



JANUARY 2022

# EMPLOYEE INFORMATION PACK

An introductory guide designed to provide all employees with the information necessary to get the most out of their DRAMS careers.



**DRAMS**  
Distillery Records And Management System

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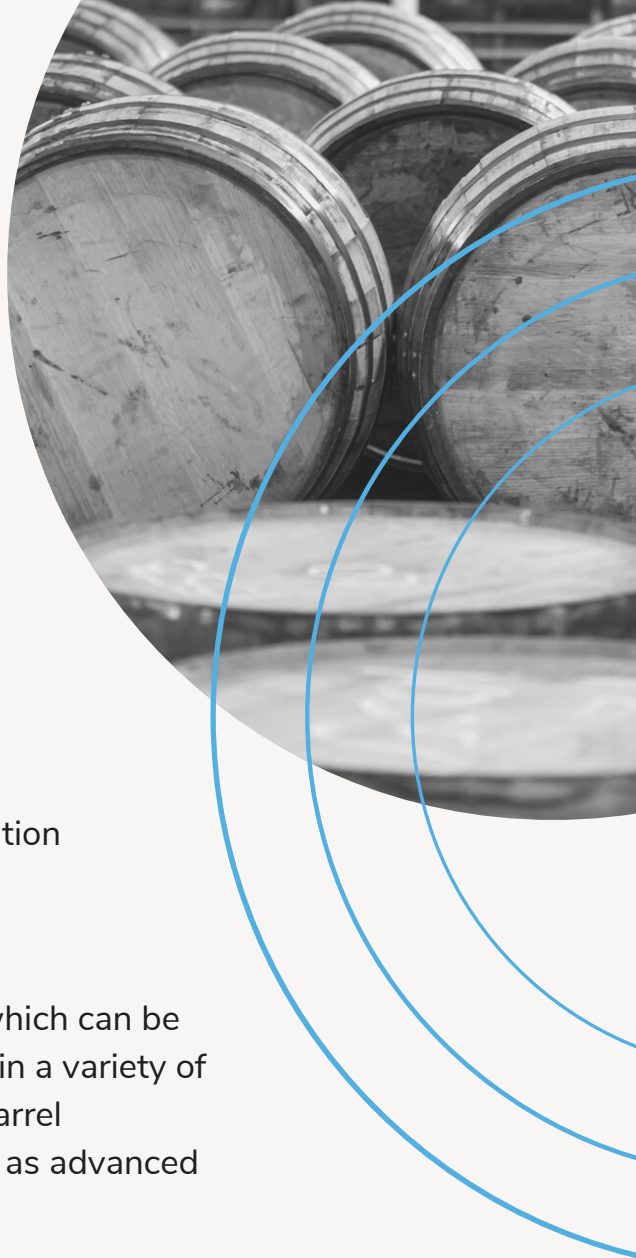
**DRAMS**<sup>®</sup>  
Distillery Records And Management System





# Introducing DRAMS

*We provide optimal solutions that uniquely address the complex requirements surrounding maturing spirit management.*



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# What is DRAMS?

DRAMS is a distillery record and management system that is used to record all movements of maturing spirit either in barrels or bulk, keeping a full history of all transactions, including all spirit losses and gains.

It is focused on tracking barrel location within warehouses and is used to assist with the identification and efficient retrieval of stock, and to generate the reports required by various Customs bodies.

DRAMS also provides several additional modules which can be used to extend the functionality of the core system in a variety of functional areas including barrel scanning, empty barrel management, long-term inventory planning as well as advanced reporting and dashboarding.

# Who uses DRAMS?

With more than 40 years of industry experience, DRAMS is uniquely positioned to support to meet the specific needs of the distilled and aged spirit producers. In particular, DRAMS is used by producers and distillers of the following spirit types:



**Whisk(e)y**

*Including Scotch & Bourbon*



**Rum**



**Mezcal**

*Including Tequila*



**Brandy**

*Including Cognac*



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# DRAMS Around the Globe



Currently, the core DRAMS audience and customer base are located in the UK, Ireland, the USA and Canada with secondary markets in Mexico, the West Indies, and English-Speaking Central America.

As DRAMS continues to grow markets such as India, France, Japan and Spanish-Speaking Central America will likely become of increasing importance.



# Our Customers

A key feature of DRAMS is its scalability, meaning that it can be used by small independent distilleries or large multinationals. Today, DRAMS is used in over 30 distilleries managing inventory holdings that range in size from 10,000 to well over 4 million casks.

Our customers include:





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# The DRAMS Promise

We promise our customers that we will always:



Share knowledge and best practices to provide the optimal solution for your needs.



Deliver systems that meet your needs today and continue to meet them as you grow, managing barrel inventory of any size.



Integrate with their existing technology stack.





- CUSTOMER FEEDBACK -

The knowledge of  
DRAMS' consultants –  
both of their product  
and of bulk stock  
processing as a whole –  
gave us a solid platform  
to work from.

