



# ProSolve News



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## Say Hello to ProSolve® Sales

The ProSolve family is always evolving, from colleagues who have been with the business for 20 years, to new recruits expanding our skilled workforce, each and every member helps make ProSolve what it is today.

In this edition of our corporate newsletter, we'd like to introduce you to our charming sales team. Working in an open plan environment, the team deliver a dynamic energy at HQ. Whether you're a current customer who requires a replenishment of stock, a new customer that's seeking a supplier who offers a consolidated range, or you simply want to know more about ProSolve, they are always on hand and ready to show you how we can transform your business and its profits.



# You Asked, We Delivered...

On September 1<sup>st</sup> 2021, we made the decision to rebrand our business to further reflect our core market offering, vision and company ethos.

**Blue Diamond STL's prominent construction consumables brand**, led this strategic move and we would rebrand the business to **ProSolve®**.

The rebranding strategy further positioned ProSolve as industry's 'go-to trusted partner', but it was also about much more. It reflected the strength, reliability, and expertise of our ProSolve family. Our colleagues are at the heart of everything we do, and our customers can rely on this remarkable team to deliver solutions in the best way we know how - seamlessly.

## So, What's Next?

Well, change doesn't happen overnight, and we want to deliver a truly excellent brand experience to our customers. As the frontier of the ProSolve brand, effective product packaging is integral for both us, and our customer's success in selling products to their merchant end users.

How the packaging has evolved:



Original



Updated



Today

With over 500+ products within the ProSolve range, it is a massive operation to update every line immediately due to existing stock. Therefore you may have seen the above variations on your shelves in recent months.

This is merely a transitional period, our procurement and marketing teams are working hard to update artwork ready for shipping of new stock to branches. Please, bear with us and trust the vision of ProSolve and how it can transform your business.

The company's new name brought with it a series of opportunities to improve our service offering:



A cleaner, more contemporary and visually pleasing logo



ProSolve's Doncaster, South Yorkshire HQ underwent a major renovation, creating a hub for customers and suppliers to visit and experience who ProSolve are and what we do.



Our Sapphire Shelving & Storage brand and products were incorporated under ProSolve, creating a more streamlined product portfolio, and providing customers with the opportunity to further consolidate their supply chain.



In 2022 we launched the new ProSolve website, incorporating tailored customer pricing, additional product resources such as technical documentation, improved search functionality and a hub for customers to utilise tools such as favourites / wishlist, quick ordering form and financial information.

# What Do We Mean By...

Well... to our customers and suppliers, it basically means ProSolve have you covered! Whether it is a product you require, supplier consolidation, a complete branch transformation, specialist advice and training or business support...via our **'ProSolve Experience'**, we've got you!



## How do we deliver on this promise?

|   |  |   |   |
|---|--|---|---|
|  <p><b>Our strong, industry-recognised brand</b></p> |  <p><b>Our ever-expansive product range</b></p> |  <p><b>Our strategic customer / supplier touchpoints</b></p> |  <p><b>And lastly, our agile, passionate, and professional ProSolve family</b></p> |
|---|--|---|---|

**You've heard the buzz, get in touch and discover how we can help transform your business and profits!**



# Safe Tools, Safe Workers

Every year people suffer life changing injuries after striking a live underground electricity cable. Involving a spectrum of different trades, it is the Construction sector that has been identified at extreme risk with four out of five reported incidents involving a worker.

**ProSolve's dedicated range of insulated tools and equipment are designed to mitigate the risk of electrocution via their non-conductive fabrication.**

## INSULATED SHOVELS

Intended for a variety of uses including digging out trenches, concrete mixing, working tarmac and cement, cable and pipe laying and moving ballast. Each insulated shovel is designed to prevent the passage of electricity when encountering an underground electricity cable, immediately increasing the safety of the worker.



## INSULATED ROAD & FENCE PINS

ProSolve Insulated Pins come in three variations, a fence pin with a metal spike (suitable for hard ground use), fence pin with a plastic spike (for use in soft ground), line pins and road pins. Each variant conforms to BS8020:2001, ensuring safe working practices when working on or in close proximity to live conductor cables.

Cables can run at any depth below surface level and carry voltages ranging from 230 volts (domestic voltage) and upwards. So, whether it's **road works, excavations, drilling and piling, demolition, site remediation** or **site investigations**, don't let you or a colleague be the next fatality, be mindful, be aware and be #ProActive in enforcing safety measures prior to penetrating the ground on a work site.

## QUARTERLY SPECIAL OFFER

To support our '**Safe Tools, Safe Workers**' theme, we are giving you 5% off when you order from our Insulated Tools and Equipment range. Simply enter code **LOYALTYQ1** and the discount will be applied at checkout.

# 5% OFF

T&C: Valid for first and single order only. Offer valid from 20<sup>th</sup> June - 20<sup>th</sup> August 2023. Applies to online orders only.



## ProSolve® Go Greener

As our company grows, our commitment to minimising how our operations negatively affects the environment advances. Maintaining the ISO 140001 accreditation and identifying ways we can improve remains paramount to our culture.

ProSolve HQ recently underwent an **expansion of its solar panel system**, increasing the power supply from 10kW to 73kW, providing power for the whole building, including the dedicated electrical car charging points located at the front of the premises.

In addition, we have further enhanced our **recyclable packaging** on a range of primary products such as Ratchet Straps and Tapes.



**A responsibility to the wider world is a core value of ProSolve®**

and we want to be sure that we're doing good for the world around us and improving the environmental footprint we make via our operations.

Image for illustrative purposes only

## ProSolve® Works in Partnership with DX Freight

Quick, efficient and secure delivery of goods is integral in our service offering to customers. That's why we are continuously looking at new ways (or in this case, partners) to further improve our customer's experience when receiving their orders.



ProSolve recently switched our parcel distribution business to DX Freight, a division of DX Group PLC. One month in and we have already seen a significant improvement in our service levels, increasing by 11%.

**This strategic move further cements our commitment to helping customers thrive, as well as our promise that 'We've Got You'.**



## Keep a Lookout...

Keep your eyes peeled for our signature yellow ProSolve® van whilst on the road, and if you spot it, post a photo and tag us on social (when safe to do so) and receive a free gift! #ProSolve

# SGS

## ProSolve® Teams Up with SGS for Quality Assurance

Product quality remains a key driver in ProSolve's business model and brand promise to our customers.

That's why we have recently teamed up with SGS, the world's leading testing, inspection and certification company.

Via SGS, ProSolve will be more equipped at reducing risk, ensuring quality and meeting regulatory requirements when selecting and working with global manufacturers.

**As a result, ProSolve's products, processes and operations will meet and exceed the market regulations and standards required.**

ROYAL BRITISH LEGION

## Walking For the Greater Good

We'd like to give a big shout out to ProSolve's Tony De-st-aubin for his recent fundraising for the Royal British Legion.

Tony walked a staggering 121 miles over a month, raising £440.00 for the charity that supports serving and ex-serving personnel and their families.

*"Royal British Legion is a cause close to my heart as my son Jamie served in the army. It's a charity that can be sometimes forgotten about and I think it's important that we give back to those who served for us and our country."*

**If you'd like to donate visit:**  
<https://www.britishlegion.org.uk/>



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