



---

 **HeathBrook<sup>®</sup>**  
**AIRPORT-SPECIFIC SERVICES  
& THE HEATHBROOK VISION**

---

**Get ready for work.**

# THE UK'S AIRPORT SUPPLIER OF CHOICE



## HEATHROW HISTORY & AIRCRAFT HERITAGE

From a company whose first transactions were conducted under the flight path of Heathrow Airport, whose name incorporates Heathrow and Colnbrook, we have aircraft piloting in our heritage...



## 20+ YEARS OF AIRPORT SUPPLY...

We have 20 years of experience supporting the airport sector in the UK and internationally, some of our current customers include:

BRITISH AIRWAYS

TUI

MENZIES  
AVIATION

onata

Edinburgh Airport  
*Where Scotland meets the world*

YOUR  
LONDON  
AIRPORT  
*Gatwick*

Harrods  
AVIATION

London Luton Airport

MAG

UP  
& AWAY

Signature  
FLIGHT SUPPORT

WFS  
Worldwide Flight Services

Heathrow  
*Making every journey better*

LONDON  
OXFORD  
AIRPORT

DHL

Liverpool John  
Lennon Airport

swissport

Newcastle International  
Your Airport

alpha LSG

CLECE  
Care Services

Humberside  
airport

Birmingham  
Airport

*lots of airports  
included!*

...AND WE'RE NOT STOPPING THERE!

WE HAVE A **GOAL** TO BECOME...



**THE SINGLE LARGEST SUPPLIER**  
OF UNIFORM, PPE AND ASSOCIATED PRODUCTS  
TO **UK AIRPORTS** ✈️



BY THE END OF  
**2023**

# THE HEATHBROOK VISION

We have a goal to be the **single largest supplier of Uniform, PPE and associated products to UK Airports by the end of 2023** and we have developed, enhanced and added to our existing services to make this vision a reality.

We have always offered our very largest customers (those spending in excess of £250,000 per annum) extra services to support their operational challenges. Now, as part of our 2023 Airport Strategy, we have committed extra resource to our Airport team and are making these value-add services available to you!

We're quantified **5 premium service options** that are contract-dependent. These are expanded upon over the following pages:



## SMART HORIZONS

Our Sustainable Procurement Support Programme



## ENGAGE

Our Customer Employee Experience



## HB INNOVATIONS

Bringing New Ideas and Solutions



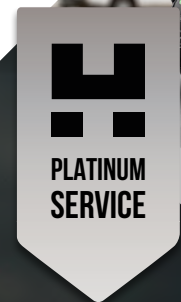
## PLATINUM SERVICE DESK

Dedicated Account Support with an Expanded Remit



## SMART BOX

Our Bespoke Logistics Solution



# SMARTHORIZONS

## OUR SUSTAINABLE PROCUREMENT SUPPORT PROGRAMME

All of our airport & aviation customers are telling us the same thing, they need a partner that can support their journey to a more sustainable future

SmartHorizons is a programme we offer to a limited number of customers and includes the core functions below. To deliver the added value, a high level of commitment from the customer organisation is essential, we do not automatically enrol customers into this service. We would be glad to discuss this in more detail with you



### PRODUCT & SERVICE UPGRADE PROGRAMME

This is a structured programme to support your transition to more sustainable Uniform & PPE, services used and general working practise.

We will lead you and your teams through the analysis of current usage, identify opportunities to improve and then source, trial, introduce & promote more sustainable options.



### SUPPLY CHAIN SUPPORT

We will set up and maintain an online register of all products used so you can access information critical to your supply chain management.

This will include:

- Country of Origin
- Product & Factory Certification
- External Audit Reports
- Etc



### CSR SUPPORT

We will proactively support activities such as applying for environmental awards, setting up secure uniform recycling schemes, public engagement events and even supporting your chosen charities.

- **Example:** Two of our customers recently achieved the **Green Apple Award** with our support!



## SMARTHORIZONS

*in action*

### UNIFORM RECYCLING

We can offer a fully audited collection and secure shredding/recycling service for end-of-life uniform.

This can also include a regular Environmental Impact Statement by site, delivering real, meaningful results.

Closed loop recycling is possible with certain garments, and this is being actively developed.



# ENGAGE

## OUR CUSTOMER EMPLOYEE EXPERIENCE

Staff retention is a challenge.

While we can't fix everything, our **ENGAGE** programme supports your efforts by making Uniform and PPE a fun experience.



### HOW IT WORKS

**ENGAGE** is a series of low, or no-cost initiatives we develop with your team to make workwear & PPE a good experience.

Examples could be a welcome gift inserted by HeathBrook in a new starter's uniform pack, or an employee competition sponsored by HeathBrook with a fur-lined hoodie for the prize!

We can also support team workshops with PPE training by experts, customers tell us these have been some of the best employee engagement experiences they have had!



