexible and welcoming throughout, we look forward to future careers and aspirations support from Aico.”

Aico’s apprenticeship scheme, launched in 2018 has also been a success. We see apprenticeships as an investment, as well as providing excellent career opportunities to local young people.

BUSINESS ENTERPRISE



As Patrons of the Shropshire Chamber of Commerce, we attend local networking events to encourage working with local companies providing a variety of services. Local suppliers are always given the opportunity to tender for new work and our new building tender was won by a local contractor.

We offer our Centre of Excellence facilities to local organisations and charitable trusts for them to run their own events and meetings to promote the work that they do.

SUSTAINABILITY

Aico is an ISO 14001 accredited company, we look to continually reduce our environmental impact year on year, locally, nationally and globally through developing our products and services and implementing green practices to become more sustainable.

We are aiming to achieve carbon neutrality by 2030, demonstrating our commitment through our signatory status of the Climate Pledge, the Zero Carbon Shropshire pledge and our role as a Construction Leadership Council Net Zero Carbon Business Champion.



CHARITY & VOLUNTEERING

We show continued commitment and support to our community, our aim being to build relationships with local community groups and charitable organisations and assist by offering volunteering opportunities to colleagues.

All of our colleagues are encouraged to take time out of their normal working day to volunteer and help within the community and every colleague is given multiple days per year for volunteering activities.

Examples of activities include garden maintenance at a local Children's Hospice to improve their outside space, and helping at our local Food Bank, from collecting food donations to colleagues helping pack Christmas Hampers for those struggling financially.

We understand the importance of educational encounters with students and how this links to the future of progression by participating in local school careers fairs, apprenticeship events and school engagement sessions.



SUMMARY

We will continue to develop and expand our CSR programme, we are passionate about what we do, we are giving something back, creating safer communities and helping to make a difference, now and in the future.



“ We are thrilled and delighted to have the continued support of Aico. The past 18 months have been so difficult for everyone. During this time we managed to remain open to support seriously ill local children and their families during the pandemic despite our fundraising suffering as we were unable to hold events and our shops doors were closed. More than 85% of our running costs come from our local community, to know that we have incredible companies like Aico supporting us is fantastic.”

**Lynsey Kilvert, Fundraising Team Leader
- Hope House Tŷ Gobaith**

hope house tŷ gobaith
children's hospices

“ It is clear to us that when it comes to Corporate Social Responsibility, Aico are an exemplar to all in the local private sector. What impresses me the most is that the whole workforce from top to bottom have fully embraced the need to invest in their local community – they don't just talk the talk they walk the walk! Aico have been instrumental in raising thousands of pounds for us, which enables us to deliver our targeted training therapy to more children; quite simply their fundraising efforts make the treatment affordable to the families who most need our help. We place immense value on our partnership and engagement with Aico – well done Team Aico!”

**Johnny Wilkes – CEO, The Movement
Centre**

**The
Movement
Centre** | moving
children
forward



“ Our partnership with Aico is extremely special. The support and dedication they provide not only to ourselves but across the charity sector is second to none. It is easy to forget they are a business as their CSR work is innovative and leading the way.

Little Stars is a relatively new charity and to have a strong partnership with Aico means a great deal to us. Aico's support has given Little Stars the confidence to grow more than we ever thought possible within our first year. They have helped shape our logo and brand, as well as supporting us with content for our website and generous monetary donations.

Aico are always prepared to offer their time and support whenever we need help with a new initiative. As Little Stars founder the most important thing to me is how Aico clearly understand the impact of having a baby bank in Shropshire and how our service supports little ones to have the essentials they need. Without their partnership we wouldn't have reached as many families as we have - thank you Aico!”

Leanne Simcoe, Founder - Little Stars Baby Bank



“ Aico have been consistent supporters of all charity endeavours and have collaborated with the Charity on training apprentices in mental health awareness following a spike in apprentice suicides across the sector. Not only have they demonstrated their commitment to the wider industry they have shown their commitment to the health of their own organisation by taking part in the EIC Mental Health First Aider course and being part of the EIC wellbeing champion programme.

Aico take Corporate Social Responsibility seriously and at every opportunity go above and beyond to support our sector colleagues through the EIC. Aico have become commercial agreement partners and have agreed to sustain their line of support through donating profits from their products sold back to the charity to support those in need. Beyond their Corporate Social Responsibility initiatives, Aico donate to the charity by being a huge presence at industry events. Aico take fundraising to the office and have hosted internal fundraisers like movie nights to Halloween parties, all in aid of EIC.

