



# The Informer

you can  
**Canon**

January 2006 - Issue 14

## It's a dogs life

Then sing, young hearts that are full of cheer, with never a thought of sorrow; The old goes out, but the glad young year comes merrily in tomorrow (Emily Miller).



Welcome to 2006, the Chinese Year of the Dog, a time of looking forward and a time when we try to keep our New Years' resolutions in tact at least until February.

2005 saw C & G Business Equipment move forward with the addition of new staff, the implementation of a new product portfolio with Invu's document management and archiving and the launch of a new web-site as part of a new marketing programme.

Everything that we have tried to do in the past year has been to help improve our commitment to you, our customers. A customer survey was conducted with some very positive feedback and we have been delighted to see the response to our caption competition in these pages.

For 2006 we will be looking to move

onwards and upwards, and, as I keep mentioning here - we are always keen to receive feedback if it can improve our customer relations and customer care.

We are constantly trying to improve the way we operate as a company, whether that is through quality partnerships with the likes of Canon and Invu, our commitment to customer care or through our communications.

**Happy New Year!**

**Cheers**

**Aaron Bailey  
Managing Director**



## A year in pictures



The year started in good fashion, **January** saw Service Technician, Nicholas Thomas tie the knot with Clair while Sales Director James Fletcher had notched up ten years unbroken service with the company. Moving into **February** and there

were even more reasons to raise a glass. Steve Lake had out-done James by clocking up a staggering 25 years service with the company and Managing Director Aaron Bailey and his wife Sally had just welcomed their third child, Jack to the world. Featuring in the **March** edition was local baker and confectioner, Jane's Pantry, while moving on through to **April** and not too many people were taken in by our new, 'Self-Cleaning' copier! - however we did place a feature on the very successful Open Day that was previously held which so many of you took time out to attend. The term '**May Madness**' certainly springs to mind in the month's edition of 'The



Informer'. Aaron and James were to find themselves hurtling towards the earth at great speeds as they both took to the skies and leapt from a plane to perform tandem free-falls. Neither have repeated the task though both claimed it was an experience never to be forgotten. This month also saw the introduction of document management and archiving software in the form of Invu. Things were hotting up in **June**, and it certainly affected a large number of the local public as hoards of 'competitors' gathered at Coopers Hill for the annual tradition of the Cheese Roll. **July**, and we were



updating people on how we manage the service department and admin with Resultware, while our first caption competition entered the arena with the service team attracting a large number of entries, no surprise there then! Into **August**, and as the England cricket team were getting themselves off to the worst possible start by going one-nil down in the Ashes series (for once though they suc-



cessfully turned things around) Canon was also busy, launching the new iR5570 and iR6570.

**September** - Aaron had by now taken golf up seriously!! and our first ever Customer Survey was published.

**October**, the witching hour and as most of us

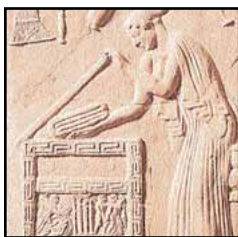
were preparing for the 'trick-or-treat' visitations, Nick Kemp of Cabot design was picking up a bottle of bubbly as our caption competition winner. We were backing the World Cup squad of 2026 back in



**November** in the form of Hinton U/6 football team while in Techie Corner you would have read about the threat of a Trojan Horse! Finally we round the year off, as is normal, in **December**

and we have an update on our new Sales Executive, Simon Scantlebury who had been with the company

for a month. Canon were looking after the environment but to finish the year on a high we announced that we had been granted Canon Plus accreditation allowing us to offer you more scope and advice.





## Can I Easily Enhance my Print Production?

### Production Printing from Canon

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Canon's wealth of high end solutions ensure the professional print room manager can easily deliver the latest in print production techniques.

Professional printers and print rooms demand professional products with the highest levels of quality and productivity. Today's print operation needs to embrace, with confidence, higher customer expectations and the diverse business requirements digital technology has created.

Managing single page bulletins or complex documents, Canon's easy to integrate solutions truly enhance business efficiency providing total control for print room services. Recognised as number one in the print industry for service support, Canon leads the way in highly experienced specialists that ensure you get the most from your investment from day one. C & G Business Equipment is offering a

#### FREE Colour document workflow survey

to be held at your premises for the New Year. This takes no longer than one hour and the benefit to you is that you will be left with a true reflection of total print costs throughout your organisation - from desk-top machines to departmental printers. You may be surprised to see how much you are actually spending and what savings can be made.

