



WHY ACORN?

Manufacturing

- Acorn is the world's largest dedicated manufacturer of stairlifts.
- Acorn is proud to be a British company with its head offices in West Yorkshire where it was formed in 1992.
- All Acorn Stairlifts are made in three factories, two in the heart of Yorkshire and our main manufacturing location in Scotland.
- We employ over 500 people in our factories in the UK.
- Our UK factories manufacture over one million components each year, and in the past 5 years we have invested more than £8m in new plant and machinery.
- Acorn supports other British manufacturers. For example, we buy over 300 tons of British-made steel each year, so helping the British steel industry at this difficult time.
- Acorn Stairlifts sell and build their own stairlifts. Our entire operation around the world is focused on this alone.
We are stairlift specialists.

All Acorn Stairlifts carry the Arthritis Foundation's Ease-of-Use Commendation

All Acorn Stairlifts have been thoroughly tested by both industry experts and arthritis sufferers, and have been proven to be easy-to-use for people suffering from arthritis.



Quality

- All of Acorn's current stairlifts have been independently tested and certified to comply with the newest standards for stairlifts

BS EN 81-40:2008 - European Safety Standards
ISO 9386-2:2000 - Worldwide Standard for Stairlifts



- This includes testing our stairlifts to a minimum of 25,000 return journeys, the equivalent of 11 years of use (assuming 6 return journeys each day).
- Third party independent official bodies inspect and test our products to all international standards worldwide. Tests are completed quarterly at our factory in Scotland.
- All of our carriages are built in Scotland, where the factory has the ISO 9001 quality management certification and the ISO 14001 accreditation for environmental management.
- More than 20 people work in the quality assurance team ensuring that each carriage is checked 29 times for quality and safety during the time it is being built.
- Once built, every single carriage is loaded and driven on a rail as a final quality and safety check before leaving the factory.
- Once the stairlift has left the factory, our dedication to quality and safety continues. Each time we install a stairlift, our highly trained Acorn engineers have a further 40 point checklist in order to ensure both safety and functionality.

A British Company

- Every 8 minutes, an Acorn Stairlift is installed somewhere in the world.
- Over the past 10 years we have expanded our distribution and sales operations to the following countries: USA, Canada, South Africa, Germany, Italy, Australia and New Zealand.
- The Made in Britain marque highlights the way that all of our stairlifts are delivered to 80 countries around the world from our factories in Scotland and West Yorkshire.



Commitment to Customer Service



- Acorn is the first national stairlift company to be awarded the Trustmark accreditation for installation and customer care. All TrustMark registered Firms are inspected, vetted and agree to work to Government endorsed standards of technical competence and fair-trading.
- Being a member of the British Healthcare Trades Association, Acorn has signed up to the Trading Standards Code of Practice, demonstrating our commitment to high levels of customer care that go above and beyond our legal obligations.
- All our call centres are based in the UK and are open 24 hours-a-day, 365 days-a-year.
- All customer contact numbers are freephone numbers.
- Acorn employs over 120 engineers, certified and tested to our own rigorous training standards, with only one focus, to install, service and maintain our customers' stairlifts.
- Acorn employs over 900 people in the UK, furthering our commitment to UK jobs and the UK economy.

In the past few years Acorn has won the following awards:

EEF Manufacturing Awards

national runner-up for exports.

British Healthcare Trades Association

best contribution to the community.

Insider Made in Yorkshire Winner

award for Advanced Manufacturer/Technology.

BSI - ISO 10002

renewed accreditation for Customer Satisfaction Management.

International Business of the Year

at the UK Private Business Awards.

Yorkshire Post Excellence in Business Winner

award for Export.



Supporting the Community

- Installed free stairlifts for patients of the local *Sue Ryder* Manorlands Hospice.
- Entered a national agreement to donate up to 60 stairlifts per year to patients of *Marie Curie Cancer Care* Hospices
- Raised more than £50,000 for the *Sue Ryder* Manorlands Hospice.
- Supported all three children's hospices in Yorkshire.

All information given is correct at time of print June 2017.