

Digital Edition



# YOUR SPACE

LATEST NEWS FROM THE CELLNASS DEDICATED  
ARCHIVE MANAGEMENT SOLUTION

A Service Provided by

**CellPath**   
INNOVATION IN CELLULAR PATHOLOGY

Issue 12  
2020



# Welcome

Welcome to YourSpace 2020- our annual newsletter where we share our adventures throughout the previous year and reveal our exciting plans for the upcoming one.

We've had another fantastic year of awards celebrating 6 wins in 2019. Never mind extending our warehouse, we'll need to extend our trophy cabinet soon! In all seriousness, we are delighted to have the hard work of our team and the loyalty of our customers recognised and rewarded at such prestigious events. We are always honoured to represent Welsh business and enjoy celebrating the successes of other local businesses as well.

In the last edition, we told you all about Cornelia's well-deserved promotion to CellNass Business Manager and revealed our plans for a fourth warehouse to increase our capacity. This year we are delighted to highlight Simon Wheatley, a longstanding member of the CellNass team who was recently promoted to the role of CellNass

Operations Manager. You can read more about Simon and his CellNass plans later in the issue.

Of course, we are also keen to tell you more about our new warehouse. Work is now well underway- despite the best efforts of several stormy weeks in Wales, and we are estimating completion this summer. In this issue you can read about how our new warehouse will combine the tried and trusted CellNass method with the latest innovations in storage technology to streamline our service and allow us to thrive with increased capacity. We look forward to welcoming you for a visit.

Best regards,



Paul Webber  
Joint Managing Director



**Supporting the NHS**  
Look out for our sticker on incoming products!



## COVID-19 company update

In these challenging times, CellPath would like to take the opportunity to update you on the policies we have implemented to protect our staff and continue delivering essential healthcare products. We'd also like to share with you the ways we have been able to utilise our manufacturing abilities to support local key workers. This year we have created a digital edition of the YourSpace newsletter to help reduce circulation of another item within our already busy health care industry.

In line with government guidance, all staff whose roles can be performed remotely are now working from home and social distancing measures have been introduced for staff whose physical presence in our mid-Wales premises is essential to our continued operation 24 hours a day 5 days a week. To help protect our onsite staff we have utilised our fantastic chemical manufacturing capability and produced an alcohol-based hand sanitiser to a World Health Organisation formulation. This hand sanitiser has been distributed to all employees working on site.

As the need for hand sanitising products remains high we have increased production capacity and supplied free of charge bottles to local healthcare workers and to other key workers here in Newtown and the surrounding area. If you would like a free pack of 10 x 50ml bottles, please get in touch with your Territory Manager.

We have also reallocated our 3D printing resources to produce visors to shield key workers from virus particles spread in droplet form. At time of writing, our first batch of visors has been sent to a nearby care home with manufacture set to continue.

Within CellNass we have taken the difficult decision to cease material uplifts until further notice. We feel this is the most responsible course of action in the current circumstances and appreciate your ongoing patience and support. Fortunately, our recall service is unaffected. Our courier, TNT, is still operating at full capacity. We will be sure to update you if we anticipate any change to this service.

We thank you for your patience and cooperation as we endeavour to protect our workforce, customers and their respective families. We will continue to monitor developments and government advice and urge you to check our social media channels for further updates which we will provide if our circumstances change.





# Hard work pays off for Simon



Thanks for agreeing to answer a few questions about your time with CellNass so far and what your promotion to CellNass Operations Manager means to you.

