

# InSite



## HIGHLIGHTS

**A note from Robbie Kitson, Associate Director**  
Robbie provides a note from our Directors and a general update on what's been happening across the business since January. (pg. 2).

**'A Day in the Life' of Amy Marchant**  
We meet Amy Marchant, Accounts Clerk and Focalpoint Trainer at Jaguar. Amy reveals how she went from teaching to the building services industry! (pg. 4).

**'Spotlight on a Site'**  
We met Site Manager Sai and the team at 1 St Martin's Le Grand this quarter. Sai tells us some interesting facts about the building and we get to know the team. (pg. 8).

**Our Technical Team save the day!**  
Our Technical Team are always on hand to deal with complex emergencies. Recently the pressure was on as they attended a power outage at a fertility clinic! (pg. 11).

April 2021

**Pictured: the team at 1 St Martin's Le Grand.**  
From left to right: Francis Twum-Barimah, Mechanical Shift Technician; Sai Lai, Site Manager; Alex Richards, Site Administrator and Adrian Row, Electrical Shift Technician.

Find out what's been going on over the last quarter and who our Health & Safety Champion is...

The business continues to perform exceptionally well given the broader economic environment. Our success is a true team effort, so we take this opportunity to thank each and every one of you for what you do on behalf of the business.

# An update from Robbie Kitson

## An overview of the last quarter

Robbie provides an update on the business



Robbie Kitson, Associate Director

**"Welcome to the tenth edition of InSite. I can't believe it has been 12 months since I last provided a few words for our quarterly newsletter and what a year it turned out to be!"**

"The COVID-19 pandemic has affected all of us in ways we could not really have imagined with shielding, self-isolating, face masks, hand sanitation and social distancing becoming part of our daily lives. As the third national lockdown slowly eases and with the COVID-19 vaccination well underway, I am hopeful we are finally on

"Thank you all for your continued support during what have been unprecedented times."

track to normality and on June 21st we can all celebrate with friends and family without restriction.

As always, the Directors would like to take this opportunity to thank all of you for your continued support during what have been unprecedented times, through your efforts we have managed to keep our buildings open and operational providing a safe working environment for customers and ourselves. The company is currently conducting a comprehensive review of our service delivery, with the intention of improving what we do and how we go about it. We have discussed our operations with every department to gather information. Grace Roberts from the Operations Department will be visiting all of our site teams across all contracts to receive your comments, suggestions and ideas on how we can improve. We are looking forward to your feedback.

Chris Howlett has recently been appointed as our Innovation and Systems Manager. Chris will be focussing his efforts on the use of technology within the building services sector, as well as the roll out of our new management reporting tool 'Apprise'.

In this edition of InSite, we feature 'A Day in the Life' with Amy Marchant. Amy gives us some valuable tips and explains some FAQ's on our accounting tool, Focalpoint.

The 'Spotlight on a Site' features 1 St Martin's Le Grand. We have retained the contract at St Martin's for 7 years! This feature is a great way to meet the team behind the building.

Please do keep Rebekka Gough updated with what you are up to, whether it be job related or in your personal lives. It's always good to hear your stories and include them within our newsletter!



Find out who our EOTQ winners are on page 14

# £50m

We have had a fantastic last quarter with our turnover reaching £50.5 million.

We are delighted to have retained 100 New Oxford Street, 15 Fetter Lane and City Point!

Retaining contracts is largely down to our site-based teams, so thank you for your hard work in keeping our buildings maintained to the very highest of standards. Over the last quarter, Jaguar retained 100 New Oxford Street, 15 Fetter Lane and City Point. All contracts underwent an official retender process through our Business Development team, so this is a fantastic achievement!



## Several new contracts have gone live including Thames Court

We have put together a snapshot of stats from January 2021 so you can see at a glance what's been going on over the last quarter. Jaguar Projects have also had a successful quarter winning 9 new projects totaling £1.3m!

### News at Jaguar January - April 2021

Our sites have been running successfully over the last 3 months, with everyone working hard to get projects completed before buildings begin to reopen in the not too distant future.

We have also had some new contracts go live this quarter, including Thames Court, Rabobank and The Bailey.

Since January 2021, 15 new colleagues have joined the business. We would like to take this opportunity to welcome all newcomers to Jaguar.

£1.4m



in landlord contracts have gone live

800



online courses have been completed since Jan 2021!