For more information call James Fletcher on  
01452 332270  
or email him at [james@cgcopiers.co.uk](mailto:james@cgcopiers.co.uk)  
Or look up  
[www.cgcopiers.co.uk](http://www.cgcopiers.co.uk)



## Free 30 day trial on document management

Have you been cussing about all of the paperwork in your office lately? Have you had enough of not being able to find that important document that you thought you had filed away? Are you ready to move forward and take all the hassle associated with the build up of traditional file management out of your working life? If so, then you need to contact C & G Business Equipment for a free 30 day trial on Invu's document management and archiving solutions.



As we all know one of the biggest reasons that people have difficulty locating documents in today's offices could be attributed to the disappearance of the filing clerk.

Today they are a very rare breed and tend to be present only in sectors such as legal and medical. Filing clerks started to disappear as soon as people became able to create their own documents electronically. Important documents were no longer solely on paper, they could now be stored on a computer, on a server, a filing cabinet and sometimes all three. People throughout an organisation were now storing their own files with varying degrees of success. This was an evolution that took many years and indeed is still going on today,

People never considered that any problems would occur with this situation because filing was never believed to be an issue. It was not an issue because someone else always handled it - "out of sight, out of mind".

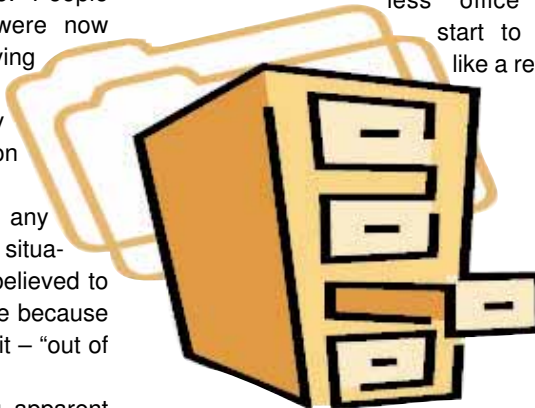
However - it is fast becoming apparent



that can be an issue and that is where C & G Business Equipment comes in.

If you feel that this is something that will benefit your company and would like to take advantage of a free trial, call Aaron on 01452 332270 or email on [aaron@cgcopiers.co.uk](mailto:aaron@cgcopiers.co.uk) and you can discuss the terms and conditions that apply, and before you know it your paper-

less office will start to look like a reality.





# Christmas parties - how did yours go?



**A Third of office workers have gone home with or kissed a colleague at their office Christmas party • A tenth of male workers have been sick in front of colleagues due to excessive drinking • Technicians discover strange items found in photocopiers including; a sleeping cat, a kitchen knife and a snake!**

Canon, leader in digital imaging technology, recently revealed a startling insight into the highlight of the office social calendar – the Christmas party. Independent nationwide

research revealed that a tenth of office workers have told a colleague or boss that they fancy them and over a third of workers have struck lucky and kissed a colleague or ended-up going home with them.

Office parties are social minefields, with over a third of workers admitting dreading “the walk of shame” to work the next morning, to find out whether they had enhanced or limited their career the night before. Research revealed that a tenth of female workers take the opportunity of their bosses’ ‘high spirits’ to ask for a pay rise, whereas a similar proportion of the UK’s male population confessed to being physically sick in front of colleagues due to excessive drinking – a tactic sure to affect next year’s chance of promotion.

According to the research, the most Scrooge-like bosses in the UK are from the East of England with over 40% of office workers from



**● Hearing of this unique trend, Fred tried to photo copy his ass!**

Nottingham to Norwich admitting that they had never had an office Christmas party. Yorkshire workers, however relish the opportunity to let their hair down with a third of staff owning up to ‘dancing like an idiot’ in front of the boss, and a fifth of employees regularly belting out karaoke songs in front of their colleagues.

With digital cameras now present at more than 70% of office parties, 7 out of 10 employees lamented the fact that they are subjected to pictures of their indiscretions either on the night or the next day, with 1 in 10 stating that digital pictures are even posted on the company website.

Other festive office past times include photocopying body parts and, in an additional survey of Canon UK’s 700 highly-trained technical support team, 46% of those questioned stated that they had been called out to repair a printer/copier due to ‘non-work related’ incidents, such as revellers sitting on it or office-workers standing on it to put up Christmas decorations.

Overall, it was found that almost two-thirds reported up to a 25% increase in call outs over Christmas, with 32% of technicians called out to repair broken glass which had been sat on, or to fix paper jams that revealed evidence of embarrassing images. One technician reported that a customer suggested an office identity parade to find the provider of the incriminating evidence! The survey also discovered bizarre items which had been found in a photocopier such as a sleeping cat, a snake, a kitchen knife, a sausage roll, a condom, stockings, and even a cheque for £6,000.

