



A message from our
Chief Executive

Welcome to the Summer Edition of the Company Newsletter

Announcement on company structure changes

As many of you will know Mark Porter has been dealing with the day to day running of the Company over the last 4 years as our Operations Director and with the Groups reorganisation, it is now the right time for me to relinquish my responsibilities as Managing Director and Mark will become the MD with immediate effect.

I will take up the role of Chief Executive Officer for the Jones Building Group and continue to support Mark with the Groups progress. I have also invited Darren Robins to join the Board of Directors and Darren will become the Director for Plymouth and Portishead teams.

I would like to take this opportunity to also thank all of our current Directors, Joyce, Adrian, Chris Austin and Chris Neil who will continue in their current Director roles.

We have a very strong capable team that will help keep our Group moving forward.

The new Reach & Wash System at Jones



The new Reach and Wash system joins the Jones fleet and is the most up to date window cleaning equipment on the market

We now have the most advanced Reach & Wash System ever, Ionic's new Zero produces ultra pure water at zero parts per billion (0ppb) and that represents the gold standard. Water at 0ppb is one thousand times purer than water at 0ppm and because pure water cleans by dissolving dirty ions, it follows that water at 0ppb is capable of dissolving much more dirt and grime than water of 0ppm. This means faster cleaning.



Our new R&W System produces pure water that is 1,000 times purer than machines that produce water at 0ppm quality, which also means it has 1,000 times more cleaning power than conventional water fed pole cleaning systems.

SkyVac — Professional Gutter High Reach Cleaning Equipment

The unique user friendly design of our cleaning systems offer many advantages -

- * No mess! It sucks gutters clean using a powerful industrial wet and dry vacuum cleaner
- * No need for expensive scaffolding, ladders or high access equipment
- * Complies with Health and Safety Regulations
- * Light and easy to use
- * Allows access to restricted areas such as roofing above conservatories
- * For both domestic and commercial properties

... *twitters from inside*



Brian Perry
Page 2



Non Licensed
Asbestos Training
Page 2



Bristol Care Home
Group Ltd
Page 3



Energy Efficient
Refurbishment
Page 7



Jones adopts 2
wheels for Charity
Page 8

Personnel Updates

New Starters

	Position
Jason Boon	Labourer
Martyn Nicholls	Gas Engineer
Gary Lee	Supervisor
Richard Miller	Working Foreman
Andrew Pitt	Estimator/Site Manager
Ken McKee	Void Supervisor
Mark Knight	Gas Engineer
Adrian Gray	Electrical Supervisor
Steven Murphy	Supervisor
Daniel Rogers	Roofer
Trevor Critchley	Kitchen Fitter
Jane Firth	Property Services Administrator
Andrew Smith	Bathroom Fitter
David Tyms	Carpenter
Steve Joy	Quantity Surveyor
Ivor Nation	Site Manager
Leyton Glover	Reach & Wash Operator
Bob Beattie	Site Manager
Bryan Hunter	Labourer
Dean Parker	Painter/Decorator
Dave Indge	Site Manager
Richard Seager	Bathroom Fitter
Leanne Bird	Trainee Administrator
Stuart Welch	Purchase Ledger Assistant
Ian Williams	Painter
Lee Jenner	Painter

New Arrivals

Congratulations to **Steve** and **Chelsea Flack** on the arrival of their son Harley Michael born on the 3rd March 2014 weighing in at a very healthy 9lb 81/2oz!

Congratulations also to **Joe McCarney** and **Rachel** on the birth of their beautiful baby girl Ellie, born on the 19th February 2014, weighing 6lb 14oz.

Lee Davey and **Abbie** celebrated the birth of their little boy. Parker Lennon was born on the 24th May and weighed 7lb 10oz. Congratulations to you both.

Pensions

Letters have now been issued to all employees informing them of the auto-enrolment coming which came into force on the 1st May 2014; if you have not received your letter please contact the **Personnel Department** immediately.

Your pension packs should be arriving shortly from Standard Life.

If at anytime you have any queries with your pension or would like a one to one meeting with a pension advisor please contact the **HR Department** who can arrange this for you.

Sad news ...



It is with great sadness that I have to write to let you all know that Brian passed away on 22nd May and I am sure that those of us that knew Brian send out our best wishes and condolences to his family.

To say that Brian was a valued member of the Jones team would be an understatement, Dave Jones informed me recently that Brian was one of his first ever employees and had certainly been a dedicated employee carrying on working well past his retirement date.