JOHN KERR,  
JOHN DEWAR & SONS



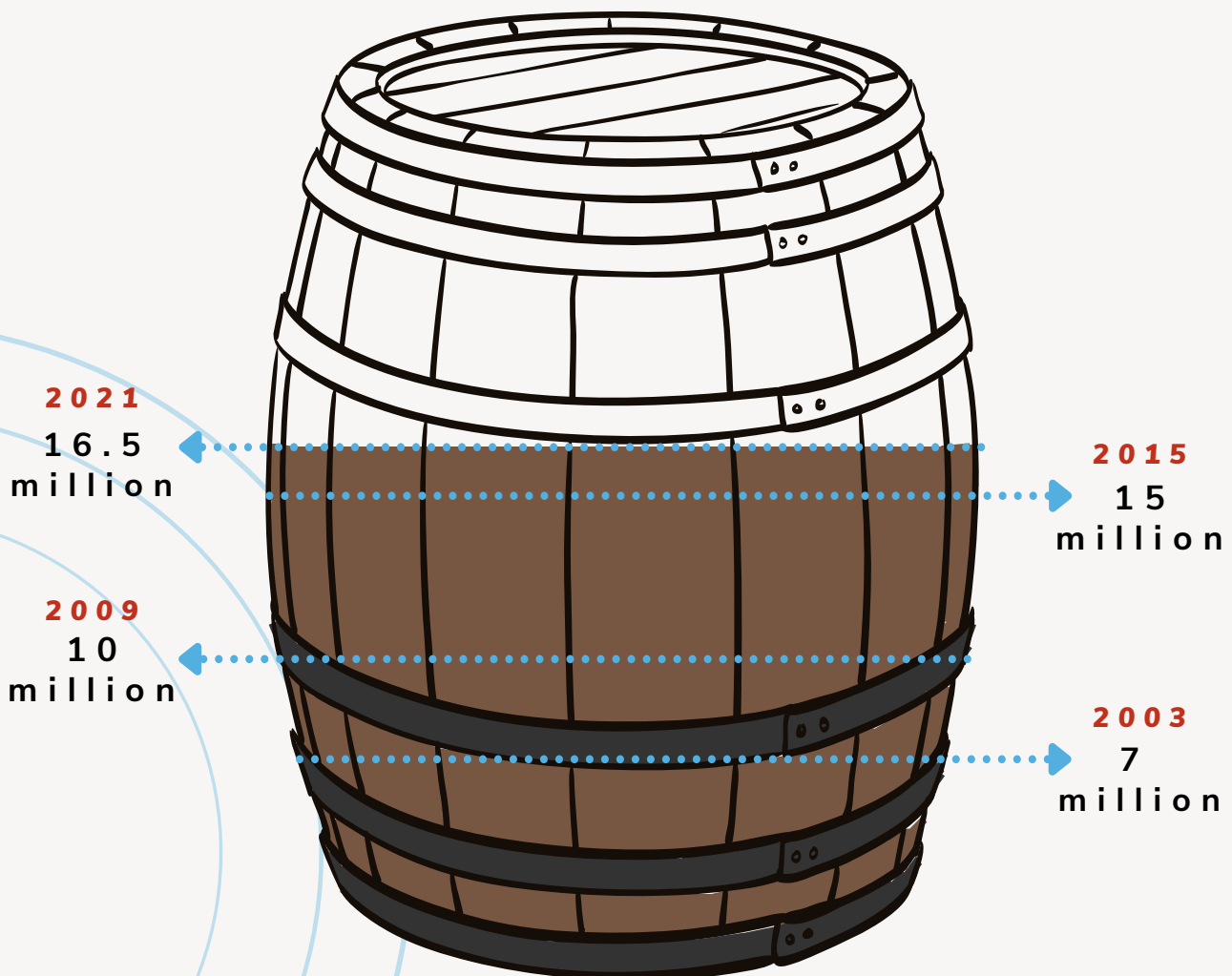


# Our Goals for the Future

# Our Big Hairy Audacious Goal

To put it simply, a Big, Hairy, Audacious Goal (BHAG) is a huge long-term target that we, as a company, are collectively striving to achieve. It is an ambitious goal that underpins how DRAMS defines success and will require creativity and commitment from all employees if we are to achieve it.

DRAMS' BHAG is to know the exact location and contents of 30 Million barrels around the world by the year 2031. So far we have achieved 55% of our target.





# 5-Year Goals & Milestones

In addition to our BHAG, we also have a 5-year strategy plan which outlines several goals and milestones to be completed within this timeframe.

Various members of the DRAMS Management Team have been given the responsibility of delivering these objectives but successfully accomplishing these goals will require the involvement of the entire DRAMS team.

<b>DRAMS WEB</b>	Have all DRAMS customers migrated to DRAMS Web.	<b>START YEAR: 2021</b>	<b>END YEAR: 2026</b>
<b>Brendan Flood</b>			
<b>HOSTED SERVICES</b>	25% of customers using DRAMS Hosting Services	<b>START YEAR: 2021</b>	<b>END YEAR: 2026</b>
<b>William Sellick</b>			
<b>TARGET THE USA</b>	£400K annual maintenance revenue from overseas customers within our core and outbound sandbox geographies.	<b>START YEAR: 2021</b>	<b>END YEAR: 2026</b>
<b>Sarah Pringle</b>			
<b>GROUP COVERAGE</b>	100% coverage of viable DRAMS sites in 4 defined customer groups (Campari, Bacardi, Grants and Cuervo).	<b>START YEAR: 2021</b>	<b>END YEAR: 2026</b>
<b>Brendan Flood</b>			
<b>KNOWLEDGE BASE</b>	20% of all support issues resolved through the Knowledge Base.	<b>START YEAR: 2021</b>	<b>END YEAR: 2026</b>
<b>Christina Weston</b>			
<b>NEW PRODUCTS</b>	New products or modules (i.e. new since Q3 21) generating £80K annual net maintenance revenue	<b>START YEAR: 2021</b>	<b>END YEAR: 2026</b>
<b>William Sellick</b>			

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# Yearly Goals & Milestones

As we work towards delivering our 5-year strategy, there are a number of goals and milestones to be completed each year.

## 2021 INITIATIVES

Last year we established the following priorities:

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### DRAMS WEB

Create a DRAMS Web Delivery Plan.

**Brendan Flood**

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### EMPLOYEE ENGAGEMENT

Create an Employee Engagement Communications Plan.

**Sarah Pringle**

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### ACCOUNT MANAGEMENT

Create Customer Account Plans and begin implementing them.

**Service Delivery Manager**

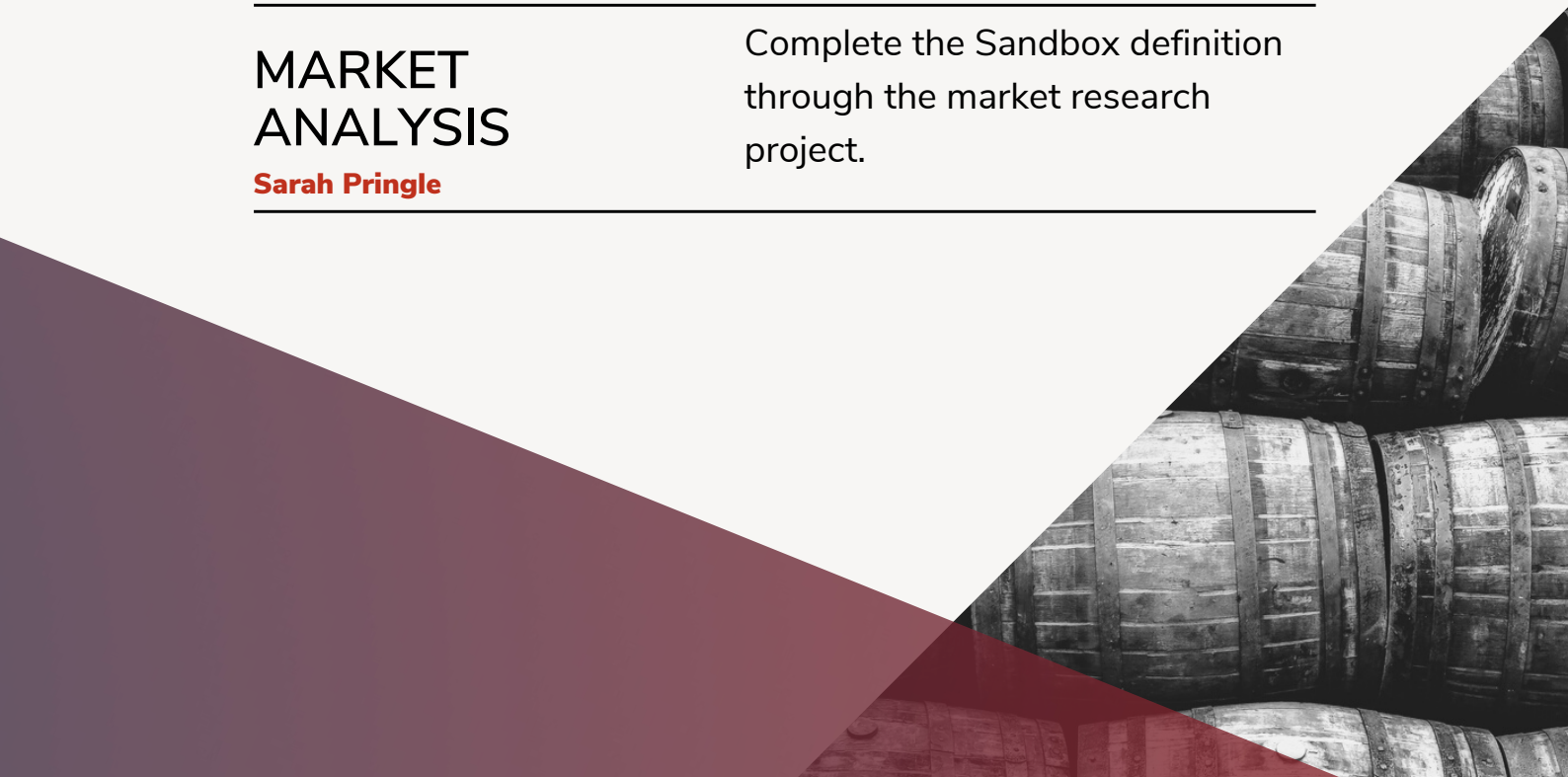
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### MARKET ANALYSIS