**How long have you worked for CellNass?**  
*I've worked for CellNass full time for about 5 years now, but also did some part time work here as a General Operative during the summer holidays from school, where I was mostly packing up samples to go into the archive. My job at CellNass was actually only my second full time job after school and I've been here ever since.*

**What have your different roles been within CellNass since you joined?**  
*I started as a General Operative packing samples and gradually picked up more responsibility, eventually working my way through various roles. I moved on to picking and packing recalls and then became a Team Leader. It's always felt like the same sort of role but with more responsibility.*

*I then took on the extra duty of being the person Designate for the Human Tissue Authority (HTA) to deputise for Colin when he's not here. Although this is an extra level of responsibility, it doesn't take away from my ability to do my day-to-day work and it's a duty I plan to keep on now that I'm manager. During my time with CellNass I've also been trained to operate all of our forklifts and lifting machinery which means I can confidently cover all the roles within CellNass. I even went out on uplifts a few times. Though this will reduce now that I'm manager, I love the experience of getting to meet some of our customers and hope they feel the service is still in great hands.*

**And now you're manager, congratulations! What are you most excited about in your new role?**  
*I'm really excited about the new warehouse with automated systems as well as working with the team to maximise customer satisfaction. Right now, I'm enjoying the process of building a team to work across all the warehouses and training them to make sure they can comfortably use all the new technology too.*

*There's a really positive feeling about all of the new technologies that are coming because of how well it will integrate with what we do.*

**Is there anything else you can see in the future of CellNass which you'd like to change?**  
*For me, there really isn't much that we need to change in CellNass, just continuing refinement and improvement of the processes we have in place. It's all about the new build at the moment!*

**Finally, what does it mean to you to be made CellNass Operations Manager?**  
*It's obviously one of my most memorable moments with CellNass. I'm really proud that I have been able to work my way up from an entry level role to now being manager. I was told about a week before it could be announced publicly and I really struggled to keep the grin off my face. My family knew straight away when they saw me though.*

*CellPath and CellNass have always been keen to promote from within the company and I'd say that I'm a really good example of that, and proof that hard work pays off. I'm definitely not the only one though- many of our management team have been promoted from entry level roles and it's great that so many local people have been recruited and promoted to top level positions. There are at least four I can think of, including my own Dad, who all started off with entry level jobs here and now help to run the company.*

**And a last word for our customers?**  
*Rest assured- I like hard work and am looking forward to continuing to deliver great service.*

**Get to know Simon better with the Either/Or quiz:**  
Cats or Dogs? Dogs  
Tea or Coffee? Coffee  
Rugby or Football? Oooo, tough one- rugby.  
TV or Books? TV  
CellNass or CellPath? How do I choose between them!? We're all one company- can I say both?

# Outstanding Achievement Award

2019 was a fantastic year of awards for all of us here at CellPath and CellNass with a record scoop of 6 in just twelve months. Our success reflects the hard work and commitment of our whole team. It was fantastic to have so many of our achievements rewarded and we were particularly delighted when CellNass received worthy recognition.

At the MediWales Innovation Awards, CellNass secured the Outstanding Achievement award. The service was acknowledged as the winner of the category amongst a particularly accomplished group of competitors. The award recognised our 17th successive year of growth since CellNass began, as well as recognising you- our fantastic customers- by complimenting our 100% customer retention rate and widespread adoption of the system throughout NHS hospitals in the UK.

At the same ceremony we also gratefully accepted the Export Achievment Award in recognition of our continued overseas growth- a notable achievement as the UK navigates political uncertainty. Whilst maintaining excellent relationships with a large and established customer base, we have also been able to secure distributors in new territories and look forward to seeing where these relationships will lead.