In April we had to say a fond farewell to Brian Perry who decided after 30 years of service to put down his paintbrush for health reasons.

Training

- Tom White – passed his SMSTS
- Darren Robins – SMSTS Refresher
- Darren Smith - SSSTS
- Pete Milden, Nick Hewitt & Richard Miller achieved their First Aid qualifications
- Peter Milden – Gas Supervisory Course
- 48 Operatives received Asbestos Awareness
- 48 Operatives received Non Licensed Asbestos training

Exeter and Plymouth staff undertake the **Non Licensed Asbestos Work Training** to enable them to undertake a limited range of work with materials containing asbestos.

Steve Beckwith from The Building Safety Group delivered the training to an enthusiastic group of staff, this was the first of two training sessions to be delivered in the Exeter office. The training included getting “suited up” and practising decontamination techniques.



The training is required annually so we can look forward to this being a regular site in the office.



A message from
Chris Neil
Construction Director

The major works division has secured a £6.4 million contract at Adelaide Place, Fishponds, Bristol for Bristol Care Home Group Ltd. Site vegetation removal and piling works have now been completed and work is now well underway with ground beams. We look forward to a successful relationship with our new client over the coming year.



Major works is also now pricing a major care home project at Bower Lane in Bridgwater for Notaro Care Group with whom we have worked before on two previous projects.

With the improving economic climate the pipeline of enquiries is increasing and we continue to examine tender opportunities that are being offered to us for the coming months.



A message from
Nigel Whelan
General Manager
Contracts Division,
Devon and Cornwall

“Works for Devon County Council at Great Moor House and phase two of the works at Newquay Airport have now been successfully handed over, with only the offices to be built in the hangar in July (Phase 3), when the hangar has been erected.

Works at St Luke’s Hospice are on-going, both to programme and budget and are due for completion and handover in June, with the new Day Care Centre for Hospiscare in Honiton and the two projects for the University of Exeter progressing well.



Artists impression of Hospiscare in Honiton

We have secured five further projects, including another two at the University of Exeter, a new build and refurbishment project at Petroc College in



Artists impressions of Rose Lodge Care Home

Tiverton, a 9-Room dementia care extension of an existing care home in Exmouth and an office fit-out for Trowers & Hamblins, which are all due to start between now and July.

Our pipeline of enquiries is strong and we are receiving varied tender opportunities for works for clients such as the University of Exeter, Broadhembury Community Centre, NHS Trusts and Becton Dickinson in Plymouth.

Once more, I would like to thank all those who have worked tirelessly to achieve the above and in particular the efforts that have been made to successfully deliver all the phases of work at St Luke’s Hospice, who have managed to provide uninterrupted care for their patients throughout the works.

We are looking forward to developing the contracts division further over the forthcoming months, to allow us to continue to tender and deliver new build, refurbishment and fit-out projects throughout Devon & Cornwall for years to come.”



A message from
Mark Porter
Managing
Director

I would like to start this month by thanking Adrian and Natasha for all the hard work they have put in to achieving our ISO 9001 and 14001 re-accreditation. These are industry recognized awards that allow us to benchmark our performance to set minimum standards and let our clients know we have approved quality control systems.

As some of you will know, I have just completed a 16 week 1-day release Construction Health and Safety certificate

and I should have my results by mid-August. I see this as the first step on our journey to the Health and Safety ISO 18001 accreditation that is becoming increasingly more important across all industries.

On the subject of training, I was pleased to see that a number of experienced members of our team have taken up the opportunity to complete a trade NVQ2 and Supervisory NVQ3's to formalise their trade experience. All of these qualifications help us when we submit tenders to our Housing Association clients to show the depth of experience within the company.

It is also the time of year that we need to be thinking about recruiting apprentices. This current academic year 11 will be the first

batch of school leavers that need to stay in education for a further year before joining the workforce. So we will now need to work closely with our local colleges to find the right youngsters. This group of youngsters will be tomorrow's trades people and we will need them to help us continue the company's growth. 2013 was a good year for us and as you will have read from some of the managers reports a good number of them achieved their growth targets.

Our order book for 2014 is strong and we need to keep looking for opportunities to ensure future work to maintain our steady controlled growth.

Have a great Summer and keep up the good work.

A message from
Darren Robins
Director
Plymouth and Portishead



Sovereign (Bristol) HA

Still working on their voids (Except minor voids) we are currently completing 5-11 voids per week. We have started carrying out some major planned works for them in the area, mainly roof works and priced some damp proofing works.