Complete the Sandbox definition through the market research project.

**Sarah Pringle**

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## TARGET THE USA

**Sarah Pringle**

Create the North America Marketing Strategy

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## SERVICE DESK

**Christina Weston**

Deliver the New Service Desk proof of concept including all customer communications.

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## ORG DESIGN

**Brendan Flood**

Agree the Organisational Design based on the new long-term objectives.

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## USER GROUP

**Sarah Pringle**

Host an online User Group Event

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## IT SUPPORT

**Brendan Flood**

Implement a new IT Support Function.

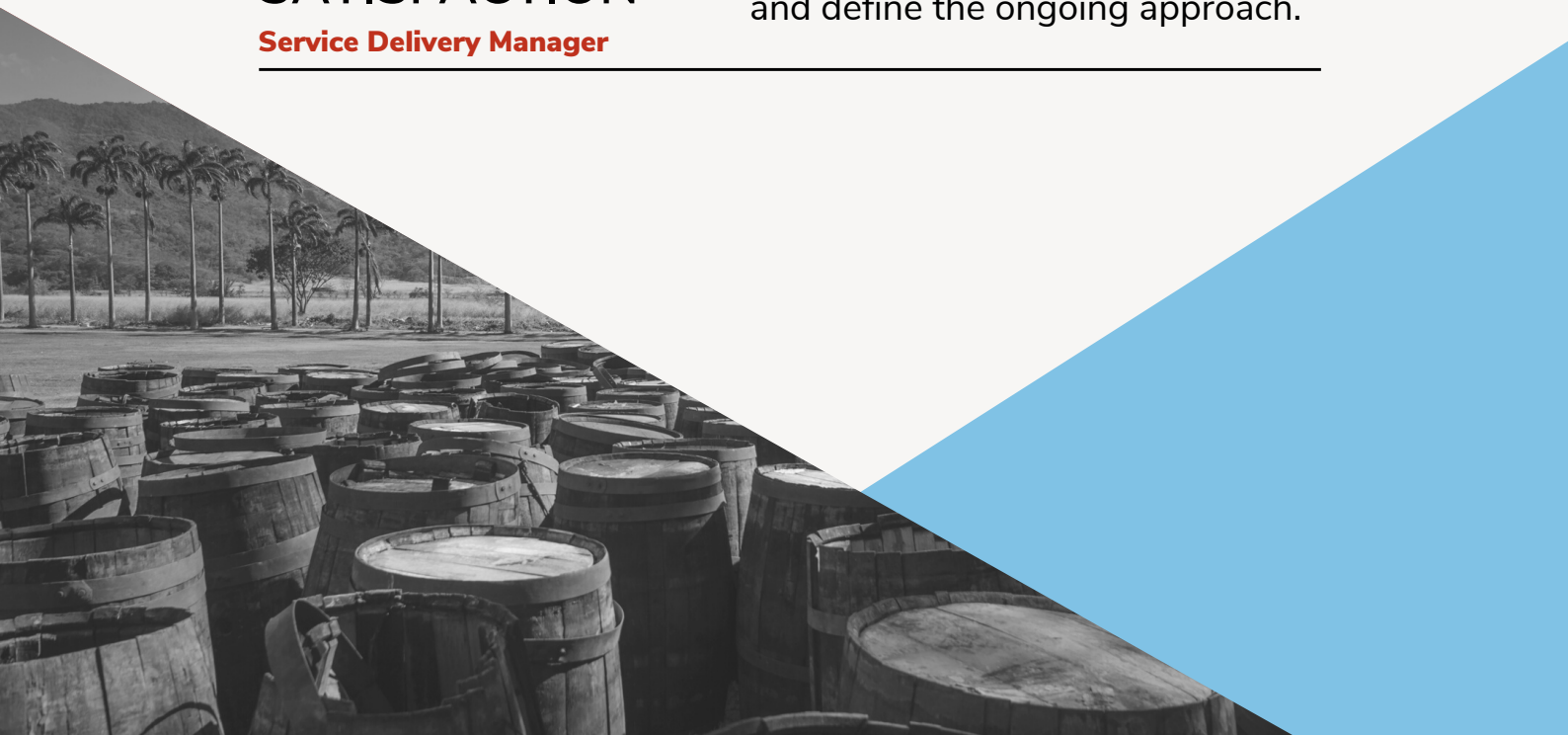
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## CUSTOMER SATISFACTION

**Service Delivery Manager**

Establish CSAT score baseline using the newly implemented tool and define the ongoing approach.

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# 2022 INITIATIVES

This year we have set the following targets:

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## DRAMS WEB

**Brendan Flood**

Deliver DRAMS Web migration milestones as outlined in the plan created Q4 2021.

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## HOSTING SERVICES

**William Sellick**

Have the customer hosting technical solution in place.

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## EMPLOYEE ENGAGEMENT

**Sarah Pringle**

Deliver the Employee Engagement Communication Plan as outlined in the plan created Q4 of 2021.

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## TARGET THE USA

**Sarah Pringle**

£600k from North America added to the sales pipeline, includes new logo and back to base

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## ACCOUNT MANAGEMENT

**Service Delivery Manager**

More than 90% compliance with the meeting rhythm set out in the customer account plans.

