

The Monitor

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Editor: Alison Kettle

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Burning issues



Michelle Agius

Michelle Agius
Sales Director

Welcome to the Autumn issue of The Monitor.
What a summer it's been!

The Beijing Olympics once again demonstrated what can be achieved if you aim to be the best. Here at Apollo, we continue our quest to be the 'gold' standard fire solutions partner of choice. We've created a new position within the company dedicated to setting and maintaining the highest levels of quality throughout our business. You can learn more about our plans and what it will mean for you, our customers, in the interview with new Head of Quality Louise Laing on page 6.

Still on the sporting theme, we must congratulate our 'local' football team, Portsmouth FC, who will be playing in the European Cup this year. Apollo has strengthened its ties with the Club through a new sponsorship deal, which will raise the company's profile at home and abroad. Turn to page 7 for the full story.

Summer also saw The Monitor visiting one of the more unusual applications that Apollo has been involved in. The Dinorwig power station, our cover story this month (see opposite), lies inside a mountain in Wales - certainly a unique working environment!

Our centre spread features some of the other places you will find Apollo providing protection, whether you are at work, rest or play.

Looking forward, we have a busy exhibition season ahead of us. We will have attended three major events - Security Essen, Firex North and China Fire - during October alone. Do come and join us if you can: details are listed on our website and in the Diary section on the back cover.

In Brief

SIGN UP FOR EXTRANET

Apollo is improving its service to partners by introducing an exclusive extranet facility. This special log-in area will give partners access to information that is not available via the main website, and will be updated and expanded regularly. To receive your personal log-in details, contact website@apollo-fire.co.uk or talk to your regional sales manager.

HEAD OF QUALITY

Louise Laing has joined Apollo as Head of Quality - a newly created position with responsibility for the development and implementation of a Quality Management System (QMS) that ensures excellence throughout the company's business processes, products and services. Louise, who has an MA in Business Management and is a member of the Chartered Institute of Quality, brings 17 years experience in quality management to the position. See page 6 for The Big Interview with Louise.

NEW FACES AT APOLLO

There are two changes to our Sales Office, as Katie Lucas joins the team and Dawn Drury heads off on maternity leave. We also have a new Technical Sales Engineer in Mark Stephens, who joins Apollo from Hi-Tek Power.





Electric mountain

It isn't every day you need to specify a fire detection system for an industrial complex inside a mountain - but that was the challenge facing International Power, owners of Dinorwig Power Station.

Deep inside Elidir Mountain (near Snowdonia National Park, North Wales) is Dinorwig hydro electric power station. Built in 1984, it offers one of the fastest response times of any power facility in the world, generating 1,728MW from standstill in just 90 seconds.

Virtually all the critical plant at Dinorwig is situated underground. Some of the main areas requiring fire protection are also on a massive scale: the machine hall, for example, is 180 metres long, 23 metres wide and 51 metres high.

International Power developed a specification that would:

- deliver a networked fire detection system to cover overground and underground areas of the power station sited several kilometres apart;
- be based on an open protocol;
- include aspirating fire detection.

Working in partnership with Apollo, Kentec Electronics Limited was able to demonstrate that a fire detection system based on Apollo's open digital protocol would fulfil International Power's unique requirements.

System specification

The new Dinorwig fire detection system is based around 12 Kentec Syncro analogue addressable control panels - eight of which are installed underground. Three graphic panels based on Kentec's GUIDE system provide a single point of co-ordination for all alarms and are positioned in the pressurised main control room underground, the administrative offices, and at the main gatehouse.

More than 1500 Apollo XP95® fire detectors and ancillary devices are incorporated in the new fire system. Optical smoke detectors are used in the main areas and approach tunnels, with heat

detectors protecting rest rooms and kitchens. In excess of 450 addressable sounders and sounder beacons alert staff to an emergency and around 250 manual call points enable employees to raise an alarm.

An aspirating system has been fitted in the main cavern so that air turbulence will not affect the system's ability to detect fire.

Andrew Taylor of International Power comments: "We were able to use standard fire detectors from Apollo's range to achieve the reliability levels we required in our subterranean environment. This helped to control costs and timescales on the project.

