

# M | NEWS

*Creating tomorrows environments...*

Issue 3 ■ May 2010

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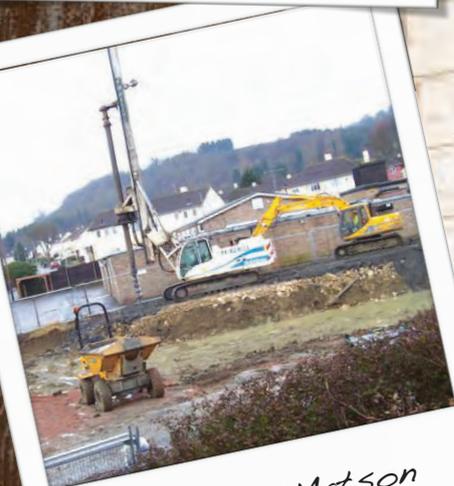
*General Training*

*Congratulations to...*

*And much more...*



*Comic Relief fundraisers*



*St. Hilda's, Matson*



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*Wigmore*

# The Year Ahead



Looking at the group as a whole, whilst we didn't achieve our original, ambitious forecast, the last year was certainly an improving picture for all aspects of the group and the best year since 2007, a good solid result!!

For the current year all parts of the group are looking to out perform last year, which will be a fantastic achievement, particularly in these difficult trading times. We have to accept that the commercial world is now a very different place, with clients expecting better value for money, the banks wanting much tighter conditions attached to banking arrangements and the uncertainty of a new government, not to mention what is going on in the Global financial world.

So although the year ahead is an exciting prospect, with a real opportunity to improve on last year, given that we are heavily dependent on the Public sector spending, we will have to monitor carefully where the spending cuts will fall, to assess the impact on us. Therefore, during the year ahead, it is essential that right across the group, we focus on delivering value for money and excellent service for our clients so they positively see us as their preferred supplier, whilst also ensuring we realise as many of the improvement programmes as we can, to give us the leanest cost base to go forward beyond 2010 successfully.

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From a turnover prospective, the year that has just finished was a very successful year, with the business growing by over 30%, we supplied over 250,000 units compared with 190,000 in the previous year; a fantastic achievement, and I thank each and every one of you for the part you have played.

However, from a profit point of view, whilst better than the previous two years, it is likely that we will have only achieved around 50% of the budgeted profit for the year. The reduced profitability is due to a combination of reasons but in the main we had to offer much higher discounts than anticipated, to attract the additional volume. In addition, the exceptionally high volumes of business in August and November led to a lot of costly issues, and in turn this led to a high level of customer issues over the following months, all of which has hindered us from making some of the improvements planned for. However in the recent months, customer service has improved enormously, the Sales team are starting to get some very good feedback.

Turning to this year, I am very excited at the opportunity, but under no illusions of how difficult a year it is likely to be. It will be a difficult year because we believe our competitors will continue their aggressive pricing strategy and to compound matters, we believe that there is a strong possibility that board price will increase; this situation will continue to put our profit margins under pressure. However I am excited by the opportunity we have through the Business Excellence, Who Cares Wins programme to combat these pressures, and also pleased at the number of improvements that are being looked at right across the organisation. Please engage fully in these improvement initiatives, it is the only way we are going to beat the competition, control our costs and improve profitability!

In talking to many organisations over the last few months, I get the sense that they envy our situation of growing, while they have to downsize; recruiting, while they make the difficult decision of laying people off, and can't look forward much beyond a few weeks and we still have further opportunities to grow.

Finally, whilst I firmly believe that the key to any great organisation is its people, if the organisation is to truly succeed, the people must work together as a team to generate profit, that all can share in. This is why I urge you to get involved in the improvement programmes, it is the responsibility of each and every one of us to MAKE A DIFFERENCE! Please play your part!

**Paul Markey**

# The Year Ahead



We are looking forward to welcoming Richard Dudgeon (Managing Director for Markey Construction) on the 19th May 2010.