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## NEW PRODUCTS

**Brendan Flood**

A minimum of 1 new product or module defined by a new Product Manager


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## KNOWLEDGE BASE

**Christina Weston**

A minimum of 20 Knowledge Base articles delivered by Q1 2022

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The  
DRAMS  
Team

# The DRAMS Team



**Brendan Flood**  
Managing Director



**Christina Weston**  
Customer Care Manger



**Niall Robertson**  
Support Analyst



**Patricia Simpson**  
Support Analyst



**Matthew Kirkland**  
Support Analyst



**TBC**  
Service Delivery  
Manager



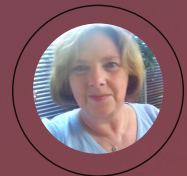
**Rusty Rothwell**  
Implementations  
Consultant



**TBC**  
Implementations  
Consultant



**TBC**  
Junior Implementations  
Consultant



**Irene Connor**  
Administration  
Coordinator



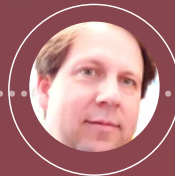
**William Sellick**  
Development Manager



**Douglas Harvie**  
Senior Software  
Developer



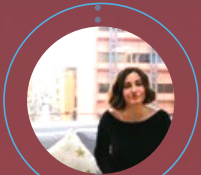
**Andrew Stalker**  
Senior Software  
Developer



**Tim Muller**  
Senior Software  
Developer



**TBC**  
Software  
Developer



**Sarah Pringle**  
Marketing Manager



**Hayley McMinn**  
Product Manger



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# Meet The MD



**Brendan Flood, Managing Director**

## **TALKING POINTS**

I started my career as a software developer and briefly worked on the original DRAMS development project (the Windows re-write – NOT the 1970's version!) before moving on to our Payroll and Transit applications.

I've been managing the DRAMS team since 2011. My wife, Emma, is a teacher, and we have two children (16 and 10), a labradoodle (1 human year) and a goldfish (impossibly old, simply refuses to die – free to a good home, complete with tank).

The first bottle of single malt whisky I ever owned was a prize in a work competition, and it was later stolen in a burglary. I now have many bottles of whisky, and – for the most part – I maintain brand loyalty and only drink whisky made by our customers!

## **ADVICE**

Watch videos on whisky production (and bourbon, rum and tequila) to get an understanding of what our customers do. There are lots of variations in spirit supply operations and in the type of end products created, and that variation keeps things interesting.

Learn about the different spirit classifications (e.g. single malt vs blended scotch; reposado vs anejo; bourbon vs rye) and you'll not only be able to make sense of some of our application functionality – you'll also be able to engage in meaningful conversation with our customers where our products and theirs overlap.

## **ASK ME ABOUT...**

I know quite a lot about most of our products – but I have no idea how to use the core DRAMS system, so don't ask me how to process a tanker filling.

I know a reasonable amount about Progress and the OpenEdge database as well, although those memories are fading into the distance.

I spend quite a bit of time in Excel and Salesforce, so can probably help there too.

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# Meet the Managers



*William Sellick, Development Manager*

## **TALKING POINTS**

I've been with the company for just over a year and a half. I come from a software development background and used to work a software house. I've used many different languages and techniques throughout my career so far so might know the answer to a random problem – feel free to ask

Random fact about me, I am a retro games console collector so enjoy the nostalgia around the consoles from the late 1980s to 2000s. I'm also a modern gamer too so am always happy chatting about the new releases

## **ADVICE**

DRAMS covers a massive set of areas in the whisky maturation process so it's probably best to select an area that interests you and learn a bit more about it.

There are videos of the various modules in DRAMS available on our video channel so make sure to check them out

## **ASK ME ABOUT...**

Most of the technical systems I know at least something about



### **Christina Weston, Customer Care Manager**

#### **TALKING POINTS**

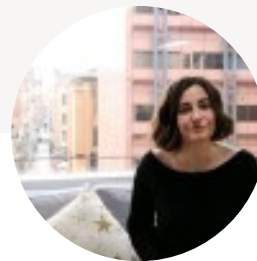
I have been with the company for 39 years in various roles including admin, support and consultancy. Not sure that I should admit this, but I don't drink whisky and am waiting for someone to convert me! My hobbies include gardening and spending time with friends and family.

#### **ADVICE**

If you need help, just ask. No matter how busy someone may appear, they will always make time to help. The more questions you ask, the quicker you will learn.

#### **ASK ME ABOUT...**

I can answer questions about our Helpdesk, core DRAMS or general queries.



### **Sarah Pringle, Marketing Manager**

#### **TALKING POINTS**

I have been with the DRAMS for roughly 2 years now. I come from a marketing agency background, working predominantly with software providers to generate sales opportunities.

If we're ever on a call together you are likely to see my cat, Riker (William T.) causing havoc in the background.

#### **ADVICE**

Everyone in the team will help you get to grips with our product, processes and systems but taking the time to learn about the drinks industries we operate in will prove invaluable.

#### **ASK ME ABOUT...**

I love a good spreadsheet, so can usually help with those. Additionally, any questions about customer getting communications out to customers or the team internally - let me know!





## Hayley McMinn, Product Manager

### **TALKING POINTS**

I am a graduate from the University of Dundee where I studied Applied Computing. I have worked in the textiles industry for 10 years, providing IT and ERP implementation and support before moving to DRAMS as an Implementation Consultant in 2020.

I am most happy when visiting theme parks and going on scary rides, but I also enjoy video games, musicals and Scottish wrestling. I have recently started watching American Football and have seen a game while visiting Florida back in 2019.

### **ADVICE**

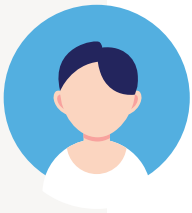
It can be overwhelming learning a new system but I would definitely encourage anyone new to reach out the rest of the team when unsure or needing help.

### **ASK ME ABOUT...**

DRAMScan and Wood Management are probably my best topics, but I am learning everyday and happy to help out based on the projects I have worked on. I also have a good understanding of implementation project documentation and structure.

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# Meet the Development Team



**Douglas Harvie, Senior Software Developer**

**TALKING POINTS**

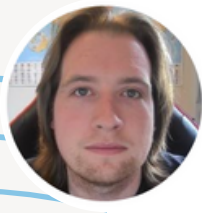
I have been with the company for 20 years now, outside of work I enjoy reading, music, cinema, and walking.

**ADVICE**

We have a friendly team who are willing to help, if there is something your are not sure about ask someone and they will be able to point you in the right direction.

**ASK ME ABOUT...**

I have a broad knowledge of DRAMS so can cover most things except for DRAMScan or DRAMS Web.



**Andrew Stalker, Senior Software Developer**

**TALKING POINTS**

Outside of work I am usually off up hills at the weekend. Sometimes climbing. I'm also a qualified Mountain leader and Climbing instructor.

My Grandfather was a distillery manager who managed 3 different distilleries over the years... Which got me interested in Whisky in the first place.

**ASK ME ABOUT...**

I can help with questions about Scanning and DRAMScan.



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## Tim Müller, Senior Software Developer

### TALKING POINTS

I worked as a Software Developer in Cape Town, South Africa, for over a decade before emigrating to Scotland with my wife and 6 children in 2021.