Homes in Sedgemoor

We have recently agreed a short term contract to carry out all none standard voids for HIS, this is on an agreed schedule of rates and seems to be working well. Since starting we have completed 4 and have another 5 currently being worked on.

BAM

Again our relationship with BAM is growing steadily and we are being asked to carry out more works recently as their preferred contractor for this region.

Brunel Care

We have recently priced some small projects for Brunel Care ready for their 2014/15 budget, early signs are we have been successful

Bristol City Council

We have just agreed the works for this year on the pre-painting repairs contract, where we have been given a geographical area that covers 600 plus properties that require some kind of repair prior to decorating.

Recently we won a re-roofing project in Bedminster. Tom White is heading this up with Davey Roofing carrying out the bulk of the roof work.

Inviron

We are still carrying out works for this client and Tom has been looking at expanding the area we cover for them.

Sanctuary HA

Sanctuary have recently asked us to price some insurance and major works voids, hopefully we can expand this work and area in time.

Primco

Tom has successfully completed our first project with Primco and is currently pricing another project in Bristol for them.

Projects Division

We recently set up a **major projects division that is headed up by Nick Hewitt**. He has the assistance of Andrew Pitt our estimator. The main aim for this division is to win and manage larger new build and refurbishment projects.

Currently they have a Design and Build project for Guinness Trust (13 flats and a 2 bed house) and an extension on a care home for Sanctuary in Watlington. We are in the running for a school extension in Bristol and are pricing many different types of works from Design and Build to refurbishment projects across this region.

A message from **Nigel Gillett**
Painting Division



During what has been the wettest winter on record we have managed to keep busy and complete the 2013/14 cyclical painting and repair programme for Spectrum Housing on time. We also managed to complete last years programme for Hastoe Housing.

We have also been busy carrying out decorating works for Honeywell during this period. This work is normally completed outside of normal working hours. I would like to thank all who have given up their weekends to complete these works, which helps me, secure follow on works from this valuable client. I have had several positive reports back from Neil Marks regarding completed works.

We have now started on this years spectrum housing cyclical painting and repair programme with some very positive feed back already which has been sent to the top of the Spectrum management. A big thank you to all concerned please keep up this fantastic start.

We have also just completed our first job for Selwood academy in Frome that went very well during the schools Easter Break. I hope that this will be the start of other works for this new client.

All of the above has helped the painting division to come in second position last year out of all the Jones Group divisions.

As we are all aware Brian Perry has had to give up working with us due to ill health. I would like to take this opportunity in thanking him for his contribution to the painting division over a considerable amount of time with Jones. We will all miss your terrible one-liners Brian. (see page 2 for update)

A message from **Steve Hay**

Property Services, Yeovil



Yeovil Property Services continues to work with our partners at Yarlinton Housing Group.

We have now secured some reactive maintenance work along with the programmed works, i.e. kitchens, bathrooms and wet rooms.

A second window and door contract is due to be awarded by Hastoe Housing Group and we hope a kitchen programme is imminent. We continue to successfully deal with the Hastoe day to day maintenance requirements.

We continue to look after GKN, Honeywell and Screwfix and hope to work with Bournemouth Churches Housing Associations.

Last year was a good one and let us hope we can keep up the momentum and better our results this year.

A big thank you to all the team for your efforts.

And finally, we would like to welcome Jane to the team. Jane has settled into her role as Yarlinton Administrator really well and we are very pleased with her progress.



H&S QUOTE:

SAFETY IS THE ENGINE AND YOU HAVE THE KEY

A message from **Adrian Mitchell**
Director



BAM Construction

We are currently into our 3rd year with Bam Construction carrying out small works and maintenance on all their completed contracts across the South West and into South Wales. Following our success with BAM Construction we were recommended and awarded a fit out contract for BAM Nuttall at Porton Down. The contract is 50% complete and due to be completed by the end of July.

Sanctuary

A recent refurbishment of a large building for Sanctuary was successfully completed in April at Drawbridge House, Bridgwater.

Health and Safety

The annual Health and Safety records for the last year have been received and reviewed at the last Health and Safety Review meeting.

Adrian Mitchell said the results were very encouraging and showed that the efforts made by all staff and managers in particular are reaping rewards.

Accidents are at an all time low with only minor issues which have not caused any lost time or disruption to our operations.

Adrian also asked everyone to make Health and Safety a priority and never be complacent.

