



# THE INTERVIEW

Global1Partners Ltd is a leading supplier of a wide range of equipment and components for the lift industry. Having offered trusted solutions since 1993, they pride themselves on adapting and evolving with the market. We chatted with Joint General Manager, Andy Cresswell about Global1Partners' vision and direction as well as an exciting lift energy recovery product they offer, Green Gem.



**Give us a little background to Global1Partners – what exactly do you do?**

We offer expert solutions and products to the lift industry, working with our partner companies FERMATOR and SICOR to offer the very best in door and machine solutions as well as a broad range of small components. Our strength is best reflected through our local engineering and commercial teams who build long term relationships.

We aim to be more than just a supplier, always acutely aware that our customers have a choice, so we strive to cultivate a partnership to give them peace of mind. It's crucial that we listen to our customers' requirements and respond to the ever-changing needs of the market.

**Customers are clearly at the heart of Global1Partners' vision – can you tell me more about that vision and how you put it into practice?**

Our values and vision guide everything we do, from the products we sell to the way we interact with our customers and each other. Our values include integrity, innovation, teamwork and, of course, customer focus. Our vision is to be an industry leader in lift equipment solutions, providing the most advanced and reliable products on the market. This is not just a goal to strive for - it informs every decision we make and every action we take as a company.

**It takes collaboration and cooperation to achieve a shared goal – how do you empower your staff to work towards this vision?**

Our employees play an essential role in helping us achieve our vision. Their day-to-day work is critical to our success and we believe in empowering our people to deliver our vision. This means providing them with the training, resources, and support they need to do their job effectively, as well as creating a culture of trust, respect, and collaboration. We encourage and empower all our employees to take ownership of their work and to share their ideas and feedback openly. We believe that everyone has a role to play in contributing to our success and we recognise and reward our team for their hard work and dedication.

**What is your approach to customer service?**

Customer service is not just about delivering the product, it is the entire process from initial contact to ongoing support. We empower our team to listen to the customers' needs and support them throughout, building and nurturing relationships so we exceed their expectations every step of the way.

We understand that our success is linked to the satisfaction and loyalty of our customers. This is why we place great importance on our pledge to the "Global1Partners Customer Journey" ...we strive to make every interaction an exceptional and seamless experience.

We believe that this ongoing investment in the "Customer Journey" not only leads to more satisfied and loyal customers, but also to greater business success for all parties. By focusing on our Customer Journey, we can differentiate ourselves from competitors and increase customer retention.

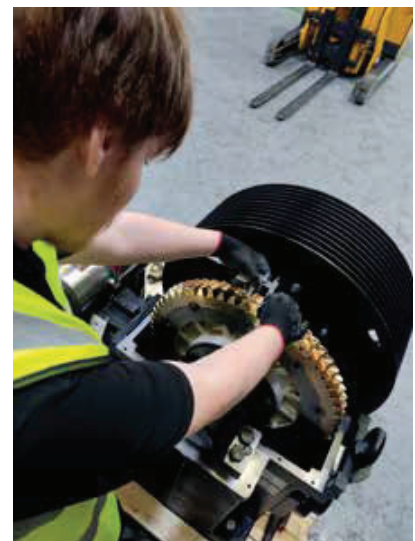


**With a recognised skills gap in the lift industry, how is Global1Partners working to bridge that gap?**

We pride ourselves on a low staff turnover and have a highly skilled experienced team which enables us to invest in professional development through internal and external resources.

We view apprenticeships as an essential way to bring new talent into our business and to develop the next generation of skilled professionals in our industry. We offer a range of apprenticeship programmes and we provide our apprentices with hands-on experience, on-the-job training and mentoring from experienced professionals.

We believe that investing in our people is essential for the continued growth and success of our business and we are committed to providing them with the resources and support they need to excel in their roles and to achieve their full potential.



**Sustainability and the carbon net zero journey are high on the agenda for most companies now. Tell us more about Green Gem, your energy intelligent solution for lifts.**

For those technical readers among us, here are the facts!

Green Gem is a high efficiency bi-directional DC/DC convertor, integrating an energy storage module of ultracapacitors. A very simple connection of the unit to most VVVF drives is enough to transform the lift to a regenerative one with storage.

Green Gem stores what would otherwise be wasted energy on a regenerative trip and returns it back to the VF drive to be utilised on the next journey. It offers energy savings of up to 70% with no harmonic distortion and negligible stand-by consumption with a simple three-wire connection to both new and existing VF drives. With a simple connection to the DC Bus of the VF drive, the system automatically analyses and stores the regenerative energy in the ultracapacitors. The system then continues to analyse the DC Bus and returns the power when there is a consumption requirement. The ultracapacitor modules offer better power density and life cycling features than that of batteries. Therefore, they are the best possible solution for fast charging and discharging applications such as in lifts. Green Gem is the smart alternative to conventional re-gen.

	Green Gem	Regen Unit	Green Gem Advantages
Retrofit	✓	✗	It is possible to install the Green Gem to any existing lift with a VF inverter without mods and regardless of size.
Standby	✓	✗	Green Gem is between 150% -170% more efficient in regards to standby power, requiring only 3W.
Simplicity	✓	✗	Green Gem is easily wired to the DC bus. Regen solutions require extra filters for feeding back to the mains.
Real Savings	✓	✗	With a Green Gem fitted, the lift consumes less energy.
EMC	✓	✗	Green Gem works in DC reducing the consumption and harmonics of the installation.
Net Metering	✓	✗	Independent of the net metering policies per country, Green Gem is always going to mean real savings.
Installation	✓	✗	To fit a Green Gem, installation time is significantly reduced compared to fitting a traditional Regen.
Sizing	✓	✗	Green Gem must be sized in relation to the power generation and not the consumption. Regen must be sized according to the consumption.
Availability	✓	✗	All Green Gem units are the same size and stocked at Global1Partners for next day UK delivery.

Overall, our Green Gem offers significant benefits for the environment, customers, and building owners, making it an important innovation in the lift industry. It contributes to energy efficiency, reduced carbon footprint, cost savings and ease of use.

### What's next for Global1Partners?

As a leading lift equipment supplier in the UK, we are committed to continually improving and expanding our services to meet the evolving needs of our customers and we are committed to continuing to invest in our people and culture.

At the start of February, my colleague Susan Terry and I were delighted to accept the position of Joint General Manager at Global1Partners. Susan joined the company 26 years ago, progressing through the ranks and gaining exceptional knowledge throughout the sales, marketing and operations areas of the business. Over the last 23 years, I have been fortunate enough to work alongside a team of dedicated engineers who have helped me develop a deep understanding of the technical aspects of our business. Together Susan and I have built a professional team and this Joint General Manager structure allows for increased collaboration, diverse perspectives and efficient decision making, resulting in a dynamic and effective leadership for the company's future success. This appointment marks a new era of growth and innovation for our company, taking us forward to our next exciting chapter.



To find out more about the company, visit their website - <https://uk.global1partners.com/>