When I'm not taking children to football practice, orchestra rehearsals, or Scouts meetings, we love spending the weekends exploring new Scottish beaches. I also enjoy playing violin, watching foreign films with my wife, and playing the odd game of chess.

### ADVICE

Everyone at DRAMS is very friendly and helpful, so don't be shy to ask for advice when you're stuck!

### ASK ME ABOUT...

I'm still very new to DRAMS and the spirits industry, but I've programmed in many languages over the years, so you're welcome to ask me any programming related question.



# Meet the Profesional Services Team



## Rusty Rothwell, Implementation Consultant

### TALKING POINTS

I am originally from and still reside in the state of Kentucky, USA. I graduated from the University of Louisville with a degree in Business Administration/Computer Information Systems.

My hobbies include most anything outdoors and attending any stand-up comedy or live music shows.

### ADVICE

If you are new to the spirits industry, or if you are not familiar with a particular type of spirit (Scotch, Bourbon, Tequila, Rum), do your research on the history and production of the spirit. This basic background knowledge and industry lingo will help make Knowledge Base lessons/explanations easier to follow and understand.

### ASK ME ABOUT...

I have a broad knowledge of the Bourbon industry/operations, the core DRAMS module, and DramScan.



## Irene Connor, Administration Coordinator

### TALKING POINTS

I joined Trapeze a little more than 10 years ago. I came from a Public Service background with NHS, Civil Service, Railway and Police. My first foray into the private sector was an eye opener but, on the whole, an enjoyable one. I sing in Rock Choir and enjoy going to concerts and the theatre.

### ADVICE

ALWAYS reply to emails (especially if they are from me!)

### ASK ME ABOUT...

You can ask me about anything from 'where can I get paper clips?' to 'how much maintenance do Campari pay annually?' As well as office administration, I am the link to Finance and deal with billing, maintenance etc.

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# Meet the Customer Care Team



## Niall Robertson, Support Analyst

### TALKING POINTS

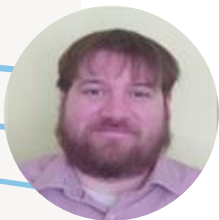
I have been with the company for 10 years now, outside of work I teach mini rugby to children and teach coaches on how to coach children. I also an avid builder and painter of Games Workshop models.

### ADVICE

The car park has plenty of spaces for bikes If you like to cycle and the office is only a five minute walk from the main bus stops on Union Street.

### ASK ME ABOUT...

I can be asked about our Replication processes, deployments and upgrades of our DRAMS software.



## Matthew Kirkland, Support Analyst

### TALKING POINTS

I've been with the company the shortest amount of time compared to the other members of the Customer Care team. I come from a customer success team for a software house in an oil company.

In my spare time I watch a lot of movies and tv shows and play quite a few computer games.

### ADVICE

Take it one part at a time, DRAMS is a big system so it can take a long time to understand everything.

### ASK ME ABOUT...

The other members of Customer Success will know a lot more about DRAMS but I have been setting up the new Jira helpdesk and Confluence so would be happy to help with that.



## Patricia Simpson (Pat), Support Analyst

### TALKING POINTS

I started with DRAMS Support in March 2016 having previously worked on the Service Desk at Nexen (now CNOOC) and in IT support at John Lewis before that.

A few of the highlights with DRAMS:

- My first DRAMScan implementation.
- The site visits I have been on.
- Staff days.
- Talking to and getting to know our customers.
- Working with the best team in the world.

Some of the highlights at John Lewis:

- Co-ordinating cash register training for selling staff for a new department store in Cardiff.
- I installed and built a large proportion of the PCs at their contact centre before it opened.
- I wrote a training course and delivered it at the Aberdeen branch; this was then rolled out as part of the core training for the whole JL Partnership.

When not working I enjoy films, handcrafts and walking.

I have a degree in Psychology and I'm currently trying to learn Spanish.

I share my home with 3 cats.

### ADVICE

Enjoy your time working with DRAMS.

Ask if there is anything you need.

Our customers are very friendly and hospitable.

If you get the opportunity to go on a site visit, grab it, I've yet to go on one I haven't thoroughly enjoyed.

### ASK ME ABOUT...

DRAMScan and Wood Management.

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# 2021 New Starts

In 2021 we welcomed the following people to the DRAMS team:



**Matthew Kirkland**  
Systems  
Analyst  
*April 2021*



**Rusty Rothwell**  
Implementations  
Consultant  
*June 2021*



**Tim Müller**  
Senior Software  
Developer  
*November 2021*



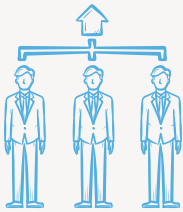


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# Our Values

Core values are the root beliefs that an organisation operates from. They are the principle perspectives that guide a person or organisation's behaviour with others. They guide crucial actions, decision making processes and relationship building.

Core Values should be visible in every aspect of the company. From operations, sales and marketing to all internal interactions. Core values form an important pillar of an organisations culture.



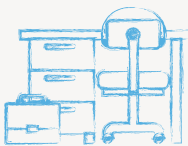
## **ONE TEAM**

We support one another, working together to achieve a common goal and always acting in the best interests of the business as a whole.



## **CUSTOMER FOCUS**

We listen to our customers, recommending solutions that best meet their needs and delivering beyond their expectations.



## **PRIDE IN OUR WORK**

We care enough about what we do to always do the best we can.



## **OWNERSHIP**

We are personally responsible and accountable for everything we do and how it contributes to business success.



## **OPEN & HONEST**

We are consistent and fair with customers and colleagues.



