



Company News

...for Employees and Customers



A message from our Managing Director

Welcome to the Summer Edition of our company Newsletter.

You will see from the front page that we have made a big commitment to start upgrading our fleet of vehicles. I was very proud to take the keys for the first 10 vehicles and I know the drivers were very pleased to receive them as well!

The new vehicles are a sign of our continued investment in the company and over the next few years we will have renewed our fleet and reduced our carbon footprint. This will be done over a rolling programme so bear with us while we work to replace some of the older vehicles first.

The outlook for 2013 is looking more positive than 2012 and it is pleasing that all of our teams have started the year well. We must continue to grow on this base and ensure that we give all our customers the service they expect. Our reputation is only as good as our last job and I know everyone in the company has worked hard to exceed in that expectation.

Thank you for all that you do and keep up the good work.

Dave Jones
Managing Director

Jones Building Contractors ...driving down costs!



The Jones Group is set to reduce its carbon footprint and cut fuel costs after committing to a £1m investment to upgrade the fleet of vehicles.

We have already taken delivery of the first 10 Citroen vans as part of our investment programme and are due to take delivery of a further tranche of vehicles before the end of the year.

Once the full complement of 110

vehicles are in operation, we will benefit from a 17% reduction in CO² emissions and a 20% saving in annual fuel bills.

We choose Lex Autolease to assist with our requirements because they provide us with an end to end solution which

covered all our needs. This included analysing the different types of jobs that we undertake in order to recommend the best choice of van, to providing liveried vehicles backed up by a comprehensive accident and maintenance package.

We are delighted with the first batch of vehicles. They create a great visual impression and will provide us with immediate environmental and fuel efficiency benefits.



...twitters from inside



New arrivals at Jones! Page 2



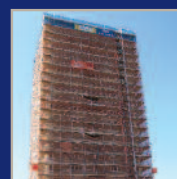
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ISO14001 Page 8

...Enjoy your Holidays from all the directors and management at Jones Building Contractors

SUMMER 2013



Personnel Updates
during 2013

New Starters

New Starters	Position
Russell Stockley	Multi-skilled
Christopher Cripps	Multi-skilled
Rebecca Pearce	Apprentice Administrator
Nicola Perree	Administrator
Lee Jackson	QS / Estimator
Daniel Scriven	Plumber
Joshua White	Carpenter
Nicholas Wilson	Gas Engineer
Christopher Fraser	Bathroom Fitter
Debra Mullen	Receptionist / Administrator
Daniel Coplestone	Maintenance Trainee
Owen Brister	Maintenance Trainee
Matthew Stock	Maintenance Trainee
Christina Bramley	Administrator
Tracey Smith	Administrator
Grant Whyman	Site Manager
Anthony Sharman	Painter / Decorator
Mike Rudge	Contracts Manager
Mark Taylor	Maintenance Operations Supervisor
Nigel Whelan	General Manager, Contracts Division (Devon and Cornwall)

Training Updates

61 operatives have received **ASBESTOS AWARENESS** training and 18 operatives have had **NON LICENCED ASBESTOS** training. Jim Howard and Chris Matthews have renewed **CORE GAS SAFETY**.

Changes in the Personnel Department



We said a fond farewell to **Diane Kingston** at the end of May who has taken a well-deserved retirement to tend her allotment and spend quality time with her family. In her replacement Debra Rusling takes on the role of Personnel Officer supported by Barbara and Stacey from D Glass who is also joining the team.

We wish Diane a very happy retirement - you will be missed x x



Whilst we're on the subject of retiring...

On the 7th August our very own **Adrian** will have reached retiring age. That said, we are very pleased to say he won't be leaving us. Instead Adrian will be reducing his hours to 3-4 days a week in order to spend quality time with his wife **Anthea** and family.



Special Birthdays

Happy Birthday to Joyce who recently celebrated her 60th Birthday.

An ODE by Joyce

Oh how IT has changed at Jones

Back in the nineties when I first came to Jones, Just one lonely computer sat on a desk, We all had to share it and take it in turns, To post wages, job journals, accounts and the rest.