### Statistics from an independent survey of 1000 office workers:

- A third of office workers have gone home with or kissed a colleague at their office Christmas party.
- A tenth of male workers have been sick in front of colleagues due to excessive drinking.
- A tenth of office workers have told a colleague or boss that they fancy them.
- A tenth of female workers take the opportunity of their bosses’ ‘high spirits’ to ask for a pay rise.
- Two fifths of office workers from the East of England admitted that they had never had an office Christmas party.
- A third of workers from Yorkshire owned up to ‘dancing like an idiot’ in front of the boss.
- A fifth of employees from Yorkshire regularly belt out karaoke songs in front of their colleagues.

## Partner News - Canon

### Canon Scoops Award

**Canon UK, world leader in digital imaging technology, has announced that it has been named Supplier of the Year by the British Association for Print and Communication (BAPC) at its annual conference.**

The accolade, presented at the gala dinner which followed the main conference and was attended by 150 guests, was received by Vince Braint, on behalf of Canon UK and highlights the company’s ongoing commitment to the professional print industry.

Geoff Hobbin, Channel Manager Professional Print, Canon UK commented, “I am delighted that the BAPC members have chosen Canon as their Supplier of the Year, for the third year running. Many members indicated how

our Business Builder programme is having a positive impact on their organisation and as this evolves, we are really enthusiastic about how we can further our support for printers in 2006.” Sidney Bobb, BAPC Chairman, commented, “We are delighted to have given Canon the Supplier of the Year award for the third consecutive year. It is the company’s commitment to the print industry that is outstanding as not only do they supply hardware and software, but take an interest in the printers themselves. Canon makes every effort to help printers grow their businesses, learn new skills and evolve - which is certainly key to the industry at present.”

### Community Action Review Enterprise (CARE)

**In the course of an average week, Canon U.K. receives around 50-60 proposals**

**from charitable or community organisations, with requests ranging from small to substantial donations or product requests.**

These include not only humanitarian charities for the disadvantaged, but also organisations or individuals within education, employment/business enterprise development, the arts and environmental programmes. As a result in 1990, Canon identified the need to have a clear set of guidelines and establish a working Committee known as the CARE scheme. CARE is divided into six categories:

- 1. Business & Community** - aimed at building relationships with local businesses thus encouraging job creation and community interaction.
- 2. Education** - designed at supporting schools, colleges and extra curricu-

lar activity.

**3. Arts & Culture** - benefits creative events and programmes which encourage community interest and participation.

**4. Humanitarian** - designed to provide assistance and support for a variety of health related causes.

**5. Environment** - aimed at supporting community and environmental organisations to help improve their surroundings.

**6. Employee Matching** - monies will be matched for Canon employees taking part in charitable fundraising events.





# Make us laugh

Last month's lucky winner is Jez Graham of Out-look UK who came up with:

**"Does my bum look big on this?"**

A bottle of Champagne will be on its way to Jez...



## January's caption.

Most of you will know Nick - he has been with the company for quite a while but is there something puzzling him in this picture? Maybe you could let us know.

To enter this month's competition, let us know your most witty captions by e-mailing to [info@cgcopiers.co.uk](mailto:info@cgcopiers.co.uk) and you could be lucky enough to receive a bottle of bubbly courtesy of C & G Business Equipment Ltd.

The more the merrier, send in as many as you want but please try to keep them clean...if you can.



## November's winner, Veronica Palmer of Eagle Tower Business Village has a bottle of bubbly to crack open over the festive period courtesy of C & G Business Equipment Ltd.

At Eagle Tower the aim is to offer a choice of office accommodation that suits your business needs.

Whether you want a one-man office or space for 100 staff, Eagle Tower provides office space solutions with plenty of flexibility so that you can expand your business with minimal disruption.

You don't have to commit to a long term lease, if you're not sure of your company's growth pattern or space requirements, you can choose a managed office for as little as three months with just one affordable monthly rental payment.

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01242 263852  
or alternatively email  
[info@eagletower.co.uk](mailto:info@eagletower.co.uk)**



● Veronica receives her bubbly from C & G's Sales Executive Simon Scantlebury

## Marketing Services

This Newsletter has been produced by CDA. For further information please contact Dean Enon on 01452 864943 or [deanenon@btinternet.com](mailto:deanenon@btinternet.com) for:

- PR Services
- Marketing
- Sponsorship Management
- Copywriting



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