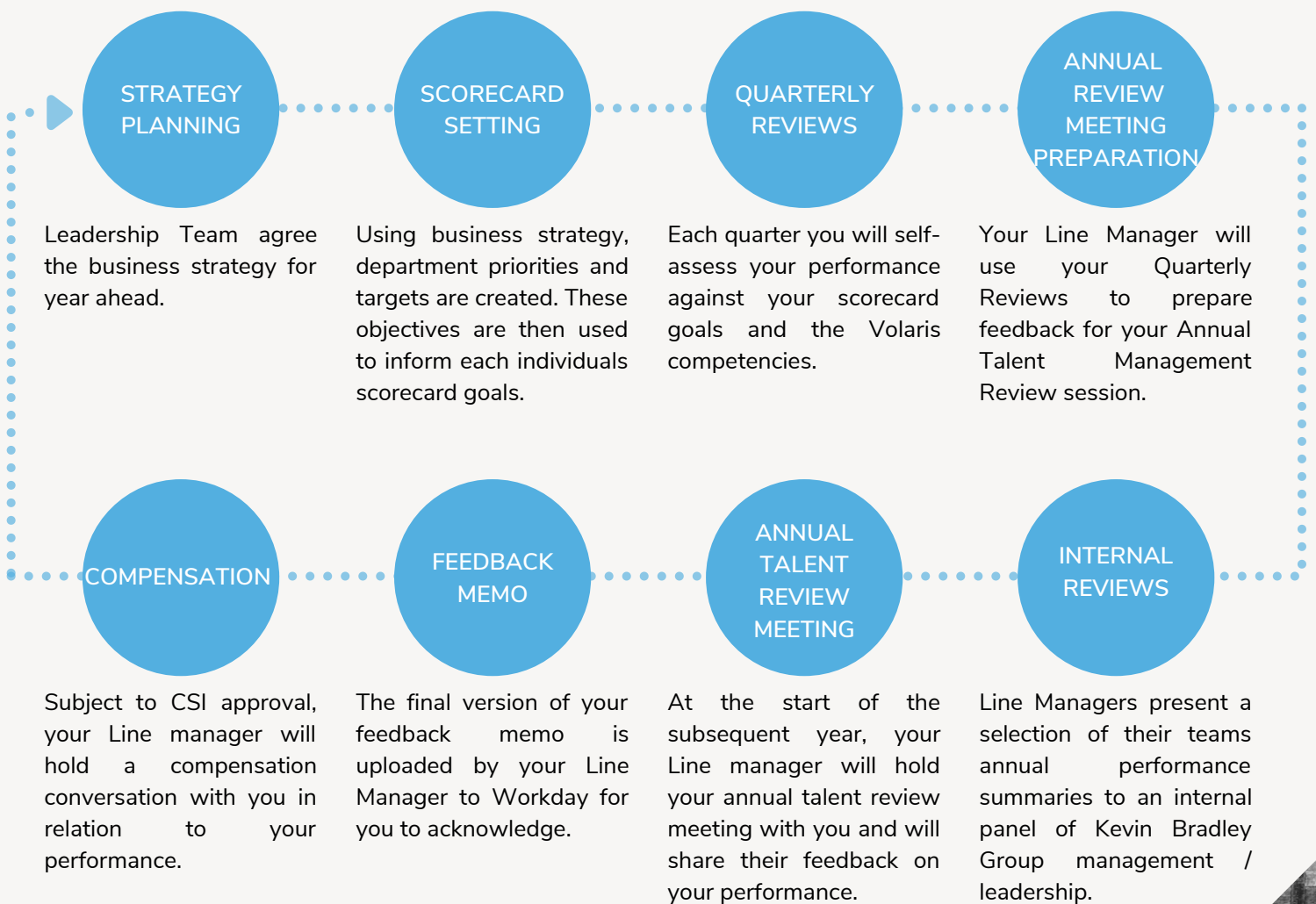


# Setting-up for Success

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# Talent Management Process

The DRAMS talent management process is a Volaris-wide process so everyone who works in a Volaris company is subject to the same performance measures, including management & leadership.





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# Scorecard Goal Setting

Scorecards typically contain around 4-5 goals per person (including one personal goal) and will focus on the key priorities of your role for the year ahead.

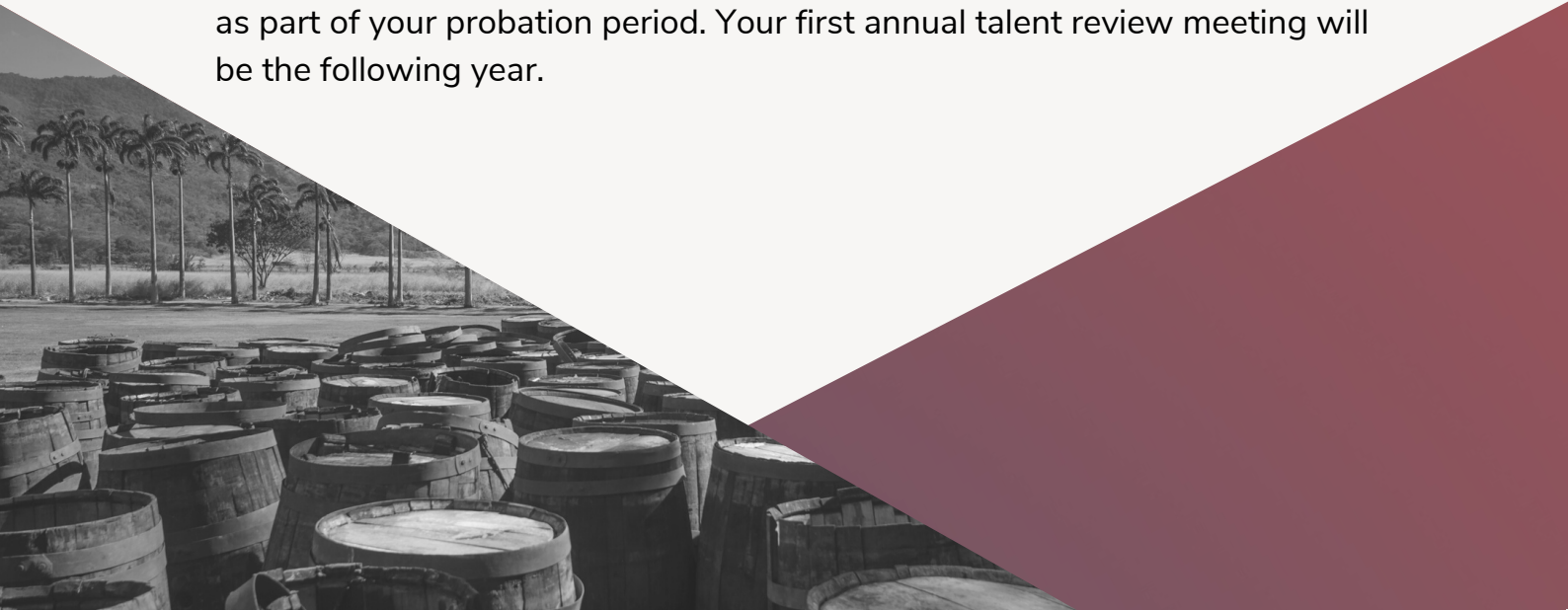
In many cases, these goals will be directly linked to the 5-year strategy plan of the business as well as the initiatives set for the upcoming year, demonstrating how you personally will be supporting the business to achieve these objectives.

The personal goal should be about something you are doing for yourself. It could be wellbeing related or focused on improving a skill (whether work or non-work related).

## EXEMPTION FROM THE TALENT MANAGEMENT PROCESS

Depending on when in the year you join DRAMS you may be exempt from parts of the Talent Management Process:

- Employees on probation periods at the time of the quarterly review are exempt as you will be having reviews as part of the onboarding/probation period. You will, however, still have a scorecard which will be reviewed at the specified check-in meetings.
- Employees who join the Company in Q3 or Q4 (July – December) of the year are exempt from annual talent review meetings as you will be being reviewed as part of your probation period. Your first annual talent review meeting will be the following year.





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# How we work

DRAMS offers a combination of both remote/home working and in-office positions.

You have been offered a permanent (subject to satisfactory completion of probation) position and will be <based in our Aberdeen office>/<a remote worker.>

## IN-OFFICE WORKING

### LOCATION

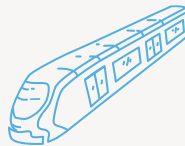
Located in Aberdeen city centre, the DRAMS office is well serviced by public transport links while also benefiting from designated car parking.