Along came more workstations over the years, But only one with the 'world wide web' to share With a poor dial up connection, it had us in tears, It was painfully slow, a bit of a nightmare.

We now have broadband, with emails to mobiles, With computers which we can use on our own

How things have changed, so many folders & files, Often now using emails instead of talking on the phone.

I do wonder how IT will change even more, At Jones over the next 20 years or so, Let's hope it's for the better and saves you all time And if I'm still alive, can someone let me know.



Peter Hart and Janice, and Wedding Cake - February

IMPORTANT NOTE:

Can you please keep the Personnel Department up to date with any changes to your contact details, e.g. moving home or change in emergency contact number.

New Arrivals

Congratulations to Darren Smith and Kat on the arrival of their beautiful daughter **Bella Louise**, born on the 28th December 2012.



Bella Louise

Congratulations to Ksenia Marsh and Dave

on the arrival of their beautiful daughter **Sofia Elizabeth**, born in March 2013 and weighed 7lb 4ozs and **Joe Wheeler and Sophie** on the birth of their daughter **Summer Louise**, born July 11th and weighed 7lb 2oz.



Sofia Elizabeth Marsh

Weddings

There was definitely love in the air for the Peters in Exeter this year.



Peter Milden & Vanessa - May





A message from
Chris Neil
Construction
Director

The Major Works division is currently tendering and negotiating a wide range of projects in the UK. Planning applications are pending on sites for potential redevelopment.



Holy Cross Priory – Phase 2 Care Homes

Work continues at pace at Holy Cross Priory Phase 2 with 21 flats now substantially complete and into final finishing works, with internal fit out of areas available ahead of programme for marketing purposes. The new build extension is now commencing plastering works with the project moving well towards the September completion date. Phase 1 is now at the 12 months defects stage and we continue to enjoy working with the Grace & Compassion Benedictine team on this major project.



FUTURE PROJECTS

Projects are now on the drawing board and being priced for a new Client in the Bristol area, for a new Care Home and Doctors Surgery, together with an extension to a Care Home we built some years ago in Somerset. We are also in discussions with regards to our earlier tender for the tennis courts and indoor bowling green in the Devon area. Enquiry levels at this time are strong and we look forward to a busy few months of pricing work.



A message from
Nigel Gillett
Painting Division

Contracts we carried out over the Summer.

After a very wet Summer 2012 and a long cold winter we are all looking forward to a decent Summer and beyond.

This is going to be a very busy year with current contracts from Western Challenge and Hastoe on-going. Also, many of you are aware Signpost Housing and Western Challenge have joined forces to become Spectrum Housing. This amalgamation has included the cyclical decorations and repairs covering an area from Hampshire, Bristol and Somerset, through to Dorset and Devon. This combined area will be our biggest single painting contract.



April 2013:- Client; Weymouth and Portland Council. Contract: Chalets 32 - 48 the Esplanade. Painters in photo are Eamonn, Ben, Nick & Mervin.

I would like to thank all the team involved with the Signpost contract carried out over the Winter. We were given a large amount of painting work in October that had to be completed by March. As this was the first contract given by Signpost, before the merger with Western Challenge, it was important that we could show we were able to give them the same high level of service delivered to all our clients. This was achieved with positive feedback from residents and maintenance officers.



A message from
Steve Hay
Yarlington - CM

PROPERTY SERVICES

The Yarlington contract continues to grow and performance KPI's are being exceeded. We are currently installing 8 kitchens and 6 wet rooms per week on planned works and now receiving other larger jobs including structural works and voids. Customer satisfaction remains very high and we receive great reports back from both residents and Yarlington.

The Hastoe day to day response is running very well, showing great team work from all staff involved, with special thanks to Shirley, Paul and Neville who manage the programme so well. Our relationship with Hastoe has helped secure a large window and door replacement contract, to be completed by October 2013.

We are also still working for other local clients, Honeywell, GKN, Screwfix, all these are based on a good working relationship with the Jones Group. This has developed because of our understanding of the Client's needs and the ability to consistently deliver work to a high standard.