Richard and I will be working closely with the team to develop our strategy & delivery of the immediate and future workload. Following a terrific effort from Debbie Brookes, a number of schemes have now either commenced or are heading for a start. On to the next ones, Debbie and the team!

The workload has got off to a great start this year and we are now concentrating on the latter part and the following year, part of which some are tenders and others "land lead" sites.

Well done to everyone in getting the new sites up and running! It's great to see the transition of Lee Hanman & Lee Bell who are managing their first sites and also our carpenters who they have left behind but doing a great job at Wigmore.

Let's keep at it!

**Tony Markey**



What a great year, with the new Brunswick House Student Accommodation opening on time and to budget, thanks to the Markey Construction Team. And a big thanks to the Move-In team, who successfully let all properties last year.

It is also fantastic to report that they have fully let all properties for the 2010/11 academic year. The quality product and student experience we have on offer is proving popular with the students. A recent Student Accommodation conference I attended, served to emphasize that it is the "Student Experience" that is critical to success, providing a building is almost secondary to how the student rates their stay with us. Lets continue to make that experience special!



## K D Plastering Ltd

Hi Everyone,

Firstly, we would like to say well done to all of those who took part in Sports Relief. We heard Paul Markey beat Simon Taylor and Callum O'Neill with ease!

With regards to ourselves, things are starting to look positive on the work front. We have just secured £250,000 worth of work for Carters so our estimated budget figures seem achievable. It's been a tough year and it's a relief that it's over so that we can welcome the new financial year with a good start.

Sites we currently have in motion are Shire, Hampton, Wigmore and Bredons Norton. Sites due to commence are Church Stretton, Manor Road and Saracens.

Simon Keys, Mickey Hibberd, Steve Goscomb and I had an enjoyable day at Rob Hobb's Golf Day (still sadly missed) in Matson. Keys and I beat Mickey and Steve very easily – even their buggy gave up on them! (Flat tyre)

It was also nice to prank Heather Smith and Sue Taylor with an April Fools joke (too easy girls!)

Well that's it for now. Until next time.

**Andy O'Neill & the KD Team**

**WE HAVE A GREAT OPPORTUNITY, RIGHT ACROSS THE GROUP THIS YEAR,  
LETS MAKE THE MOST OF IT!!!**

# What's Happening...



## St. Hilda's, Gloucester

This site of 13 flats and a church hall for Elim Housing Association is adjacent to Matson Rugby Club in Gloucester. Its traditional construction should take approximately 12 months to complete. Unfortunately, it's been slow getting started but with the piling retaining wall now complete, Jim Waite [site manager] is up and running.



*St. Hilda's, Matson*



*St. Hilda's, Matson*

## Wigmore, Herefordshire

This site of 14 timber frame houses is for West Mercia Housing Association and is 10 miles outside Leominster in Herefordshire. There is also a large amount of adoptable drainage works to be undertaken as well as an existing private road to be brought up to adoptable standards. This site has also been very slow getting started and everybody involved will have their work cut out getting finished for the June target date. John Mullaney [site manager] has managed to press on, even with the unfortunate weather, and Prestoplan are now on site erecting timber frame.



*Wigmore*



*Alma Street*

**Alma Street article on page 5**

## Midlands News **Premiere**

In November 2009, I left Symphony Kitchens and embarked on my new role as BDM for Premiere. This has been a challenging move in my sales career but a very rewarding one to date. I worked at Symphony for almost 11 years, firstly project managing the area. After 18 months, I was asked to take over the sales role within the Midlands and 8 years later, we successfully gained several large projects within the social housing sector increasing Symphony's market share by 3 fold.

My aims are to do a similar job within Premiere. We have already been given the chance to tender on several potential new projects and with the team I have supporting me I feel we can increase our market share in the Midlands area. The Midlands has always been a competitive market place but full of opportunity. I look forward to taking these challenges on in the future and being successful.