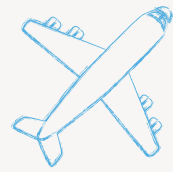
**Union Plaza**  
9-minute walk



**Bus Station**  
11-minute walk



**Train Station**  
9-minute walk



**Aberdeen Airport**  
21-minute drive

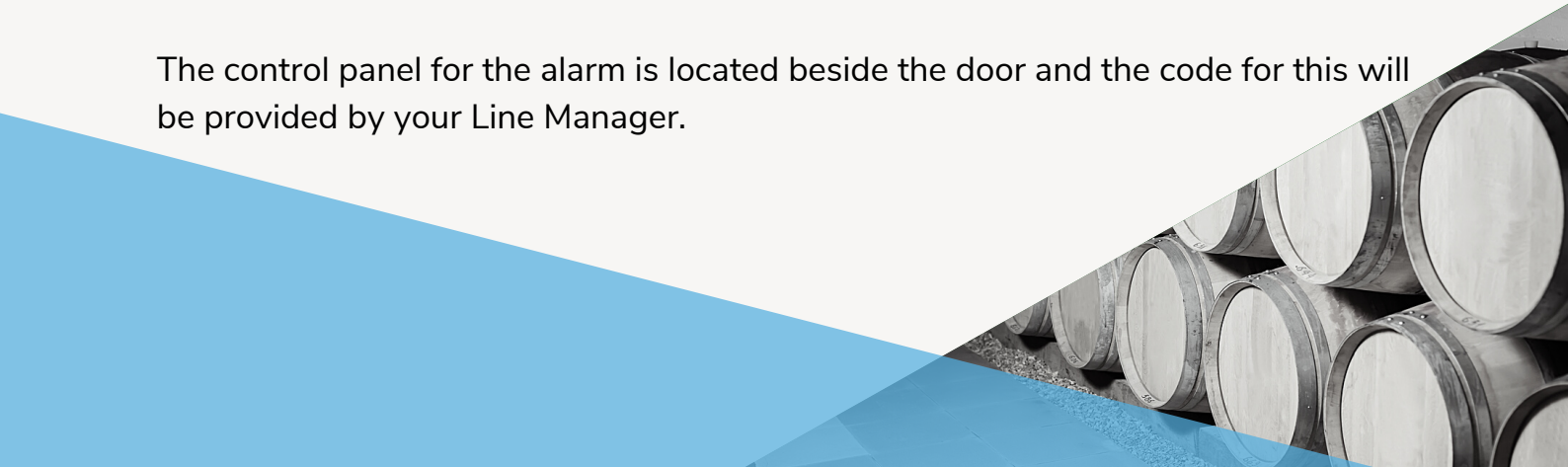
Office Address: Union Plaza, 1 Union Wynd, Aberdeen, AB10 1SL, United Kingdom

### OFFICE ACCESS

Security is maintained throughout the building with floor level and office access restricted to those with a Key Card. These will be provided to Office based employees and can be requested for remote workers should they be required.

The office itself is alarmed which must be activated and deactivated by the first employee to leave or arrive at the office respectively.

The control panel for the alarm is located beside the door and the code for this will be provided by your Line Manager.



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## SHARED OFFICE SPACE

The office is an open plan space that includes two meeting rooms and a kitchen area.

This space is shared with a team from another Volaris Group company; the Trapeze Group, DAS (Duty Allocation System) Team.

DAS support and development are the main focus for the majority of the Trapeze UK Commercial team.

DAS is a product developed for the bus industry and is used to allocate duties and activities along with the vehicles, to all bus drivers for our clients such as Stagecoach, First Group, GoAhead, National Express etc. This product then allows timesheets to be accurate for the various duties and overtime to then be exported on a weekly basis to the various payroll systems in use by our clients.

## DESK AVAILABILITY

Office-based employees will be allocated a permanent desk space within the DRAMS office. Additional seating is available for remote workers who are encouraged to visit the office as and when they require. However, the number of available hot desks is limited, if this becomes an ongoing problem, remote workers will be required to confirm desk availability in advance.

Communal workspaces are also available in the reception area of the building.

## DRESS CODE

Employees are required to adhere to a minimum standard of Business Casual dress when in the office or representing the company. This includes formal trousers, dress, shirt (tie is optional), smart top, formal shoes, etc.

For more details refer to the employee handbook.



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## WORKING HOURS

The employment contract states the specific hours each employee is expected to work. Unless otherwise stated, a full-time employee is expected to work 37.5 hours each week between Monday and Friday. Depending on circumstances, employees may be required to work additional hours or in a pattern that is different to normal.

However, DRAMS also recognises the need for flexibility and consequently employs core operating hours, which are between 10:00 am and 4:00 pm, Monday to Friday.

During this time, all employees are expected to be available and contactable unless otherwise agreed with your Line Manager.

For more information on working hours, refer to your employment contract and the employee handbook. Any questions should be presented to your Line Manager.

## KITCHEN FACILITIES

Supplies for tea and coffee (including semi-skin milk) are all stocked within the communal kitchen.

These facilities are provided and maintained by the office building, this area is designated a communal space and users should remain mindful of this, making sure to clean up after themselves. Fridge space is available for employees to temporarily store items, but unused or expired products are the responsibility of the owner and should be removed/disposed of appropriately.



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## STATIONERY CUPBOARD

The office stationary cupboard is located to the left, behind the desks when coming in the office door. This cupboard is freely accessible and contains standard office stationary. Employees are asked to be mindful of the resources they take and to notify Irene of any shortages.

## HOME WORKING

### HOME OFFICE SET-UP

Remote workers will be provided with the necessary computing equipment to equip their home working set-up. While employees whose primary workspace is located in the office will be only be provided with an additional monitor for their home working space. These employees are therefore required to move their other equipment (i.e mouse or keyboard etc) along with their laptop between their two workspaces as required.