BMI Hospital Winterbourne, Dorchester

Tom White recently passed in a lead from his BMI contact that has resulted in a number of our response team being trained to provide holiday and call out cover to the maintenance manager at the hospital.

We also provide cover two days per week to assist with all their periodic servicing and maintenance. This is mainly provided by Charles Cuthell of the Exeter office and sits well alongside his role as the electrical supervisor. This arrangement suits the Exeter and Yeovil offices and has been well received by the BMI team.

We have recently recruited 3 multi-skilled maintenance trainee /apprentices. They will help in all areas of Property Services, learning from all trades whilst attending college part time. **Thank you to everyone at Yeovil for your hard work and commitment to the company. Keep up the good work.**



A message from
Tim Davey
Davey Roofing
Manager

COMPANY NEWS

After a slow start to the new financial year, mainly due to the coldest spring for many years, Davey Roofing are pleased to announce an upturn in business thanks to both existing and new clients.

Indeed new clients and their projects, so far this year, include a school extension at Stoke-Sub-Hambdon for South West Highways, a Marstons Inn at Andover for Carter Lauren and a private dwelling for Burfitt & Garrett at Donhead St Andrew.

We recently undertook a heritage re-roof on an old church in Portishead, for a new client called Brownfield Green, with a 55 degree slope and a curved section, which posed a challenge when having to load up about 48000 plain tiles!

We recently completed a large roofing contract at Denis House in Salisbury for Sanctuary, completed with the help of Jones and included a roofed scaffold to complete works in the dry. Works included handmade clay plain tiling, carpentry, leadworks and flat roofing to a supported housing building. All achieved within budget and on time! Special thanks, from the team at Davey Roofing, goes to both Keith Stone and Tash Austin for their invaluable help and expertise in preparing the PQQ that helped us secure a re-roofing contract for 48 houses in Yeovil and Crewkerne for Yarlington Homes. Works start in July through to December.

We would also like to welcome two new members to our team, roofer Matt Warren and labourer Bradley Ings.

Other notable successes include CG Fry's phase 4 at Chickerell, Exeter branch Case Gardens in Seaton, CG Fry's Silvermead in Minehead, Spectrum Housings flats in Southampton and our yearly re-roofing programme for Exeter's client - Exeter City Council.



A message from
Barrie Harding
D Glass Manager

We have gone through quite a large transition over the past seven months, where by our trading policy and market place has changed. We are now coming into a more positive trading period, and selling more private retail contracts. Unfortunately we lost Stacey this year, she has gone to a much higher level, in fact she has gone upstairs!! We all wish most sincerely the very best wishes to Stacey in her new role.



We have recently recruited and an apprentice. Callum Lewis has joined us and is going through his induction training. His father is one of D. Glass installers and if Callum is a 'chip off the old block' he should do well with us and Group.

D. Glass has also secured the services of a new branch manager, Shaun Milum. Shaun joined D. Glass on the 5th August and we all wish him well. With these staff changes this should bring us back up to full strength.

More good news, Kayleigh (Richard's partner) is due to have twins during the next few weeks. We all wish them well.

The next five months are important trading months for us and with the new team we are confident in returning a profitable trading year. Many thanks for the continued support received from Adrian Mitchell, Steve Hay and Nigel Gillett. We have several commercial quotes outstanding and will be well received when confirmed.

PROPERTY SERVICES – YEOVIL

Since the start of 2013 we have completed 3 varied contracts for Kendall Kingscott of Ringwood all won under competitive tenders as follows –



Denis House for Sanctuary Housing

This was a fast track programme, to re-tile, repair and insulate a listed plain tile property, right in the main street in Salisbury, which

included salvaging and re-using existing tiles where possible. The works were fully scaffolded with a complete weathered lid. The works ran to programme and we received some fantastic compliments back from Andrew Bailey, Kendall Kingscott partner, as well as the staff, residents and manager of Sanctuary.

Fiveways School, Yeovil

We constructed a well-designed cedar timber building for the special need school to provide the sixth form with a large multi-function classroom and improved hygiene facilities with wet room flooring.