Without partners like Aico, the charity could not offer the range of services and support to over 32,000 industry members in need every year.”

Jess Vailima, Marketing, Communications & Event Manager - EIC





SUPPORTING WILLOWDENE REHABILITATION



Willowdene Rehabilitation is a pioneering rehabilitation facility located in the heart of West Mercia, providing innovative rehabilitation, targeted training, work experience and resettlement to men and women facing complex issues.

We are proud to have supported Willowdene through our sponsorship of their brand-new Family Assessment Centre, which will increase the support that Willowdene can offer to those in need. The Centre features an activity area for families to spend time together, an assessment hub, meeting room and conference room, as well as a kitchen area.

We are delighted to offer ongoing support to Willowdene, with colleagues volunteering at the site as part of their community support days.

The volunteering activities include a variety of tasks, such as landscaping and outdoor maintenance, painting, decorating and assisting with livestock duties. We always look for opportunities in which we can help within our community.

“ I am delighted that Aico is supporting Willowdene. Aico’s support will make a significant difference to students accessing our service, many of whom live in our county. The majority of students face multiple issues in life including substance misuse, domestic abuse, unemployment, mental health challenges and restricted education. We are pleased to be providing life changing interventions through the support generously offered by Aico.”

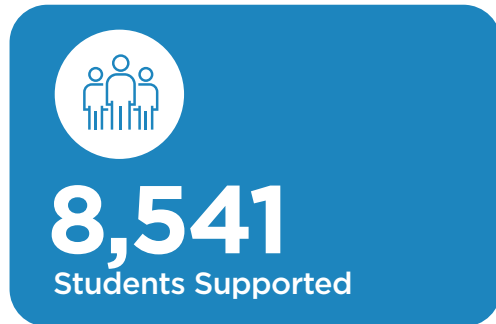
Dr Matt Home, Director - Willowdene Rehabilitation





AICO CSR FACTS & FIGURES

since 2018



*Figures as of March 2022

Building sustainable futures for our communities

As the European market leader in home life safety, we strive to deliver safer homes through engaging with our communities to educate and promote best practice. Our Corporate Social Responsibility programme enables us to do just this. **Aico in the Community** was developed to provide support to both local and national educational and charitable organisations, focusing on core areas; **Education, Business Enterprise, Charity, Volunteering** and **Sustainability**.

If you would like to know more about **Aico in the Community**, please get in touch with our Community Liaisons: **community@aico.co.uk**





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AICO VALUES

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TRUST

Be **Respectful, Genuine**
Reliable, Open and **Honest**
 Always show **Integrity**



PASSION

Be **Enthusiastic, Innovative, Driven**
 Always **Embrace Change**
 and take **Pride**



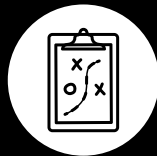
SHARE GENIUS

By **Collaborating** and **Sharing Knowledge**
 Being **Open Minded**
Learning from Mistakes
Speaking Up when you need help



TEAMWORK

Through **Supporting Each Other**
Communicating, Embracing **Equality**
 Having a **Positive Attitude**
 Being **Respectful** and **Kind**



ACCOUNTABILITY

Through **Taking Responsibility**
Delivering on Promises, Leading by
Example, Being **Accurate**, Providing **Quality**
Services, Being **Focused on Results**



SAFER COMMUNITIES

By **Making a Difference**, Sharing **Best**
Practice, **Saving Lives** by **Educating**
 people and Creating **Sustainability**

TEAM BUILDING

Author Patrick Lencioni's book, 'The Five Dysfunctions of a Team: A Leadership Fable' acted as the framework for Aico's team development programme.

The five behaviours Lencioni identifies are Trust, Conflict, Commitment, Accountability and Results. When teams work with these

behaviours in mind, they are able to operate as efficiently and effectively as possible.

The programme is ongoing, with each team within the business participating in seven team development days and two full company team development days over the past four years.

The Five Behaviours of a Cohesive Team Model



TRUST

“ Trust is essential in creating a successful team. Trust requires individuals to be vulnerable with one another and is the core in building relationships.”

Andrew Speake - National Technical Manager



TEAM BUILDING

“ Working through each level of the Lencioni Pyramid has been challenging and still can be at times but this is part of becoming a stronger team. It is vital for us to work on all the behaviours of the model to provide the best marketing material we can for our customers.”