"The inclusion of aspirating fire detection could have been an issue, but the choice of an open digital protocol, plus the existence of an Apollo interface to link this in, avoided any compatibility problems."



Apollo fire detection devices
wherever they are in the world

Apollo all rest and p

BANKING ON APOLLO

Dinorwig Power Station, our cover story this issue, is one of the more unusual environments that Apollo protects. However, Apollo devices can be found in all sorts of workplaces: from office buildings and schools to oil refineries and passenger ferries.

The Bank of Communications Credit Card Centre (pictured far right) in Shanghai, China, is one of the latest projects to specify Apollo. Covering over 22,300 square metres and housing over 4,000 employees, the building acts as the global data centre for the Bank of Communications' credit card customers worldwide.

“Due to the highly sensitive nature of the stored data, the safety and integrity of the building's infrastructure is absolutely essential,” commented Mike Lam, Apollo's Director of Marketing in China. “There were two reasons why our products were selected for this prestigious project - Apollo's reputation for excellence and its long-established presence in China.”

The current installation comprises 450 Apollo XP95® devices and is the first phase of an ongoing expansion of the Credit Card Centre. Phase two, which is currently under construction and for which Apollo will also be providing the fire detection equipment, will cover an additional 20,000 square metres and house nearly 4,000 additional employees.

SLEEP TIGHT

Reliable early warning of fire can be a key consideration when designing a fire detection system for sleeping accommodation. Apollo alarm and detection products provide protection in military barracks, student accommodation and hospitals around the world.

For example, almost 1,000 XP95 fire detectors are installed across 12 accommodation blocks at the Royal Military College, Sandhurst, with each building having its own control panel. Because the primary use is as sleeping accommodation, each bedroom is fitted with its own sounder which supplies a 75dB alarm at the bed head in the event of an emergency.



s protect people every hour of their lives -
world and whatever they are doing.

day at work, play



An Apollo Discovery® intelligent fire detection system has recently been installed by Multi Alarm Systems to protect Phoenix Court, a new luxury student village with 277 residents that forms part of Bristol's £500 million Cabot Circus retail and leisure redevelopment. Similar systems have been installed by Leader Systems at The Junxion and The Pavilions (pictured top left) student villages in Lincolnshire.

Hospitals benefiting from Apollo fire detection include the Mater Dei, Malta (featured in issue 35) and the Sheffield Hallamshire, UK, which has over 1,000 Apollo devices installed.

HOME & AWAY

People around the world are also perfectly safe when they are relaxing, thanks to Apollo. Cultural buildings such as Belfast's Ulster Hall (pictured left), Northern Ireland, or the Marianske Lazne Theatre in the Czech Republic are just two examples of leisure buildings with period interiors requiring sensitive installation of fire detection equipment. Both are protected using Apollo-based fire systems.

There's also a host of sporting venues featuring Apollo, including Portsmouth FC's Fratton Park. Tottenham Hotspur's White Hart Lane and Fulham FC's Craven Cottage have also received the Apollo treatment, thanks to Erif UK.



The Big Interview



The Monitor talks to Louise Laing, Head of Quality, about her new role.

Q: The Head of Quality is a new position - what does the role entail?

A: The role will involve identifying and responding to our customers' expectations. For example, we're setting up systems to capture customer comments more effectively, so these can be fed back and used to improve our services.

Q: Why was the role created?

A: Apollo has always understood that customer satisfaction is key to success. This becomes more important as the business grows and so the Head of Quality role has been created.

Q: What did you do before Apollo?

A: I worked at Searle Manufacturing in a variety of roles. Latterly, as Quality Manager, I put processes in place that put Searle ahead of its competitors in terms of customer service.

Q: What interested you in Apollo and the role?

A: Initially, Apollo approached me. They liked the way that Searle operated and wanted to adopt a similar approach. It's a great opportunity to apply what I know in a new environment.

Q: How will your work benefit Apollo's customers?