Whilst building the classroom we were aware that the school did not have enough budget to complete the garden only asking for it to be graded and seeded. We felt this was a shame and Mark Porter then contacted a number of suppliers and contractors to help out and donate their time and supplies at cost, financed by the Jones Group to leave the school with a wheelchair friendly artificially turfed garden and raised planters and a new storage shed.

It was a great community effort with special thanks to M&M Contractors who provided labour and a machine for a day, Bradfords for supplying the sleepers and the Lloyds TSB Charitable Foundation that helped provide the funds to cover the costs of David James of Marshall James who completed the garden scaping.



Medical Centre, Lyme Regis

A comprehensive internal refurbishment was carried out during normal and out of hours working to maintain the full operations of the NHS Medical

Centre. The works included, electrical power, lighting, heating, furniture, plumbing, flooring and decorations. Plus, external works to include pigeon control netting.

BUCKLERS MEAD ACADEMY, YEOVIL SPORTS HALL REFURBISHMENT

We are pleased to be working again for Bucklers Mead Academy in providing an up to date modern changing room extension and intensive internal works to include additional classrooms, plus extension to provide stairs and a lift to first floor new fitness suite. We have also been given the opportunity to provide the Academy with an improved school atrium this summer. We have allowed the schools students to carry out periodic guided tour of the works under strict health and safety controls and inductions. We hope this is a valuable insight for students who may be considering construction as a career.



A message from Chris Austin Area Director

EXETER OFFICE UPDATE

We have had another interesting but demanding six months, some of the high points being the continuation of Exeter City Councils kitchen and bathroom refurbishment programme, where we have been selected to continue with the works. The rate of works varies but is anticipated to be in the range of 4 to 6 kitchens and 2 to 3 bathrooms per week.

We have also been successful in being appointed by the Council, to carry out the refurbishment of three pre-cast concrete houses which have been empty for several years. This will be an interesting project, incorporating various "new technologies" along with such items as external wall insulation and full internal refurbishment to a high standard.

We have also been appointed to carry out refurbishment works to Toronto House, a block of flats providing sheltered accommodation for the elderly in the Stoke Hill area of Exeter.

Our annual roofing programme is about to commence, this year many of the pitched roofs will incorporate Photo Voltaic panels which are being supplied and fitted by a partner contractor. This is the first year where this has been incorporated into a single programme by Exeter City Council.

Other works being carried out for Exeter City Council, include the fitting of residential and fire doors and the completion of adaptation works to bathrooms to suit the needs of the resident.

The procurement exercise to appoint a Contractor to carry all the Gas Safety Certification, Servicing and maintenance is under way, as are other Capital and Revenue Contracts, we are keeping our pencil sharp!

We were reappointed to Devon County Councils Approved list and continue to receive opportunities from them and their agents, NPS.

We are also receiving invitations to tender from other local Consultants

and from clients that are new to us. A recent example being Taunton Deane Borough Council where, following a competitive procurement exercise, we were appointed to carry out an extensive programme of renewing rainwater goods and associated fascia's.

Again following a competitive procurement exercise we were very pleased to learn of our appointment to carry out the full refurbishment of twelve bungalows in Seaton for Sanctuary Group, the procurement exercise being carried out by Kendall Kingscott.

We continue to carry out responsive maintenance works and void reinstatement works for various clients.

People:

We were all sorry that Leeanna left us in May and thank her for all her work over the years she was with us.

I am pleased to say that we have since appointed Leeanna's replacement, Tracy Smith who started on the 3rd June and is settling in well.



Mark Taylor joined us on 17th June and will be managing the works undertaken for Sovereign Housing Association from the Exeter office.



On a lighter note:

We were pleased to be a ball sponsor at the Exeter Chiefs match against Scarlets on 15th December. Peter Hart, a renowned supporter of the Chiefs was delighted to be invited onto the pitch to be photographed with players Chris Budgen and Richie Baxter. Fortunately Pete doesn't wear the headdress to work, well only on special occasions!



A message from
Dave Jones
Portishead Branch

PORTISHEAD OFFICE UPDATE

The Portishead team is further expanding and pleased to welcome new members to the team.