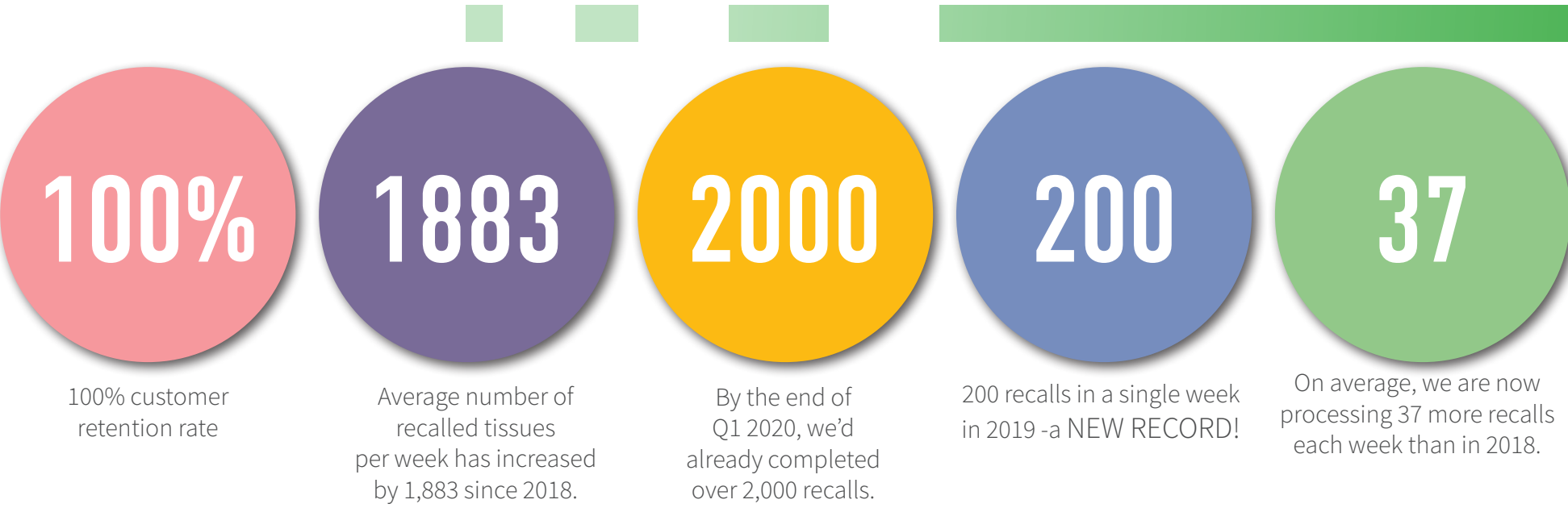


# Changes to recall packaging

Our existing customers will be familiar with our tried and tested packaging system with a design which ensures sample safety throughout transport. The distinctive purple outer box ensures that your parcel can be easily spotted by dispatch teams and the protective polyethylene inner holds the transport box securely during transit. As we look throughout our business for ways we can reduce our environmental impact, Managing Director Philip Webber worked with packaging designers to discuss ways we could replace the polyethylene foam insert with a recycled/recyclable alternative. They are now close to developing a cardboard based solution which will provide the same high standard of protection for the inner transport box but will be made of a recyclable cardboard.

We have a couple of potential designs already, and are looking to work with 1 or 2 customers to validate them before implementation. If you would be interested in helping us, please get in touch by emailing [marketing@cellpath.com](mailto:marketing@cellpath.com). Once validated we will begin rolling out when existing stocks are depleted.

## Recent CellNass Statistics



**Book a site visit**  
Call +44 (0) 01686 611 333

## New Developments

In our last issue we told you about our exciting plans to develop a fourth archiving facility. With building having commenced, we would like to take you for a virtual look inside the warehouse so we can tell you a little more about the innovations we will use to manage the archive.

### Paul Webber tells us more:

“Having now broken ground on the project using local contractors, I can talk to you a bit more about Autostore, a state-of-the-art robotic storage system which will be fitted inside the new building. Autostore provides high density storage giving us more capacity and is hyper secure because you can’t access it without a robot. It is efficient for picking and can preload recalled specimens onto the picking system. This means if we know what recalls are coming along it will line them up and pick them up automatically with an operator supervising.

The eventual vision is that this hardware can be linked into the CellTrak software so when a customer is recalling material from the Autostore matrix then the robot can start picking and preparing it. This will save us having to go to the material and instead will see the material brought to us. The current process can be quite intensive in terms of labour and logistics and collecting material, this new system would mean we will be working more efficiently.