LEAD YOUR TEAMS BY EXAMPLE, IN FOLLOWING ALL ESTABLISHED SAFETY PROCEDURES FOR ALONE WE CAN DO SO LITTLE

BUT TOGETHER WE CAN DO SO MUCH

A message from
Dave Smith
Plymouth Manager



Trevithick Road - Ocean Housing

A big thank you to all the team in Plymouth and Exeter for all the hard work you have put in the last year and I'm pleased to announce that we have hit all of the targets set for last year. I can't thank you all enough for all the hard work that you have put in for us to achieve these targets. But we can't stop there as we have now been asked to achieve a bigger target for this year and I have great confidence that we will all continue to pull together to once again achieve this goal.

A big welcome to Steven Murphy who has taken over as Supervisor overseeing the Exeter Sovereign team. I'm sure he will settle in quickly and will focus on getting the best out of the team in terms of performance and quality, to continue the excellent service we have delivered to Sovereign and

Hastoe for many years. (Well done to Ali and the team in Exeter please keep up the good work).

Big welcome to Adie Gray who has now come in house to start running the electrical department from our Plymouth office. I will look forward in the coming month to working closely with Adie to see where we can develop this growing sector. If you would like any help with electrical works please phone Adie and I'm sure he would be more than happy to help. If you need him to price any work for you or carry out any works please phone Daisy Patrick in Plymouth office as she is now the one point of call of all electrical works (good luck Daisy with your new role).

A big thank you must go to Keith Stone, Kevin Osborne, and Steve Mannell for helping me and Lee Jackson with regard to putting together tenders over the past 12 months.

Here are some updates on some current /recent projects:

Chichester House

External renovation works are all finished and this summer will be replacing the two lifts on this 18 storey block of flats (which is still the tallest building in Plymouth, I know I have stood at the top).

Mounts Bay Academy, Penzance

This contract was for a total refurbishment of 9 toilet blocks and a shower block/changing room. Work had to be undertaken during school hours, which at times has been very challenging but rewarding at the same time. Works have been completed in April. In some of the photos you will see that the school have decided to open up the entrances to the new toilets to help prevent bullying happening in the enclosed spaces.

A big thank you to Steve Mannell for setting up the site and Lee Jackson for doing his weekly runs down there to make sure we are on target.

Ocean Housing

The external decoration contract has been won back this year by Darren Lyon and Lee Jackson.

This contract is for one year with the option of renewing. We have carried out additional works, as requested and works are progressing well.

Spectrum (Plymouth & Kingsbridge areas)

This contract is for one year with the option of renewing. Further works have already been agreed and works are imminent to start on the next site.

02-Maintainance

We have completed works to the Debenhams store in Plymouth, with further works planned.

Sanctuary Housing

Awarded us 17 kitchen refurbishments this year which we have now finished on time. Again big thanks to Darren Lyon and Steve Mannell for making sure the projects was set up and completed on time.



Mounts Bay Academy - changing room

We are continuing to tender for projects around Devon and Cornwall and I strongly believe with the team I have we will win and deliver an additional £1m to the group.

Tamar hitting respective KPIs. Well done to Chris Sturdy, Diana Bawden, Gemma Colley, Karen Osborne and Nicola Perree for achieving these good results across the board.

We have again had a very good year on day to day maintenance and void works with Sovereign, achieving their targets and staying on top of their KPI table. We've also had a very good year with the Gas on all departments for Sovereign and

A **big thank you** to all the team out on the road delivering our quality, professionalism and image which in turn will only strengthen our brand and bring in more work and jobs for the company.



A message from
Chris Austin
Exeter Director

Refurbishment of three Laing Easiform houses for Exeter City Council

Following a competitive procurement exercise in the Spring of 2013, we were appointed to carry out energy efficiency refurbishment works to three non-traditional buildings. A range of measures were carried out including:

- * Silicon finish external wall insulation (160mm thick)
- * One property required the demolition and reconstruction of the outer skin
- * Installation of Resi Ties to all elevations of all three properties
- * New drainage and landscaping works
- * Demolition of internal partitions and reconstruction in insulated studwork
- * Renewal of all ceilings
- * Lining external walls and first floor ceilings to achieve air tightness using Intello System barrier
- * Removal of ground floors and reconstruction using an insulated concrete floor
- * Lining all external walls with plasterboard and skim on counter battens
- * New doors and linings/frames
- * New bathrooms and kitchens
- * Decoration throughout
- * New electrical installation
- * New plumbing installation
- * Loft insulation
- * Gas fired central heating
- * Triple glazing
- * Mechanical ventilation with heat recovery
- * Photovoltaic panels



Before



After

We worked closely with Exeter City Council, Suppliers and Subcontractors to ensure that the full benefit of the measures would be realised.