A: Our customers will continue to contact Apollo in the normal way when raising any feedback or technical issues, but in the unlikely event that any dissatisfaction arises during this process, then I will be the main point of contact. I will be establishing a customer survey to fully understand their needs.

Q: What do you hope to achieve?

A: I would like Apollo to have the best reputation for customer service in the industry.

XPander in India

Apollo has been working closely with long-term partner Nitin Fire Protection to introduce XPander®, its new wireless fire detection system, to the Indian market.

Apollo insists on customers undergoing mandatory training before they can purchase XPander, and with Nitin's help they have recently completed a series of courses for potential customers in India. Kim Williams, Apollo's Export Sales Manager for the region, explains: "Experience in installing hard-wired systems cannot be transferred seamlessly to the installation of wireless systems. For instance, the thoroughness of the site survey cannot be overemphasised when considering a wireless system."

XPander training includes an overview of the product range and how it works; how to conduct a radio survey and log the information; and how to comply with European and local standards. A site survey tool must also be purchased as part of a company's first XPander order to ensure integrity of fire system design and to help give designers confidence that the radio signals are communicating effectively. Trained customers are also issued with a technical advice note that guides them through the process of obtaining clearance from the relevant local authorities for the radio frequency involved.

Once the basic principles of the XPander range are understood, the devices are very easy to install as they connect to an XP95®-compatible control panel via an interface which is wired to the loop. No special adjustment or programming is required. Once connected, the XPander devices are recognised by the control panel simply as another detector connected to the system.





Apollo stands by Pompey

Apollo has signed a major sponsorship deal with Portsmouth Football Club, under which Fratton Park's 'away end' will be referred to as the Apollo Stand from the beginning of the new season.

Apollo is already the FA Cup winner's Official Fire Solutions Partner and the new stand sponsorship further strengthens the ties between the two organisations. Commenting on the deal, Michelle Agius, Sales Director for Apollo Fire Detectors, said: "By sponsoring the away stand, we not only have a presence in the local community, but also raise our national and international presence, thanks to Portsmouth FC's participation in Europe this year. The sponsorship also enables us to team up with the Club to support a number of local charitable causes."

Apollo's branding will appear across the front of the stand and at its turnstile entrances, as well as its

sponsorship of the stand being broadcast on the tannoy system. The new name will also be used on the ticketing pages of Portsmouth FC official website.

As part of their ongoing sponsorship of the Barclays Premier League team, Apollo recently invited John Utaka, Portsmouth FC striker, to the National Playday event in Havant, the annual celebration of children's right to play. Havant residents and local children took advantage of his presence to obtain autographs and photos.

Above: Apollo's Michelle Agius seals the deal with Paul Bell, Commercial Director at Portsmouth FC.

Footie fundraiser

Signed memorabilia donated by Apollo has raised almost £1000 for schools and sports clubs in the Havant area. Apollo donated the signed footballs, supplied as part of its sponsorship agreement with Pompey, to two schools and two football clubs near its UK headquarters so that they could be used as prizes at fund-raising events.



Right: the children from Widbrook United, who will benefit from the £300 their football raised in a raffle.

ReaderReplyCard

To receive further information on any of Apollo's products or services, please complete the coupon below:

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36 Brookside Road, Havant, Hampshire, PO9 1JR, UK.

Tel: +44 (0)23 9249 2412
Fax: +44 (0)23 9249 2754



Email: sales@apollo-fire.co.uk
Web: www.apollo-fire.co.uk

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Partner award

ADI-Gardiner, Apollo's No 1 UK customer for the third consecutive year, presented Apollo with an award in recognition of their successful strategic partnership over the last 20 years.

Michelle Agius, Sales Director at Apollo, comments: "We are delighted to receive this award. It reinforces our commitment to providing an unrivalled customer experience through partnership and customer support. I am sure we will continue in successful partnership with ADI-Gardiner for many years to come. I truly believe our future success is through strategic partnerships."



Apollo's Michelle Agius receives award from Peter Holmes, Product Manager at ADI-Gardiner.

Diary Dates

21-22 October - Firex North, Harrogate

28-31 October - China Fire, Beijing

4-7 November - Expoprotection, Paris

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