The Autostore system is modular so it is very flexible and adaptable to whatever space we have. We can even choose to fit one portion of the warehouse with the system to begin with and then expand our installation as more material is collected. We have worked out that when the warehouse is completely fitted out with Autostore we can archive over 130 million additional blocks on top of our existing capacity. Most importantly, the new system will integrate well with the CellNass team.

In the same building we will also be having a new staff canteen for our whole workforce as well as additional office space. Once again, we would like to thank our customers for their continued support, and we look forward to inviting you to visit us!”





# Hounisens of Denmark win Partner of the Year Award

Earlier this year, Simon Owen (International Business Manager) and Sam Cooke (Export Territory Manager) were delighted to present the Partner of the Year Award to Jan Locher and Jette Andersen of Hounisens for their fantastic efforts in growing the CellNass business in Denmark. Sam is the newest addition to our Export team and this was an excellent opportunity to introduce him to our partners at Hounisens.

With another two large accounts poised to join the service, the CellNass team in Denmark are planning their own extension to a new warehouse ensuring they can continue to provide a top class service with space available for future customers. Hounisens were pleased to be recognised for their hard work with Jan remaining positive for even greater growth in future years.

“We are, as I hope you can feel, very happy to work with you. Let’s see if together we can make it even better in the future.”



# CellPath Distributors of the Year

This year we were once again proud to offer our CellPath Distributor of the Year awards. The three awards up for grabs were CellPath Distributor of the Year for either the APAC, EMEA or Americas regions. With all three presentations now made, we are delighted to introduce you to our three winners.

CellPath Distributor of the Year in the APAC region went to InstrumeC Australia. Jeremy Coles of InstrumeC was able to visit CellPath early in 2020 and we were delighted to hand over his award in person.



Due to current circumstances and travel restrictions we were unable to present the remaining two awards in person. Our winner for the EMEA region was MLS. Wilmer Verniers of MLS, pictured, proudly showcases his latest award.



**Our winner for the Americas region is Phoenix Airmid from Canada. Amir Memon, from Phoenix Airmid, told us:**

“It was a pleasant surprise when I saw a parcel on my table this morning. Many thanks to you and the team at CellPath for cheering us up with the award! I share this joy with my entire team, especially with Malvika, Michael, Christine, Ruijuan, and Robert.”

Wilmer Verniers of MLS




# Colin's Column

There are some people who go the extra mile in support of their customers and there are some who go the extra 54 miles. Yes I got "Storm Dennis" in February 2020. I was driving over to the CellPath Head Office from Hertfordshire and with the extensive flooding of the main roads, I attempted to bypass one area which resulted in me sliding, at walking pace, into a bank & hedge damaging the nearside wing of my little Yaris. End result? £2,500 repairs. As with all modern cars, all the other plastic panels shifted and buckled as well. I then had to do a very wide detour over the hills to get to Newtown! The things I do for you, our customers.

In a lighter vein, we have a new Operations Manager for the CellNass service, Simon Wheatley I wish him all the best as I know his extensive knowledge of the service will be invaluable to you. Simon will be maintaining his role as one of my Human Tissue Authority Persons Designate for times when I'm not available and we now have Ryan Williams as the other Person Designate. Ryan worked for a time in CellNass before transferring to the CellPath Quality team so he is another experienced individual.

Oh, and by the way, the CellNass facility is set well above any potential flooding areas so your material is safe from any storms that may materialise in the future years!



Colin Brewer  
CellNass Designated Individual



**Carboard Colin**  
The real Colin was unable to make IMBS as he was attending NSH (National Society of Histotechnology) Symposium in New Orleans- so we took a copy!  
[Marketing@cellpath.com](mailto:Marketing@cellpath.com)



## A Golden Anniversary for Laboratory Supply

2020 is a special year for CellPath as we celebrate 50 years since the first roots of the company took hold. We are proud to have served laboratory professionals for the last half a century and would like to take the opportunity to reflect on our journey so far, and to celebrate some of our longest serving members of staff.