*Steve Butler*

These are very exciting times to be working for Premiere as there are a lot of changes currently happening and the company is moving forward. I am pleased to be a part of what is going on and am looking forward to many fruitful years within the company.

**Steve Butler**  
**BDM - Midlands Regional**

# What's Happening... Continued



## Saracens, Cheltenham

Demolition of the former Saracens Social Club is now complete. Subject to ground investigation and design, the construction of 14 flats is soon to commence for Bromford Carinthia Housing Association.

## Midland Road, Stonehouse

Modular...interesting! Works are proceeding on the 16 units for Two Rivers Housing. This project has been a challenge to all involved, not only in terms of being the first modular scheme with Two Rivers, but also the requirements for solar, air source heating, rain water harvesting and heat recovery within the units. Soon to be complete.

## Klondyke Avenue, Lydney

Another site for Two Rivers Housing, this development comprises of the demolition of garages at Klondyke Avenue, near Tutnalls Street, to enable the construction of two bungalows. Upon completion, existing tenants will be decanted from Tutnalls St to enable the construction of 19 units.

## Alma Street, Darlaston

Alma Street was handed over on 10<sup>th</sup> September 2009. The development comprised of 16 houses and 6 flats. The site was a great success all round. The client was Accord Housing and it was the first time Markey's had worked with them. We received great feedback from their client questionnaire once the site was finished.

A big thanks to Darren Martin, Paul Moran, and Derek Lown for helping make this project a great success.

## Brunswick House, Gloucester

This job was done for Move In...with Markey, Markey Group's student division and comprised of 36 bedsits for student accommodation. The project was finished on time for the student intake, despite a very tight programme and a 'challenging client'. A big thanks to Dave Thomas, Martin Mullaney and Derek Lown!

## Kings Head & Bell, Abingdon

This job comprised of an extension to the Kings Head and Bell Public House in Abingdon. This was a "Fast track" programme which was completed on 13<sup>th</sup> October 2009. The client was Foundation Inns, value £300k.

### Pipeline Update

100%	Saracens, Cheltenham	£1.3m	Commenced on site
100%	Wigmore	£1.4m	Commenced on site
100%	St. Hilda's, Matson	£1.1m Tender	Commenced on site
100%	Manor Road	£480k	Commenced on site
100%	Gretton Road, Winchcombe	£2.9m	Commenced on site
100%	Malvern Health Centre	£1.3m	Commenced on site
100%	Cowl Street, Evesham	£900k Neg.	Commenced on site
100%	Deerhurst Rd, Apperley	£1.1m	Commenced on site
100%	Painswick Road Garage Site	£1.3m	Commenced on site
60%	Over Old Road, Hartpury	£1.8m	Awaiting Planning Decision
60%	Gloucester Rd, Phase 1	£4.2m	Awaiting Decision
40%	The Haven, Evesham	£171k Tender	Awaiting Decision
40%	St. Stephens House	£400k Tender	Awaiting Decision
40%	Hartpury Cottages Refurbs	£200k Tender	Anticipated Start August 10
40%	University Worcester Refurb Halls	£413k Tender	Awaiting Planning Decision
40%	Fireways, Gloucester (Inter Group)	£2.9m	Awaiting Planning Decision
40%	Gloucester Road Phase 2 (Inter Group)	£1m	Awaiting Decision
40%	Gloucester Road Phase 3 (Inter Group)	£2m	Awaiting Decision
40%	Naas Lane, Lydney Stage 2	Tender	Part of Two Rivers Framework
40%	Severnview Road, Woolaston Stage 2	Tender	Part of Two Rivers Framework
20%	125 Hesters Way	£1.5m	Awaiting Planning Decision
20%	Cat & Fiddle, Whaddon	£1.3m	Awaiting Planning Decision
20%	Wooten Road, Charfield	£530k	Awaiting Planning Decision
Lost	High House, Dymock	£152k Tender	Lost Tender
Lost	Oak Way, Littledean	£550k	Lost Tender
Lost	Eastern Ave, Mitcheldean	£550k	Lost Tender

*We have successfully passed the PQQ stage of Two Rivers Framework. If successful at the 2<sup>nd</sup> stage, the selected construction contractor will undertake all schemes arising from Two Rivers Cornish replacement programme during the lifetime of the agreement together with other new build construction schemes.*

# Green Agenda

**Premiere**

## Stafford Borough Council Green Awards

About 3 months ago during a meeting with Stafford & Rural, it was brought to my attention a local award scheme called "Green Awards".