Louise Cowling - Marketing Executive



ACCOUNTABILITY

“ Team Building has helped us understand not only the importance of accountability, but creating an environment where it is encouraged. This was done through assessing our values as a group, then what it meant when we apply them.”

Samuel Marston - Product Development Executive



CONFLICT

“ Open conflict is positive, as all voices are heard which helps resolve conflict that is unresolved, by having open, honest discussions and sharing different ideas.”

Matty Hodgetts - Warehouse Operative

TRAINING & DEVELOPMENT

“ Our Team Development Programme helps construct a framework, upon which our organisational growth can be built. We lay the foundations of knowledge and give our colleagues the tools required to build a healthy culture of effective teamwork, collaboration, innovation, and accountability.”

Lee Duffy - Operations and Learning & Development Manager

COMMITMENT

“ It is refreshing to see such a high level of engagement in my colleagues. There is a real sense of commitment running through each department ensuring that, whatever our job role, we are all striving to improve together.”

Alex Parker - National Account Manager



RESULTS

“ To focus on results as a team can be a challenge. Through our sessions we have learnt that if we challenge ourselves, each other, be open, honest and not afraid to expect the best from our colleagues, the results should speak for themselves.”

Ian Watman - Finance Manager



VISION

The leader in home life safety, promoting best practice, engaging with our communities and delivering safer homes.



All the teams within Aico have been involved in team building from the management team right through to the warehouse. What I have seen is an energised group of people who understand each other more, who have got to know each other more and therefore are working better together and have an understanding of how each other works. People are everything we are about, first and foremost the company is built on people. We can have exceptional product, service, quality and innovation but it all comes down to people.”

Neal Hooper, Managing Director



9

PARTNERSHIP & COLLABORATIONS

PARTNERSHIP & COLLABORATIONS

In any industry it is important to build partnerships and work collaboratively. Aico have worked with many organisations, housing associations, councils, industry bodies and contractors, to gain feedback on products, produce campaigns and case studies to show best practice across the fire industry.



Collaborated with...



THE STANDARDS HAVE CHANGED

Aico and SELECT are working in partnership to provide information on the new standards in Scotland.

This resulted in the launch of an essential guide to help inform and educate the public on the new regulations about Smoke, Fire and Carbon Monoxide (CO) alarms.

Under the new regulations, every home in Scotland must now meet the 'Tolerable Standard' by having Smoke alarms in every circulation space, Smoke alarms in the rooms most frequently used, a Heat alarm in the kitchen and a Carbon Monoxide alarm where there is a fuel burning appliance or flue. All Fire alarms must be interlinked to form an effective warning system.

To help compliance with the new ruling, Aico and SELECT produced a comprehensive step-by-step guide detailing exactly what is required in all properties including Social Housing, Private Rented Properties and Domestic Dwellings.

Dave Forrester, Head of Technical Services at SELECT, said:

“ It is vital to raise awareness about exactly what needs to be done. This new support tool is designed to give an easy-to-follow overview of the changes, helping people across Scotland understand what they have to do and why.”



Aico welcomes this increase in Fire and CO protection across all homes in Scotland as we are committed to improving Fire and CO safety within the home. CEBR research highlights a 40% reduction in fatalities since Tolerable Standard was introduced.

If you would like a copy of this, please visit our Guides and Publications page here:





Barnet Homes currently has over 3,000 homes connected to the Aico | HomeLINK IoT platform accounting for 20% of their total stock. The technology has demonstrably saved people’s lives and generated net savings; a comprehensive business case identified cashable savings of £8.9m. Savings areas include:

Increased asset lifetime

The industry average time an alarm spends on the ceiling is estimated to be 6-8 years. This is short of the 10-year recommendations given by most reputable manufacturers because installers and asset managers err on the side of caution to decrease the risk that alarms go out of date. While this approach improves compliance, it can be more financially and environmentally costly. The Aico | HomeLINK platform provides transparency about average alarm replacement age and alarms that are out of date; reducing non-compliance risk whilst enabling a data-led, strategic approach to replacements.

Reducing visits

Physical annual smoke and Carbon Monoxide alarm tests are often no longer required. While most of these checks were completed concurrently as part of gas servicing, there is still a cost associated with them.

Improving safety and compliance

Savings areas include improved and more efficient compliance reporting, reduced risk of fines, reduced legal expenses, less and more efficient repairs/callouts, and lower probability of reputational costs associated with accidents resulting in near misses, injury, or death.