We've certainly grown a lot since our early days when we launched with our first product- a Rapid Decalcification Fluid - a product we still sell today. Back then chairman and founder Peter Webber was developing our business and expanding our product range, with sons Paul and Philip Webber assisting where they could.

Today, Paul and Philip are at the helm and have successfully led the company to greater heights. Retaining a close relationship with the rest of the workforce remains important though and they still share our Newtown headquarters. Peter Webber remains close to the company and visits regularly.

Our most important asset at CellPath has always been our fantastic staff. Originating as a family business, our headcount was very small but our numbers now reach to over 100 employees in 2020. We still seek to promote from within and some of our longest serving employees have been at CellPath almost as long as we have existed.

We spoke to three of our longstanding employees, Stacey Rogers, Neil Haine and Lynsey Evans, about their time with CellPath.



**Stacey**  
I'm one of the longest serving employees at CellPath- I joined just after my Mum- over 23 years ago. I originally started work in the Production department helping to fulfil a large order. Since then I have worked in Goods In, Picking, Chemical Manufacture, Dispatch and Customer Care.

I'm now the UK Sales Manager. From my first day to now I've always been impressed by how nice and friendly everyone is. I've seen so many changes over the years but I would say the biggest is how much we have grown. There are a lot more people working here now. In the future, I hope CellPath will be able to keep growing but still remain a family run business.



**Neil**  
I've worked for CellPath in a range of roles for over 15 years, split into two periods. I joined CellPath as a Development Chemist and am now the Research and Development Director. From my early days I remember taking tea breaks in a small dedicated tea room in Unit 50, where tea was made for you by the tea lady- Annie. We only had just over 20 employees at the time! I'm really proud of what CellPath has achieved, particularly the commercial success of the company in export markets. CellPath's business was predominately carried out in the UK market when I joined them however, since 2012, the company has concentrated on a strategy to increase our market presence internationally. The future looks fantastic for CellPath, we have developed an excellent reputation for innovation, quality and competitive pricing in export markets with export sales continuing to grow rapidly year on year.



**Lynsey**  
I've also worked for CellPath in two separate periods- something definitely makes us want to come back! I've been here 15 years since re-joining the company. When I first started I was a Customer Service Advisor and I'm now the Customer Care Manager. I'll always remember how kind and friendly everyone was on my first day. Everyone was happy to help and very welcoming when I had to hit the ground running.  
I've definitely noticed how much the company has grown and developed over the years and think the future will see us continuing to be recognised as a highly successful company with a respected reputation within the healthcare industry.



# Best Stand at IBMS

## A First for CellPath

IBMS Congress 2019 was a well-attended event with lectures from experts from around the world and exhibitors from all facets of the biomedical science industry. CellPath Ltd were delighted to attend IBMS 2019 to showcase our existing ranges and new launches. We were even happier to return to our mid-Wales premises with our first Congress award- Best Stand 2019.

The award for Best Stand 2019 represents the hard work of all at CellPath. Staff throughout our organisation contributed to this success, with meticulous planning and commitment shown both by staff on site before the event and during Congress. Essential roles included sourcing equipment and products for display, designing the stand, transporting equipment and, of course, meeting with customers to discuss our products throughout the exhibition.

This trophy joins our growing collection in our mid-Wales premises. You are welcome to take advantage of our open door policy and pay us a visit- we'd be happy to show them off to you.

Awards were judged on numerous criteria with customer engagement and enthusiastic staff being two of the areas in which CellPath were particularly commended. Throughout Congress, customers and suppliers frequently commented on the welcoming atmosphere created by all they met and praised the teamwork shown. Our interactive stand allowed customers to trial sectioning and examining the newly launched LUMEA BxChip™. We were fortunate to be joined by experts from LUMEA who worked with CellPath to support customers with practical demonstrations.