Staff can scan a QR code in their uniform pack and give feedback ....



...for the chance to win an Amazon voucher or chocolates!



If they share a photo of themselves and colleagues wearing uniform or using PPE, we will enter them into a monthly prize draw with at least one win guaranteed each month for your Airport!

*Example of one of our employee ENGAGE programmes – available on signing up.*

# HB INNOVATIONS

## BRINGING NEW IDEAS AND SOLUTIONS

Our focus and activities are all about Airports & Aviation. This exposes our team to the latest products and services out there and we proactively share this with our strategic customers via a monthly publication and at our account review meetings



### PRODUCT TECHNOLOGY

With new advances in technology, workwear is continually evolving to improve comfort, safety and convenience for the end user. Here's a few of the latest technologies:

- TouchScreen Gloves
- Heated Jackets
- RFID Protective Pockets
- MetGuard Footwear (using Poron XRD)
- Photoluminescent Footwear
- Headphone Communication Systems
- Compostable Disposable Gloves



### PRODUCT INNOVATIONS

Challenging industry norms, many innovations aren't reliant on tech but offer a solution to a previous lack or problem. Some recent examples include:

- High-Vis Ranges designed for Women, including Modesty and Maternity wear
- Compostable Disposable Gloves
- Tablet & Mobile Pockets
- Colour Coded Safety Gloves
- High-Vis Jogger Trousers
- Snood Sweatshirts



### HB INNOVATIONS *in action*

#### SONIS® COMMS FOR AIRPORTS

Sonis® Comms is a new-to-market, revolutionary product that could shave minutes off turn around or other time critical procedures at airports.

Delivering high-performance hearing protection and cutting-edge communication technology, the headsets are packed with features and connectivity.



# PLATINUM SERVICE DESK

## DEDICATED ACCOUNT SUPPORT WITH AN EXPANDED REMIT

We have a reputation for quick, attentive customer service but we've recently introduced our new platinum service. This gives our most valued customers additional service guarantees and exclusive product access.



### TIMESCALE GUARANTEES

Below are the timescale guarantees within our standard working hours, which you will receive as part of our platinum service.

- Inbound Inquiries responded to in 30 mins
- Updates to Online Ordering Portal Data within 2 hours
- Out of stock/Delay notification within 24 hours



### FULL SERVICE REPORTING

As well as our standard reporting service, you will receive a full report pack including:

- Service KPI Report
- Outstanding Order Report
- Extended Spend Report by Product, Department and Employee



### EXCLUSIVE PRODUCT BASKET

Struggling to source a one-off requirements outside of the norm or looking to consolidate your supplier base?

Customers who have access to our Platinum Service Desk can now request support from our experienced team to find obscure products and also add regular non-uniform requirements to their basket.

We are supplying products such as paper products, janitorials, catering supplies and other workplace related items.

### PLATINUM SERVICE

*in action*



As part of our platinum service, we offer a fully bespoke uniform guide for to accompany the uniform roll-out. This includes visual how-to-wear guides, care instructions, sizing charts, and information on the garments themselves.



# SMARTBOX

## OUR BESPOKE LOGISTICS SOLUTION

We are offering our Airport customers a bespoke delivery service to meet their operational and site needs.



SmartBox is a deliberate collaboration between your people, your account manager and the operations team at HeathBrook to engineer a bespoke delivery service. Specific features may include using alternative couriers for your deliveries, or providing on-site support to set up the What3Words precise mapping function now available through DPD. It might involve consolidating orders into weekly deliveries to help meet cost and environmental objectives. It could even involve taking advantage of a dedicated vehicle and driver service that we are offering across a growing geographical area.

The whole aim is to overcome the challenges inherent to delivering to airports and making sure this is done in the most sustainable and effective way.

### SMARTBOX *in action*

#### WHAT3WORDS

DPD recent collaboration with what3words, is welcome news for many customers... with no more hunting for deliveries next door, or the other side of the airport!

How it works:

- You find your exact delivery location on what3words, and save this to your DPD account
- Once set up the DPD driver can only scan your parcel within the designated 3m square
- Find out more info [here](#)



### SMARTBOX *in action*

#### DEDICATED VEHICLE & DRIVER

We realise that delivering to airports presents unique challenges. Enjoy our delivery solution that takes the hassle out of this process.