The business case is both conservative and strong, but the primary motivator for Barnet Homes is the potential to improve the safety and healthiness of their residents’ homes. For example, Barnet have already identified three homes that had low levels of Carbon Monoxide and one home that had high levels. In all cases, Barnet Homes sent an engineer immediately to rectify the problems ranging from a faulty cooker to an unclean cooker. From a compliance perspective, these are very different scenarios, but the net result is the same for the resident: at best rapidly deteriorating physical and mental health; at worst, death.

Gavin Bass, Senior Compliance Manager of Barnet Homes comments:

“ We can see a huge amount of value in the environmental sensors. From improving resident health and wellbeing to ensuring we are compliant with things that are very difficult and expensive to measure such as damp and mould locations and causes. It is clear from the Ombudsman’s report that Landlords are expected to take a proactive approach to solve these problems, non-compliance will no longer be tolerated, and disrepair legal claims are likely to increase.”





We have worked with Cobalt Housing and Repairs and Maintenance contractor, HMS, to incorporate innovative technology into 96 homes within Cobalt's neighbourhoods.

Designed to help manage housing stock more intelligently, HomeLINK Environmental Sensors monitor a range of data, such as temperature, CO₂ and humidity levels in properties to create and maintain safer, healthier and more eco-friendly homes and communities.

Being fitted into nearly 100 of Cobalt's 6,000 homes by HMS' team of qualified electrical engineers, HomeLINK technology will help social landlords monitor properties and keep customers safe by identifying any issues, such as indoor air quality, mould and draught risk, dust mite allergy risk and excess cold/heat.

Residents will also have access to a personalised app, enabling them to monitor levels within their home, and access advice they are doing all they can to keep their home working at optimum performance.



Discussing the pilot scheme, Maintenance Director, Alison Brown, said:

“As a safety-first organisation, and one with ambitious green targets of our own, this pilot was one that appealed to us on multiple levels. It's great to partner with such forward-thinking organisations to install technology that will truly help Cobalt and their customers to life in a safer, more environmentally friendly way.”

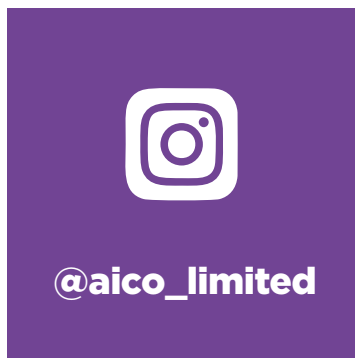
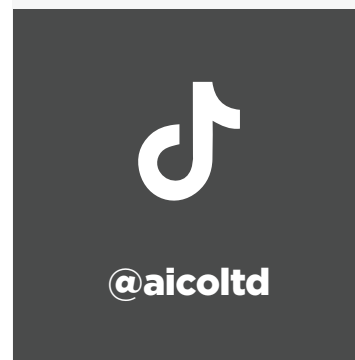


10

RAISING AWARENESS

AICO CAMPAIGNS

Aico combines commercial and social marketing techniques to increase reach and interaction for campaigns. Aico have a culture of working together as a team to spread the message far and wide. This, combined with a collaborative focus with partner agencies and industry bodies has provided a successful approach.



#AlarmsSaveLives

Our 'Alarms Save Lives' campaign seeks to encourage people to regularly test their Fire and Carbon Monoxide (CO) alarms.

A short, attention catching video is at the heart of the campaign which has been shared across social media platforms including LinkedIn, Twitter, Facebook and Instagram.

The one thing that it is vital to do with an alarm is to regularly test it to make sure it's working. A simple press of the test button on the alarm will inform you instantly and could save lives.

Neal Hooper, Managing Director of Aico, comments on the '#AlarmsSaveLives' campaign:

"We produce quality Smoke and Carbon Monoxide Alarms, but no matter what brand of alarm you have it's important to test them. '#AlarmsSaveLives' is an easy to remember phrase and the upbeat, concise video really drives the message home: test your alarms regularly to ensure all components of the alarm are working."



Councillor Phillip O'Dell, Harrow Council's Cabinet Member for Housing is supporting the campaign and said:

"It's the most important button in the house - press it regularly for peace of mind... it's a message we reinforce for our tenants all the time, and why we're fully behind Aico's campaign to encourage regular smoke detector testing. Thanks to our partnership with them, we're now offering our most vulnerable tenants even more peace of mind, in the form of a combined Smoke and Heat alarm and a combined Heat and Carbon Monoxide detector."