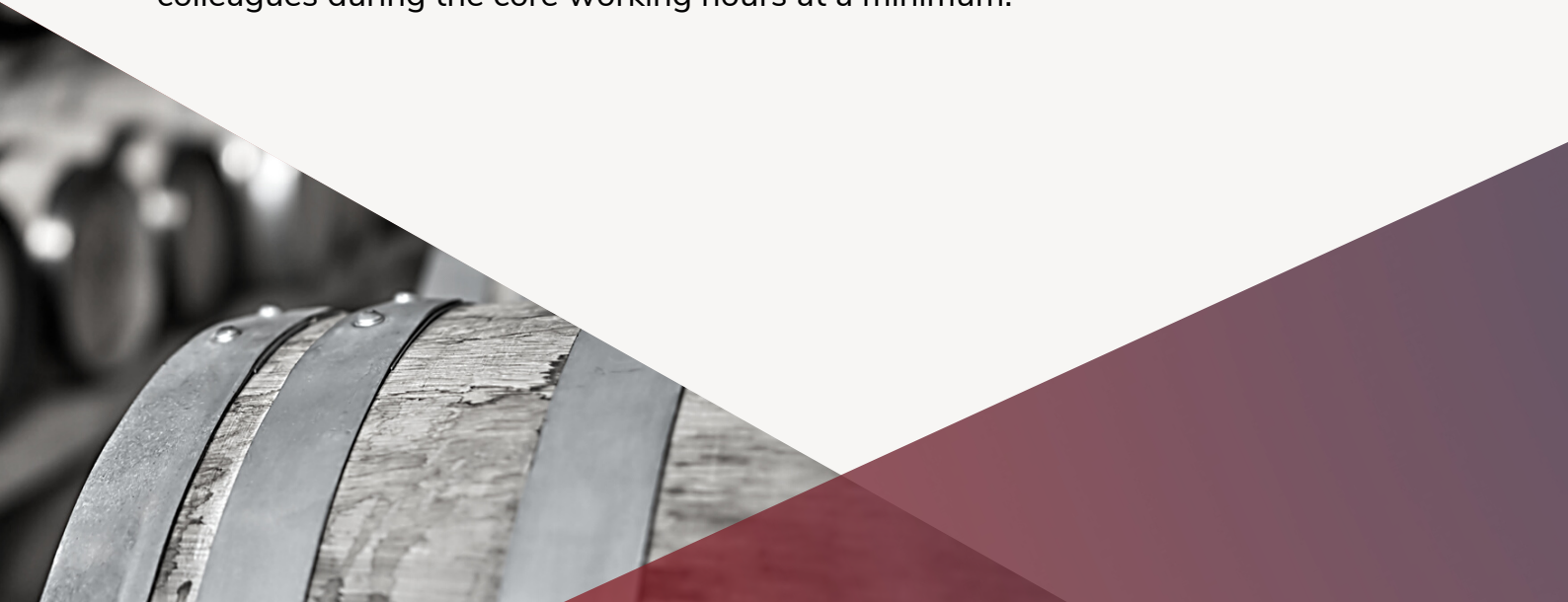
### DRESS CODE & WORKING ENVIRONMENT

Employees working at home must be mindful of how their dress and working environment represents the company, particularly when participating in client or supplier calls.

### COMMUNICATION

When working from home, maintaining suitable levels of communication with team members and colleagues becomes increasingly important. Microsoft Teams is the primary platform for all internal communications with email performing a secondary role.

Unless otherwise agreed with your Line Manager, employees working from home are expected to be available for communication with team members and colleagues during the core working hours at a minimum.





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# OTHER WORKING PRACTICES

## TIME SHEETS

Unless otherwise stated, all employees are required to complete daily timesheets to track resource expenditure against internal and client budgets. Full training in this system and processes will be provided during the first weeks of your employment.

## SICKNESS & LEAVE

Employees who are ill and cannot attend work must contact their Line Manager before 10 am on the first day of sickness. You will need to provide details of the nature of the illness, when you expect to return to work as well as any deadlines or client calls that will be missed. Details of your current workload which must be rearranged to reallocated to a colleague must also be provided.

Annual leave must be requested via workday and approved by your Line Manager.

Full details of the DRAMS sickness and absences policy can be found in the handbook.

## EXPENSES

Employee expenses are claimed via the SAP Concur platform. All expenses must be submitted and authorised by the last working day of the month with payments being made on the 6th working day of the next month.

For full details of what can be expensed can be found in the employee handbook and any questions should be directed to your Line Manager.



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# Tips & Tricks

·One member of staff can bring in their dog(s) to the office per day.

This needs to be booked in advance using the calendar in outlook titled: MTG ABE - Dogs in the workspace

·Every Thursday at 11am there is a fire alarm test in the Aberdeen office.

There is a Employee sign in/out book located just inside the office door.

when entering the office, mark the appropriate date/time beside your name with an I.

You record your return to the office by updating this mark to a X.

The closest bathrooms are through the double doors directly in front of the office doors.

The car park can be used in the evening and at weekends. However, use outside standard office hours must be reported to reception .

Spare Tea/Coffee mugs are available in the kitchen.

However, some of the team believe the coffee machine to be awful.

A suggested solution is to take 2 shots of espresso and top it up with hot water rather than selecting the standard coffee option.

Lockers are available in the office and can be used to store your laptop and other personal items overnight. To request a locker, speak to Andrew Stalker,

Need to arrange for Tea/coffee/lunch to be provided for a client meeting in the office? Speak to Irene.

Visit the DRAMS employee news & resources page for updates.





# Key Resources

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# Resources

Below is a list of resources you can use to start learning about the DRAMS product, the spirit industries we operate in and our competitors. This list is designed to be an introductory list and all employees are encouraged to explore these topics further as part of their ongoing development.

This list has been created and is maintained through a company-wide collaborative effort as part of our aims to create an environment for shared learning experiences. So we request that as you discover other resources you feed those back into the team, keeping this list up to date and supporting the growth of the teams' knowledge base.

## WHISK(E)Y

[Video - Difference between Whiskey, Scotch & Bourbon](#)

[Video - Scotch Whisky: Explained](#)

[Video - The History of Bourbon](#)

[Video - What is Japanese Whisky?](#)

[Video - INDIAN VS SCOTCH WHISKY: WHAT'S THE DIFFERENCE?](#)

[Video - How the Maker's Mark Distillery Produces 24 Million Bottles of Bourbon per Year](#)

## MEZCAL

[Video - A Brief History of Mezcal](#)

[Video - How Patrón Makes Its Tequila](#)

[Video - What Concerns Does A Master Distiller Have When Making Tequila?](#)



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## RUM

[Video -A Brief History of Rum](#)

[Video - How Rum Is Made: Behind The Scenes of Bacardi Rum Distillery](#)

[Video - Making Rum at Angostura](#)

[Video -RUM - Everything you need to know in 3 minutes...ish](#)

## BRANDY

[Video -The Basics of Brandy\\_| Everything You Need to Know](#)

[Video -What's the Difference Between Cognac and Armagnac?](#)

[Video - Inside Hennessy\\_| How Cognac is Made?](#)

## COOPERAGE

[Video -Meet The Maker - The Cooper](#)

[Video -Small Scale Cooperage Techniques](#)

[Video -Large Scale Cooperage Techniques](#)

## WAREHOUSING

[Video -The Teeling Whiskey Maturation Warehouse](#)

[Video -Touring Warehouse P - Whiskey Wednesday](#)

[Video -Whisky Industry Maturation Storage at Macallan](#)

[Video -Cleaning up Thousands of Bourbon Barrels at Barton 1792 Distillery](#)

[Video - Laphroaig Distillery Tour - Warehouse](#)

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# DRAMS

Demo - Ben Nevis

Video Channel - DRAMS Modules

Video Channel - Spirit Processing

# COMPETITORS

Website - FIVE x 5

Website - NetSuite: Cofficient's Distillery Management Software

Website - DRINKIT





**DRAMS**  
Distillery Records And Management System