Established in 1996, the Green Awards scheme recognises and publicises the hard work of local organisations and businesses which demonstrate an active commitment to good environmental practice and promote sustainable development. By being concerned about their environmental effects, organisations can help to ensure better quality for everyone, both today and in the future. They can also achieve increased efficiency, reduced costs and improved competitiveness.

After speaking about the award, Pam Wogan from Stafford & Rural and I decided to enter the Award jointly with Premiere partnering Stafford & Rural Homes as a core supplier. We were up against a lot of competition as hundreds of applications were entered.

### Quote from the entry form

“ *Stafford and Rural homes are a conscientious social landlord looking to support sustainable communities and maintain its housing stock responsibly. Premiere Kitchens have won the partnering supply contract not because they are the cheapest, but because they best represent the values that Stafford and Rural Homes want to live, promote and develop.*

*Premiere is a family owned kitchen manufacturing company, 21 years experiencing the continuing policy of investment in people and cutting edge technology also ensuring they have the capacity to double turnover whilst improving quality and service. We are pleased to offer their holistic working approach and practices as a truly eco friendly organisation.* ”

The award is made up from the following criteria and we were judged on all aspects from the information that we presented to Staffordshire County Council.

- Climate Change
- Resource Use
- Waste Minimisation
- Energy Management
- Sustainable Construction
- Green Transport
- Sustainable Tourism
- Nature conservation
- Health Improvement

Businesses needed to demonstrate good environmental and sustainability practice, as well as providing a good example for others to follow.

After a 3 month wait, we had notification that we made it through to the final 40 entries and asked if we would like to attend a Gala presentation evening in Stafford Borough Council Civic Suite.



# Green Agenda

It was a very busy evening but a very interesting and impressive event to attend. Showing what businesses and local companies are undergoing to reduce their carbon footprint as well as making their working environments a more relaxing and user friendly place.

I am pleased to announce that on the night we were given the Award and commended as a business for our efforts in partnering with Stafford and Rural Homes and the commitment we make towards a sustainable future.

This may only be a local Award but it shows the efforts everyone is making at present towards making our environment a better place to be.



Dean Wallace

“ **Did you know...?** In 21 years time, the world's population will have increased by a third, rising to 8 billion people. In response, demand for food will increase by 50%, water by 30% and energy by 50%. ”

## Health & Safety



We are always seeking to maintain and improve Health and Safety standards throughout the company. It is pleasing to see from the safety audit that H & G carried out for us that we are maintaining a good level of compliance. A number of Markey personnel have recently undertaken a variety of training courses recently in line with the company's Health and Safety requirements.

Thank you for the feedback given about the training courses that have been provided, this feedback is essential so we can ensure that the quality of training you receive is satisfactory.

It was interesting to discover from a tender interview recently that two of our competitors have now changed their policy stating that all operatives must now wear gloves and protective glasses at all times on site. This is something that we are not currently contemplating but gives an indication of where our competitors are now moving towards.

You may have heard from recent radio and TV adverts, the campaign that the HSE are targeting in relation to asbestos related deaths in the construction industry. Their figures state that twenty deaths a week occur due to asbestos related illnesses. Asbestos really is the hidden killer. To all who have recently attended the asbestos awareness course, it is vitally important that you take heed of what you have learnt from this course.

## Investors in People



Doesn't time fly ..... it's now some 4-6 months since our companies: Markey Construction and Premiere Kitchens achieved success with their I.I.P. re-assessments.