“ We have been working closely with Aico for many years, investing and improving fire safety for residents and properties alike. As a social housing provider, occupancy profiles mean training is always an on-going issue, as the weak link to any system is often the human element; therefore, reminders and re-educating is an ever constant. This is an excellent example of a simple idea being developed and improved when shared. A real positive when like-minded companies' philosophy is to strive for improvement.”



Peter Marr - Senior Electrical Officer
Sheffield City Council



GAS SAFETY WEEK

Aico supported Gas Safety Week, as part of their ongoing commitment to raising awareness of gas safety.

Pledging support for Gas Safety Week, Aico went on tour as part of the 'Why Would You Risk It?' campaign, as a week-long initiative to coincide with Gas Safety Week. Aico colleagues along with Aico's mobile demonstration unit visited five different locations within the UK, with the aim of raising awareness of Carbon Monoxide to the general public.

Steven Mwangi from Luton commented:

"It is great Aico are supporting Gas Safety Week, raising awareness in the community and showing how important it is to fit a Carbon Monoxide alarm within a property."



Aico launched the **'Why Would You Risk It?'** campaign to highlight the risks associated with Carbon Monoxide, whilst providing information about how to stay safe. Carbon Monoxide is otherwise known as the silent killer, this is because you cannot see, smell or taste it and it can kill very quickly. Many people do not know the symptoms of Carbon Monoxide poisoning, as they are similar to flu. Each year 4,000 people are treated at A&E due to Carbon Monoxide poisoning.

Aico have produced several educational materials to support the campaign such as a pocket-sized guide to Carbon Monoxide Awareness and three short animated infographics. Neal Hooper, Managing Director of Aico comments:

"We are proud to be supporting Gas Safety Week raising the profile and awareness of gas safety. Aico are dedicated to providing high quality products to create safer communities and education is key to this mission."



Do you know the symptoms of Carbon Monoxide poisoning?
Did you know Carbon Monoxide can kill quickly without warning?

Learn more here

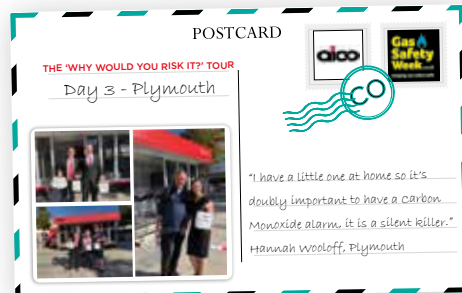
As part of the campaign Aico teamed up with CORGI Technical Services, Association of Safety & Compliance Professionals and Newport City Homes to create an educational film highlighting the symptoms of Carbon Monoxide, the importance of maintaining gas appliances and fitting a Carbon Monoxide alarm and highlight the work of gas safe engineers.



“ It is very rewarding working in collaboration with Aico to raise industry standards to ensure people are safe in their homes. Aico are at the forefront with new fire safety technology and this is something NCH are keen to embrace with intelligent products that provide detailed information such as the Aico CO detector that provides critical information which can be downloaded using an App on your phone.”

Andrew Lloyd - Energy & Compliance Manager, Newport City Homes

Social media posts from the Gas Safety Week Tour



UNLOCK NET ZERO



Aico are proud to be a partner of Unlock Net Zero, a knowledge hub focusing on the practical reality of the transition to a net zero future.

Unlock Net Zero seeks to inform, educate, and connect people and organisations involved in adopting a net zero approach, identifying the technologies, infrastructure and behaviour change required.

We are supporting Unlock Net Zero through our participation in educational and thought-provoking webinars and panel discussions, such as The role of data in transitioning to Net Zero.

To find out more about Unlock Net Zero, please visit the website.



Building the foundations of net zero... together

Find out more:
www.unlocknetzero.co.uk

Join the conversation:
[#unlocknetzero](https://twitter.com/unlocknetzero)

Founding partners:



SCOTTISH LEGISLATION TOUR

We have taken our Mobile Training and Demonstration Units on tour, visiting Scottish cities to raise awareness of the legislation change surrounding Fire and Carbon Monoxide alarms.



As part of the tour we visited Glasgow, Edinburgh, Dundee and Aberdeen. In every city, there were high levels of interest from members of the public - with our banners and flyers mirroring our adverts on the TV, billboards, buses and in railway stations across the nation.

With the new legislation coming into effect in February 2022, we were eager to engage with our communities, helping them to keep their homes safe, protected and compliant. Our Regional Specification Managers answered the public's questions, providing support and information to landlords, residents and homeowners alike.