- Mike Rudge (Contracts Manager)
- Tony Sharman (Painter & Decorator)
- Josh White (Carpenter)

We have been working hard behind the scenes and we are pleased to say our contract success is going from strength to strength.

SOVEREIGN HOUSING ASSOCIATION

We are now partnering with Sovereign on a voids contract, completing a minimum of 30 properties per month across the Bristol, Bath and Swindon areas.

This contract was originally being split between 2 contractors but due to the success being achieved from the Plymouth branch, Sovereign decided to allocate the completeting contract to The Jones Group. So a huge thank you must go to Darren Robins for his valued input and the Plymouth team for ensuring a successful partnership with Sovereign and the residents.

BRISTOL CITY COLLEGE

This project is for the construction of an environmental technology reception which involves a steel frame structure and install of Pilkington's highest specification glass, along with air source heat pump and fully powered photovoltaic cells. The roof is constructed using bespoke frameless glass and although this is aesthetically pleasing the glass acts as a barrier helping to reduce CO² emissions being released.



SANCTUARY HOUSING ASSOCIATION

Given our commitment and working relationship with Sanctuary, we are continuing to carry out kitchen and bathroom refurbishments along with communal works to a high level of satisfaction.

BRUNELCARE

We have just completed a renovation programme to a show flat for Brunelcare and hopefully further works will come from this.

TORWOOD HOUSE SCHOOL

We are due to complete a new build two storey school building. This project involved a steel sub frame construction, built with natural stone in a conservation area. A bespoke high performance aluminium glass roof, to comply with the energy saving



specification. There is also a high level of insulation and environmentally friendly LED lighting throughout.

HOMES IN SEDGEMOOR

We've now completed an extensive fire proofing programme to one of Home in Sedgemoor's extra care schemes.

ALLIANCE HOMES

We have further successes with Alliance, as we have been awarded the Bathroom contract for 1 year on a rolling contract. The programme involves the completion of 170 bathroom refurbishments.

We have also secured their cyclical painting and repair contract for a further 3 years.

ADDITIONAL WORKS

We have just completed 2 internal decoration contracts on 60. bed care home and are currently completing another Hastoe Housing redecoration on a large care village in Bristol.

We are also very busy pricing works and have a few sizeable projects on the horizon.

Thank you to the Portishead team and all the help from head office, which is highly valued support.



A message from
Darren Robins
Plymouth Branch

PLYMOUTH OFFICE UPDATE

Plymouth is still going from strength to strength. So far this year we have secured just over £3.1 million worth of work and several large projects already for early 2014.

For this I owe a big thank you to a brilliant!! team of managers, supervisors, engineers, operatives and most importantly a fantastic admin team. We have been especially busy over the winter months with gas repairs, with many gas engineers working very long hours and completing as many out of hours jobs as they would complete during a normal working week. For those of you

including admin who have done this and gone beyond THANK YOU!!

We would like to welcome two new members to the Plymouth team, Debra Mullan started earlier this year as receptionist and Lee Jackson started with us in February as our quantity surveyor/contracts manager. He has competitively priced several projects that are still in evaluation stage and is overseeing a large refurbishment in Cornwall which appears to be progressing very well. Lee has come on board to assist with the growth of the Plymouth office and has already opened several doors with new tenders from Vickery Holman and hopefully, Plymouth Community Homes, where Lee has in the past formed great working relationships.

SOVEREIGN HOUSING ASSOCIATION

Just completed another year with a KPI of 99.6% across all three priorities for both reactive and gas maintenance and we have finished yet another year at 100% for gas servicing.

We have just signed up to another 12 months for reactive maintenance,



Chichester House, Hastoe Housing Association redecoration

gas maintenance and gas servicing. Alongside this we have the planned boiler installs for both the West & Devon regions, this totals 412 including reactive replacements and full heating systems. This will mean Chris Sturdy, Jim Howard & Karen Osborne will be very busy surveying, auditing and completing KPI reports for SHA over the next 12 months over and above their other duties. I have total confidence they can do this.

CORNWALL COUNTY COUNCIL - Maintenance frameworks contract

We are now experiencing more success with this framework, in the past 3 months we have won further works and have tendered several more projects that are at evaluation stage. It would appear we have struck a good working relationship with CCC, having completed all projects on time and in budget.