Shortly after the re-assessments, the IIP Assessor provided each company with a report which recommended improvement actions for us to consider. The list of improvement actions is intended to help us accomplish further successes against the IIP Standard.

Within each report there are also details on how we may go beyond the core IIP Standard and achieve even better results – for these improvements we may earn Bronze, Silver or Gold Awards. To take advantage of these improvement opportunities we are encouraged to use what IIP call the 'Extended Framework'. We select what they call "Themes" from the Extended Framework and our choice of Themes is intended to compliment our strategies for business development, so helping us to become the organisation we wish to be.

Your Line Manager should be able to give you more details about the contents of the Assessor's report, including the Themes which can be selected from the Extended Framework.

# Charity News



## Below are the charities that Markey Group supported in the last 10 months:

### 2009

**POPPY APPEAL** - UK's leading charity providing financial, social and emotional support to millions who have served or who are currently serving in the British Armed Forces, and their dependents - **£28.36.**

**THE PIED PIPER APPEAL** - charity, started in 1992, to improve the lives of sick children in Gloucestershire - **£250.**

**CANCER RESEARCH UK** - Cancer research and awareness charity in the UK - **£550.**

**THE ROYAL MENCAP SOCIETY** - UK based charity that works with people with a learning disability - a free of charge kitchen for the Mencap Day Services Centre in Tottenham, London.

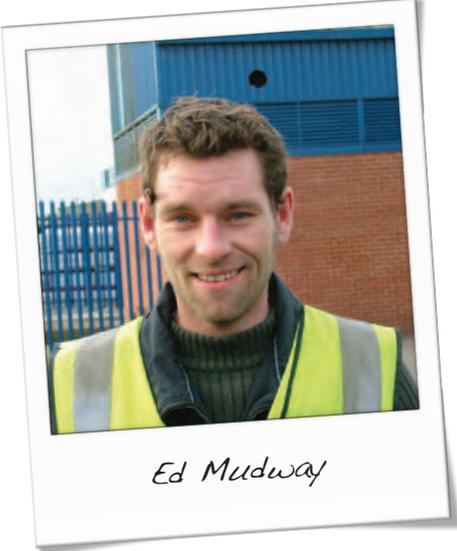
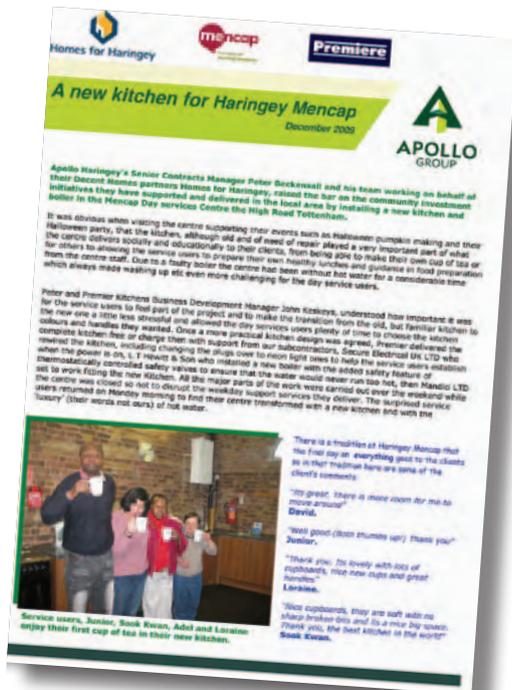
### Money raised in memory of Ed Mudway is being used to help teenagers with Type 1 Diabetes.

Many thanks to Tony Markey, colleagues and friends for raising money for the teenagers with Type 1 Diabetes in Gloucestershire. The money was raised in memory of Ed Mudway (a member of staff who suffered diabetes and sadly passed away in February 2007).

Two years ago we also received donations from you all and Ed's family has said "if Edward had been diagnosed at this age it would have been such a support and he would have found friendship with other sufferers".