Alongside the extremely popular interactive element of our stand, we also showcased our existing products and services including CellNass

**Team CellPath** (Left to Right)  
Siobhan Fairgreaves (Scientific Writer),  
Jamie Robinson (Digital Marketing Executive)  
and Kate Marsh (Customer Care Team Leader)



and CellSolv, a service for the delivery, collection and disposal of solvents. Other products which proved popular were our premium ranges of microtome blades including the new CellEdge P+ and B+ blades.

Colin couldn't make it to IBMS this year as he was assisting with workshops at NSH in New Orleans. We made sure we didn't miss him too much though by bringing along a cardboard cut-out. Some visitors even enjoyed taking selfies with Colin to share online. Cardboard Colin returned from IBMS to loiter in the Unit 86 reception giving staff and guests alike a good chuckle.

## Another Happy CellSolv Customer

Dorset County Hospital in Dorchester serves their local community with emergency and planned medical care. The hospital acts as a "hub" site and provides support to other local hospitals. The diagnostic services for the hospital, including pathology services, are located on site. Dorset County Hospital were one of the first adopters of the CellSolv service, signing up in March 2019. Since then, they have regularly received a wide range of products including xylene, industrial denatured alcohol and neutral buffered formalin. Sam Hansford, Acting Lab Manager, shared her experience of the CellSolv service.

### First Impressions

*We found out about CellSolv through our CellPath Territory Manager- Sadekha. My first impression was that it sounded like a great idea, and certainly a service we'd like to explore in more detail. We were happy to try it out because we have used CellPath for many years as a supplier and they are a company that we trusted to consistently supply our reagents.*

### Delivery and Collection

*We have used an alternative solvent delivery service in the past but switched to CellSolv and they have definitely lived up to our expectations ever since. The specialist delivery service is a very useful benefit and all of our deliveries have been consistently on time.*

CellSolv are able to deliver to your choice of location and you can even specify the time of the delivery- as Dorset do. With a dedicated delivery driver we are able to maximise our efficiency.

*The waste collection process is really good. We get waste collected at the same time as the delivery. We simply let CellSolv know what we will be returning about a week in advance, they take it and that's it- we haven't had any issues at all. Importantly, it meets all of our UKAS requirements as well.*

### Product and Service Quality

*We haven't had any issues with the quality of CellPath products and it's always been to the required standard. We had a slight issue with some bottles last month but they were taken back by the CellSolv driver, and free of charge replacements were quickly recieved.*

### And finally...

*Using CellSolv has been a really good and reliable process. We've known when they're delivering and they've always delivered on the days they've said they're going to. For example, over Christmas, we couldn't stretch to having a delivery too early because we would not have been able to store it- even that delivery was on time and as expected. It's been a highly positive experience overall.*

*I would definitely recommend CellSolv- you have met all our expectations!*



**Ask for a Brochure**  
Visit [www.cellpath.com/cellsolv](http://www.cellpath.com/cellsolv)

**CellSolv**   
A B E T T E R S O L U T I O N



# TESTIMONIALS...

"I'D SAY THE UPLIFT SERVICE IS EXCELLENT- ESPECIALLY SINCE YOU COME ALL THE WAY FROM WALES. WHENEVER GARETH SAYS HE'LL BE HERE, HE'S HERE, EVEN IN THE WINTER OR THROUGH THE SNOW!"

Patricia Adolph  
Unilabs

"I'VE USED CELLTRAK RECALLS TO "QUIZ THE SYSTEM" AND HAVE USED THE "AUDIT TRAIL" FUNCTION TO HELP CLEAR UP A QUERY ABOUT AN ITEM RECALLED OVER A YEAR AGO."

Emma Paice  
Hampshire Hospitals NHS  
Foundation Trust

"I WOULD HIGHLY RECOMMEND CELLNASS TO PROVIDE THIS SERVICE. IT FEELS LIKE MORE THAN JUST A SERVICE PROVIDED BY A COMPANY, IT FEELS AS THOUGH YOU ARE PART OF A BIG FAMILY AS WELL."

David Cusack  
West Suffolk Hospital

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