- Bespoke weekly delivery service
- Can include a dedicated driver who knows your requirements /delivery points
- Deliveries can combine with returns collections
- Weekly collections can also be combined with garment recycling collections



# FOOTWEAR FEATURES

## INNOVATION FOR MAXIMUM PERFORMANCE

### NON-METALLIC ANTI-PERFORATION TECHNICAL TEXTILE LAYER

For lightweight, flexibility and maximum safety against penetration

### DUAL DENSITY SOLE SYSTEM

For lightweight, flexibility, shock absorption and durability

It consists of two main elements:

FOAMAX and DURAMAX

FOAMAX + DURAMAX = COMFORT + DURABILITY

### ADVANCED LINING MATERIALS

For optimum moisture management and comfort

### COOLING INSOLE

PU & Textile Combination for optimum moisture, management, comfort and support

### FIBREGLASS PROTECTIVE TOE CAP

Made of real composite with reinforced fibreglass and special resin for maximum safety and minimum weight. Large fitting for maximum toe area.

### CLASS S3

Toe Cap 200 J / N 15000 Nail protection 1100 N, antistatic properties, shock absorption in the heel area, closed heel, oil resistant friction soles, patterned sole, water-resistant for a minimum of 60 minutes.



# COMFORT & COMPATIBILITY

## DESIGNED FOR EXTREME COMFORT AND INTUITIVE OPERATION

### COMPATIBILITY

Sonis® Comms Mounted are tested and certified for use with EVO® helmets, and fully compatible with EVOGuard® visor systems for complete above-the-neck protection.

### LEVEL DEPENDENT

Level-dependent attenuation amplifies safe sounds, such as speech and warning signals, and attenuates high noise to produce a sound output level of 82 dB at the ear.

### HYGIENE

Earcups, cushions, headband and adaptors are easy to wipe clean. Hygiene kits enable users to replace cushions and foam inserts using a simple click to fit system.



### ADJUSTABLE FIT

The earcups can be pivoted and adjusted to obtain the perfect fit. Stainless steel arms provide even distribution of pressure for a secure fit and high levels of protection.



### COMFORT

The force exerted by the headband and pivot arms works together with the cushion surface area, providing the optimum pressure for comfort throughout extended use.

### ERGONOMIC DESIGN

Headsets are reversible with large ergonomic buttons. Wear in either orientation for easy left- or right-handed operation, overcoming problems with limited dexterity.



### INSTRUCTIONAL VIDEOS

Comprehensive videos can be found by visiting the JSP YouTube page or by scanning the QR code:  
<https://jpsafety.info/Sonis-Comms>

### BOOM MICROPHONE & VOICE DETECTION

The lightweight boom microphone detects and isolates speech for clear, hands-free communication. To mute, simply move the mic to the upright position.

Voice activation engine allows the user to control the headset by saying 'Hey Sonis' followed by an instruction for easy hands-free operation.

# AIRPORT EXAMPLE IN ACTION: LIVE COMMUNICATION LINK THROUGHOUT TURN AROUND

Sonis® Comms embedded team communication creates an autonomous, private network, enabling up to 15 team members stay connected across large sites with no WIFI or mobile internet.



## DMC@ TECHNOLOGY

Sonis® Comms uses DMC@ (Dynamic Mesh Communication) technology powered by Cardo to establish a wireless mesh intercom system. The dynamic and self-healing network enables teams to move around freely, and allows team members to leave and re-join the network without interrupting the group connection.



**3KM\*  
MAX  
RANGE  
FOR  
MESHED  
GROUPS**

\*More users = larger range



## 100% AUTONOMOUS NETWORK

Autonomous intercom system enables effective team communication in remote locations with no internet or mobile phone coverage.



## FULL DUPLEX COMMUNICATION

Full duplex system allows all users to speak without waiting for transmissions to end, making sure no messages are lost or cut off.



## STRENGTH IN NUMBERS

Each Sonis® Comms headset emits a signal, acting as a mini base station, to strengthen group connection with every member added.



## MEDIUM-RANGE CONNECTIVITY

Teams can communicate at a range of up to 3km. Users can travel up to 800m from another headset and maintain connection.\*



## OUT OF RANGE NOTIFICATION

Sonis® Comms notifies the user when connection to the group network is lost and reconnects automatically once back in range.



## EMERGENCY ALERTS

Emergency alerts enable users to contact teammates for assistance hands-free from Sonis® Comms headsets.



## MULTI-CHANNEL COMMS

Groups can use separate channels, enabling multiple teams to work and communicate independently in the same location.



## SELF HEARING

Audio feedback allows the user to hear their own speech over background noise, for confidence in voice communications.



## CELLULAR EXTENSION

With the cellular extension feature, two remote groups can connect to a shared network, creating an intercom system for up to 30 users.

\*Range may be affected by local legislation, terrain, structures, physical obstacles and number of units connected to the network.



## GET IN TOUCH

**ROY JACKSON**

**T: 0118 931 3200**

**M: 07848 460 117**

**E: [ROY@HBCW.CO.UK](mailto:ROY@HBCW.CO.UK)**

**LI: [ROY JACKSON](#)**

**FOR MORE DETAILS VISIT**

**[WWW.HBCW.CO.UK](http://WWW.HBCW.CO.UK)**

**Get ready for work.**