The project was supported, and partially funded by the Ready for Retrofit programme and the Energy Savings Trust, and supported by Regen South West.

At the opening on 26th February the Energy Saving Trust's technical expert, Steven Stenlund, lead a discussion of the building fabric approach and technical detailing of the project, which maximised the thermal comfort of the homes. Steven was complimentary regarding the air test score achieved which he said were approaching the Passivhaus standard.



On the 28th November Regen organised a site visit inviting a wide range of Housing providers Architects, Surveyors etc to visit the sites and see the works in their various stages, the visit was very well attended:



The project has brought three Laings Easiform properties of hard-to-treat non-traditional construction back into use and used various technologies to improve their thermal efficiency. The Council has a further 21 of these property types in its portfolio and so the refurbished units will act as a template for future refurbishment works.

Thanks to **Peter Hart** (Project Manager) and **Ian Fowliss** (Site Manager) for delivering an **excellent standard** which was complimented by all those who attended the official opening ceremony.

Exeter Update: We have been awarded a new contract with Exeter City Council for void works, this contract is running well. The kitchen and bathroom contract is still going strong.



Yeovil Fire Station (Before)



Yeovil Fire Station (After)

A message from
Shaun Milum
D Glass
Branch Manager



After a slightly quiet start to the year, largely, I feel, due to the weather, I'm very pleased to report that we are now very busy and the warehouse is filling up nicely with materials that are destined for group orders and retail customers alike. We have had to make adjustments since Barrie's departure,

but I'm pleased to say that things are sorting themselves out well and I'd like to express my thanks to my colleagues throughout the group that have supported me during this transition. Callum and Lisa have settled into their rolls in the office well and we have collectively made connections with new

suppliers, putting us in a position to supply more competitive quotations to our retail clients and the proof of this is apparent from the amount of new business we are securing, so long may it continue.

Wall of Praise

■ CYCLICAL DECORATIONS

'Please pass on to your team our thanks too and of course to keep up the good work'.

*Resident, Birch Avenue
Spectrum Housing Group*

■ CYCLICAL DECORATIONS

'What a pleasure it is to be treated with respect, consideration and good manners. Nothing was too much trouble for them and their work is excellent. I do hope that Spectrum continues to use this company'.

Resident, Spectrum Housing Group

■ EXTERNAL PAINTING AND REPAIR

'Just to say I am very pleased with the standard of work from Jones Building Group'.

Tenant, Hastoe Housing Association

■ NEW BATHROOM

'I felt that I must write to thank you for the work you did to give me a wonderful new bathroom which I am very much enjoying.

I would like to highly commend your workmen for their efficient, skillful and tidy workmanship and for their courtesy throughout the job'.

Resident, Exeter City Council

■ REPLACEMENT KITCHEN

'I just had to say how delighted I am with my new kitchen. The workmen were very helpful and considerate to my needs. Thanks again'.

Yarlington Housing Group, Resident

ISO 9001 and ISO 14001

We have recently undergone an intensive 3 day combined audit including a visit to one of our major contracts in Bristol. Adrian Mitchell would like to thank staff for their cooperation and continued commitment to quality and the environment, 9001 and 14001 certification was achieved with flying colours.

ENVIRONMENTAL

Environmental targets are being met with savings on electricity and water, recycling is approximately 85% and there is a vast improvement in miles per gallon being achieved due to the ever increasing new fleet of vehicles now at 25.

We are pleased to announce that we will again this year offset our CO² emissions for the electricity consumption of our branch offices, by working with **The Carbon Trust** with their tree planting scheme for the South West.



(Left to right: Steve Hay, Shaun Milum, Nigel Gillett and Keith Stone)

Four of our managers have successfully completed the **Sandler Leadership and Management** course and look forward to putting their new skills to work in the everyday running of the company.

JONES ADOPTS 2 WHEELS FOR CHARITY

Dave Jones, Mark Porter and Tom White recently took part in a charity ride. A total of 64 riders cycled from Middlesborough Football Club to YRFC raising money for 3 worthy charities— Prostate Cancer UK, St Margarets Hospice and Yeovil Town Community Sports Trust. The event was organised by Yeovil Town Football Club.

Jones Building Group are proud to be the main sponsors for this successful event.



(Left to right—Dave Jones, Tom White, Rob White and Mark Porter)

WOULD YOU LIKE TO INCLUDE A NOTICE OR FEATURE?

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@jonesbuildinggroup.co.uk**

Lets hope Summer has now arrived and we can all look forward to enjoying the lovely weather.