TAMAR HOUSING SOCIETY

We are entering our 4th year with Tamar Housing Society for carrying out their gas servicing and maintenance. Recently we also carried out several reactive boiler replacements for this client.

HASTOE HOUSING ASSOCIATION

We have recently taken over the running of the Hastoe gas side of the maintenance framework from Yeovil, so that all the gas servicing is managed by Chris Sturdy and the team in Plymouth. It has been a slow start and not so straight forward to run

as other works, although I am sure we can iron out any issues over the coming months and have this running as smooth as the other contract.

We also have the external refurbishment to Chichester House in Plymouth for Hastoe, this is an 18 storey block of flats that we are scaffolding to carry out external repairs, decorations and roof works. Early next year we will have the two lifts to replace in this building as well.

SPECTRUM

Thanks to Nigel Gillett we have priced external decorations for the Plymouth area, we still have to finalise the work load for their budget restraints but looks good to be carried out this year.



HOME FARMS TRUST, via Capita Symonds

Thanks to a Portishead lead, we have secured a large refurbishment project in St Austell. This project is to convert an existing doctors surgery into 8 specialist needs apartments & a carers apartment for Homes Farms Trust.

areas presently, they are being won in the open market at reduced margins, so we need to understand the risk associated with the works being tendered and approach them with an understanding that the base tender price is correct, which means having the correct supply chain associate with the type of scheme it is.

As a team we will specialise in mainly refurbishment, fit-out and extensions to existing buildings with difficult access and normally small windows of opportunities to get the projects completed, particular note to the increase of workload during the summer months.



A message from **Mark Porter**
Operations Director

I am pleased to report that our 2013 trading performance has seen a very good start to the year carrying on from a strong finish to 2012

Our results to December 2012 have just been filed at Companies House where we have reported a higher level of retained profits than in the period to December 2011. As I said in my Winter report, 2012 was a challenging year and we have weathered the cash flow concerns we had from the poor performance of 2011.

On the back of this increased confidence we have taken the decision to invest in the renewal of our vehicle fleet. This investment will reduce our current running costs as we replace our ageing fleet. We have also taken the opportunity to restrict the vehicle speed to 70mph to improve fuel efficiency and also embarked on a policy to manage down the speed of some drivers where their trackers showed regular speeding. A number of drivers have been sent their tracker results with a polite request to slow down! If we do not see a change in the required behaviour then we will have to follow the disciplinary process.

I would like to take this opportunity to thank all the managers for the time

they invested in our pay and performance review for 2013. The paypot budget was allocated to each team and I felt the managers did well to recognise and reward team members. This was our first attempt at linking a pay and performance appraisals process and we will improve this further for 2014.

As you read on through the newsletter you will see lots of good news stories from around the teams to show that we are winning more work and growing through our success. This has been evident in staff recruitment where our numbers have increased by 10 to 156. One of these appointments is Nigel Whelan who joins us from Interserve Plc. Nigel will be General Manager for our new contracts division, Devon and Cornwall. This is a new team to pick up the larger works that we don't seem to be winning in the Devon patch. I would therefore like to welcome all the newcomers to the Jones team.

Enjoy your Summer break.



A message from **Nigel Whelan**
General Manager

The Contracts Division within the Jones Building Group has been created to secure more opportunity within the South West in projects of values up to £2m.

The work streams that are to be concentrated on are Health, Education, Devon and Cornwall Police, Devon and Somerset Fire and Rescue, Commercial, Industrial, Communications, Banks and Retail. Whilst there are opportunities in these

ISO 9001:

Adrian Mitchell would like to thank staff for the full co-operation and commitment with our Quality Assurance System.

We went through a complete audit over 2 days in June and passed with flying colours with no non-compliances.

Customer Satisfaction Surveys have also been a complete success with returns averaging at 84%. We have some excellent returns from clients well into the 90's.

I would like to thank our clients for their continued support and look forward to offering and giving a high quality of service to meet or exceed their expectations.