'Diabetes mellitus is a condition where the amount of glucose in the blood is too high because the body cannot use it properly. Type 1 Diabetes develops if the body is unable to produce any insulin. Insulin is vital for life. It is a hormone produced by the pancreas and helps the glucose to enter the cells where it is used as fuel for energy so we can work, play and generally live our lives.' (www.diabetes.org.uk).

Type 1 Diabetes appears in children and in those aged under 40. In Gloucestershire we have approximately 280 children less than 18 years of age.



Ed Mudway

**THE DIABETES SOCIETY** - charity providing diabetes education and support to people affected by diabetes - **£1,909.**

Continued on next page

# Charity News

Type 1 diabetes can not be prevented and is not related to eating the wrong foods or obesity.

Young people with Type 1 Diabetes experience many changes in their teenage years before moving up to the adult world and adult diabetes team. It is a time of change, spontaneity, experimenting (for example alcohol) and most importantly being the same as their peers. They hate to be different. So for many teenagers having to manage four times a day injections and blood glucose testing in front of friends and even family, having to eat healthy meals is a real challenge. In addition, the parents and health professionals are repeatedly advising the young people to maintain their blood glucose levels within a tight range to prevent everyday low and high sugar levels but importantly to prevent complications (i.e. retinopathy – poor eyesight) of diabetes in later life. For these young people if they do not keep tight blood glucose control, after ten years complications of diabetes can become apparent.

The money has been used to provide psychological support for a small number of teenagers struggling with different aspects of their life. The psychologist provides up to six sessions for these teenagers and if necessary refers them to other agencies. As happens with teenagers, not all referred decide to take up their appointments. The psychologist has also attended a Motivational Interviewing Course so that she can advise the members of the children's diabetes team to find different methods to supporting these teenagers.

## 2010

**SPORTS RELIEF** - an initiative of Comic Relief, raising money to help disadvantaged people, living unimaginably tough lives, both at home in the UK and across the world's poorest countries - £1,723.25



*Comic Relief fundraisers*

*(Back row from left to right) Katia Cavalcante, Eloise Price, James Barham, Adam Barham  
(Front row from left to right) Simon Taylor, Tom Curwell, Steve Chilman, Rebecca Roberts, Sarah Lainchbury, Heather Smith, Andy Barham, Paul Markey, James Markey, Callum O'Neill and Mike Mustoe (not in picture)*



# General Training

**Markey**  
Construction

## All of our operatives have completed an Asbestos Awareness course

Mobile Towers and Ladders course was held at Sanctus and attended by Chris Lee, Lee Bell, Howard Preen, Scott Wiseman, Matt Smith, Tom Jenkins, Craig Brammer, Hughie Bell, Lee Hanman, Mark Williams and Andrew Dodds.

An Abrasive wheels course was undertaken by Mark Williams, Andrew Dodds, Roy Meadows and Jack Murphy.

**Dalton Cullen** has completed the IOSH Working Safely course.

**Shaun Smith** and **Darren Martin** are about to undertake a Setting Out course.

## Congratulations to...

...the following people who have recently completed National Vocational Qualifications (NVQ's):

- **Jim Waite** has completed NVQ Level 4 in Site Management
- **Craig Brammer** and **Scott Wiseman** have successfully completed NVQ Level 3 in Carpentry
- **Matt Smith** has completed NVQ Level 2 in Carpentry.
- **Richard Palmer** has achieved Level 2 NVQ Telehandler Licence so has gained his blue CPCS card.
- **Derek Lown** and **Tracey Hubbard** have completed NVQ4's in Buying.

*Check out Tracey Hubbard in Construction Manager Magazine's September 2009 issue!!*

### TRACY HUBBARD / BUYER



I started an NVQ4 in Construction Contracting Operations (buying) in the middle of 2008. But I was slightly unprepared for how unlike a traditional exam-based qualification it is. Everything is linked to work, so you can only really complete the NVQ4 tasks in a work environment.