RESIDENT SAFETY CAMPAIGN

Aico has partnered with Inside Housing, the weekly magazine for the UK Social Housing sector, to launch the Resident Safety Campaign.

The campaign aims to promote best practice in resident safety and to enable registered social landlords to provide widespread safe places to live. It is intended to increase awareness of a good strategy and provide advice that addresses the need for safety regarding Carbon Monoxide; issues surrounding property access; and safety in supported living environments.

Part of this ongoing campaign involves an annual competition, inviting Housing Associations who have run safety campaigns to share how they successfully engaged residents on a variety of safety issues with measured success.

Please visit our website for more information.



INSIDEHOUSING
**RESIDENT
SAFETY
CAMPAIGN**

powered by **aico**[®]

#SaferHomes4All



#SaferHomes4All

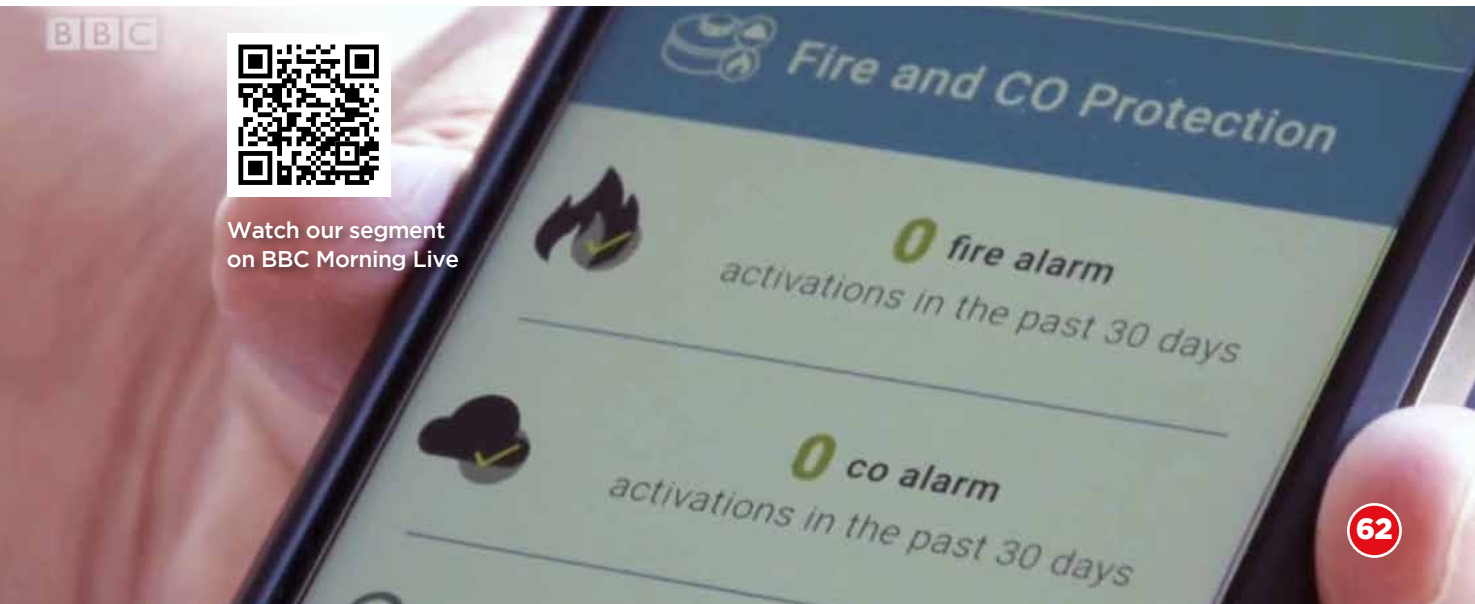
**JOIN THE CAMPAIGN TO IMPROVE
RESIDENT SAFETY AND PROMOTE BEST
PRACTICE ACROSS THE HOUSING SECTOR**

SAFETY FIRST AICO FIRST

Recently, we began our Business to Consumer marketing campaign, to raise awareness of our home life safety products and their importance, directly to end users.

The campaign has included an array of different advertising types, from TV and Radio to social media advertising and promotion at televised sports matches.

We launched the campaign in line with our brand-new website, which has an area dedicated to homeowners, where the information provided is clear and simple; informing homeowners of the correct home life safety products they need in their home for effective protection against Fire and Carbon Monoxide.



BBC



Watch our segment on BBC Morning Live



**Thank you and here's
to the future...**



Education, Quality, Service & Innovation

Aico Ltd

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2021/2022



an  Company