Health and Safety quotes:

- Time spent now on safety could be a life saved later.
- Every accident is owned by somebody somewhere.
- Accidents kill and injure people. Safe systems of work prevent such problems.

Wall of Praise

■ KITCHEN REFURBISHMENT

"Would like to convey my thanks to all the staff that were involved. It would be unfair to single anyone in particular out, so would you please thank all of them for their diligence and hard work".

Exeter City Council Resident

■ REBUILD OF LOW WALL

"The wall looks really good and we could see that both cared about their work. Also both were very polite and cheerful.

Congratulations on hiring two such gentlemen".

The two operatives who worked on this project are Mario Ferreira and Matt Stock.

Mrs Sexton-Hagger

■ WET ROOM

We would like to show our appreciation by writing to thank you and your wonderful workforce for an excellent job on our Wet Room, thanks again. Many thanks

Yarlington Housing Group resident

■ REPLACEMENT KITCHEN

"We are delighted with it. We would further like to know that all those involved were complimented.

The various workmen were all very respectful, prompt and efficient. Their coordination and continuity is first class and worked without a hiccup.

This added to the courteous manner in which your office and switchboard, always treat us!"

Yarlington Housing Group, resident

■ OUTSTANDING EFFORT BY DARREN (LYON)

"I write to advise of the outstanding effort by Darren during paving works to Notre Dame House and the footpath immediately in front of it. Darren has assisted us in getting through a very disruptive period for our residents despite the fact that works were not being carried out by your company. He has provided perspective for both myself and my Housing colleagues by actively listening to our thoughts on providing the best solution for residents at good value for money. Darren has met some stringent deadlines and done so with good grace. He also volunteered his own time to attend if there were any out of hours issues, and due to circumstances we called upon him several times one evening which resulted in Darren "manning" our entrance for a number of hours. Darren during this works has demonstrated values which are core to Sovereign's success he has been dynamic, innovative, influential and customer focussed.

We have thanked Darren for providing us with exceptional support during a difficult time and demonstrating the value of working in partnership.

**Clive Bonner, Area Surveyor
Sovereign Housing Association Ltd**

A. PARR AMEDIC TO THE RESCUE

Andrew Parr, long term employee of The Jones Group uses his first aid training skills saving a local man.

Whilst stuck in traffic Andy noticed the vehicle in front was swerving from side to side and suddenly stopped. Andy jumped from his van and ran to see what was happening. The driver was slumped over the steering wheel and vomiting. Andy managed to get the driver out and put him in the recovery position, clearing his airways.

Andy phoned 999 and within ten

minutes the emergency services arrived. The paramedics spoke to Andy and said that if he had not carried out these procedures immediately, the driver would have died in between the 999 phone call and the ambulance arriving. The drivers wife contacted Andy the same night to thank him and the driver has since had a pacemaker fitted and is making a good recovery.

**From everyone at The Jones Group,
thank you Andy!!**



Holy Cross Priory

During the construction phase a red wood tree was felled, rather than cart away the logs have been formed around the site to make natural habitats and feature walls.



ISO 14001

D. R. Jones continues to monitor its environmental impacts by its environmental management system which has been in operation since 2009.

ISO 14001 certification has been achieved again in early June following the annual comprehensive audit.

Control measures are continually being monitored.

The energy consumption of our branch offices has been calculated and we have now been able to offset our CO₂ emissions.

The directors have agreed to a calculated fee which will be paid annually to the Carbon Footprint Ltd to offset the tonnes of CO₂ produced by our offices.

By the schools tree planting schemes across the South West we will not only be offsetting carbon emissions, but also helping provide wildlife habitat for many hundreds of years, and passing on to future generations a fascinating and highly valuable ecological heritage. Would the trees be planted anyway? There is a UK quota for tree planting which the government are committed to meet. All trees planted through Carbon Footprint will be in addition to any national quota, so you can be sure that any tree you are funding would not have been planted without your support.



WANT TO ADD A NOTICE?

Do you have an announcement or event that you would like the rest of the company to know about?

Simply call

Tasha Austin on 01935 477791

or email your story to

natasha.austin@drjones.uk.com