The NVQ4 is divided into categories – such as health and safety decision making, and information gathering. You have to fulfill tasks related to each of these while doing your job, then provide evidence for assessment. I had to attend supplier meetings, as well as chair a meeting, then provide proof of attendance. I also had to prepare materials schedules for site and supplier schedules and submit the spreadsheets.

At the end of the course, I submitted a folder with more than 50 pieces of evidence, plus witness statements from managers and colleagues.

The assessor from CASL was very supportive and came to visit me at head office several times to keep track of my progress, suggest new approaches and sign off certain sections. I didn't find any of the NVQ4 tasks too difficult and the sections aimed at buying

and supplier performance I found fairly easy because I'd had experience of them before.

It took me a year to complete the NVQ, but the assessors were very flexible and didn't set any restrictions on how fast I had to complete it. NVQs can be difficult to get to grips with, but it is fulfilling. Sometimes you don't realise when you are doing something well, but the NVQ makes it obvious when you are.

## Welcome Starters

NAME	START DATE	COMPANY	DEPARTMENT
Harry Hamlin	12/06/2009	Premiere	SOP
Paul Davis	20/07/2009	Premiere	Production
Richard Brown	27/07/2009	Premiere	Production
Scott Wilkes	03/08/2009	Premiere	Production
Gary Williams	03/08/2009	Premiere	Production
Sebastian Kulda	17/08/2009	Premiere	Production
Paul Bland	17/08/2009	Premiere	Production

# Welcome Starters...

NAME	START DATE	COMPANY	DEPARTMENT
Rebecca Roberts	17/08/2009	TPT Holdings	Finance
Jason Moore	24/08/2009	Premiere	Production
Shaun Poole	14/09/2009	Premiere	Production
Matthew Jaggard	21/09/2009	TPT Holdings	IT
Paul Donovan	05/10/2009	Premiere	Production
Adam Miernik	05/10/2009	Premiere	Production
Ashley Hanks	06/10/2009	Premiere	Production
Stephen Groves	12/10/2009	Premiere	Production
Eloise Price	12/10/2009	TPT Holdings	Finance
Rhona Capewell	13/10/2009	Premiere	Surveying
Jonathan Toolan	21/10/2009	TPT Holdings	IT
Steve Sutcliffe	09/11/2009	Premiere	Engineering
Lukasz Koziel	23/11/2009	Premiere	Production
Robert Botham	04/01/2010	Premiere	Production
Mark Fletcher	04/01/2010	Markey	Production
Rachael Walker	04/01/2010	TPT Holdings	Production
Allan Hissey	04/01/2010	Premiere	Surveying
Steve Broadbent	04/01/2010	Premiere	Supply Chain
Steve Butler	04/01/2010	Premiere	Sales
Sam Ledbury	25/01/2010	Premiere	Production
Sue Taylor	25/01/2010	TPT Holdings	Finance
Tom Curwell	26/01/2010	Markey	Administration
Autumn Hyde-Bogle	15/02/2010	Premiere	Administration
Kier Randles	22/03/2010	Markey	Environmental

# ...And Farewell to our Leavers



NAME	LEAVE DATE	COMPANY	DEPARTMENT
Richard Hergets	21/07/2009	Premiere	Production
Sebastian Liberek	24/07/2009	Premiere	Production
D R Goodfield	28/07/2009	Markey	Site
Nick Osborne	August 2009	Premiere	Surveying
Allan Pickering	August 2009	Premiere	Surveying
Edward Latimer	07/08/2009	Premiere	Production
William Freeman	14/08/2009	Premiere	Production
Kevin Noble	21/08/2009	Premiere	Transport
Paul Gallagher	28/08/2009	Premiere	Transport
Alex Gibbs	28/08/2009	Premiere	Production
Alexander Butler	28/08/2009	Premiere	Production
William Young	28/08/2009	Premiere	Production
Dean Pitt	28/08/2009	Markey	Production