£1.3m



of new works secured by our Projects team

£850k



in tenant contracts over the last quarter

+15

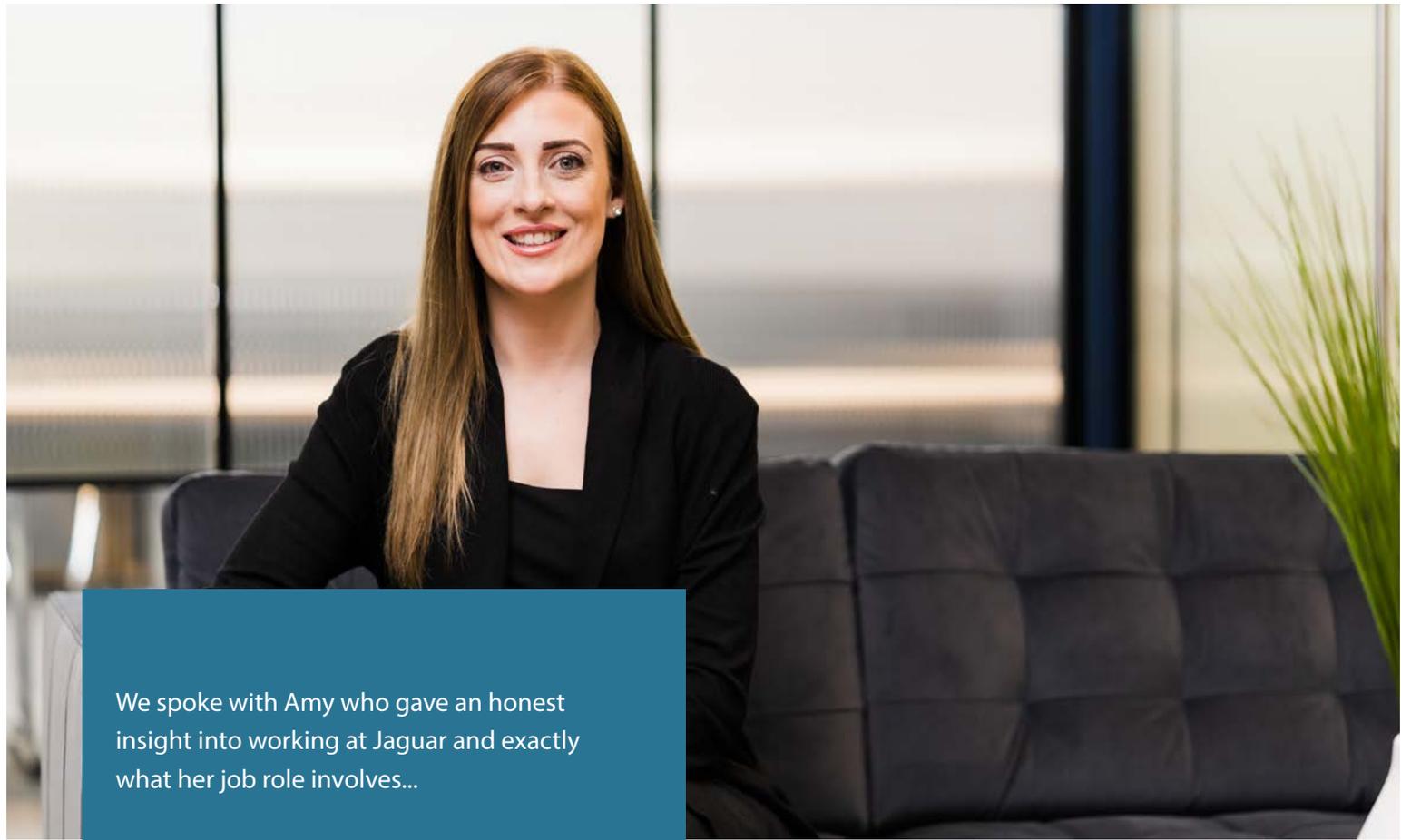


new starters in the business since Jan 2021

30



of you used PK Group for financial advice



We spoke with Amy who gave an honest insight into working at Jaguar and exactly what her job role involves...

# 'A Day in the life of' Amy Marchant

## How did you get into the building services industry?

I started my career as a teaching assistant and remained in that role for 4 years. The aim was to eventually qualify to become a teacher, but it just wasn't the right time for me. So, I parked that idea and went to a printing company for a year, gaining experience in an order processing role until Jenny Graham, Lead CAFM Supervisor spoke to me one day about a role as a Roving Administrator at Jaguar. Jenny put me forward for the job and that was when my career started at Jaguar!

I moved to a static site quite quickly after starting (St Botolphs), and as I progressed within the role, I wanted more of a challenge and was offered a role at Kings Cross Estates. The role at Kings

Cross helped me to gain more knowledge of the industry as I was given much more responsibility and learnt so much in a short space of time. After our contract finished at Kings Cross, I was offered an opportunity to move to Head Office in Accounts as they had a vacant role for a Purchase Ledger Clerk, and after a month doing that, I was offered a permanent position as an Accounts Assistant and have been there ever since!

## What does your job involve?

With my job role now, I get a lot of varied experience which I enjoy. My days are literally so different all the time! It varies depending on the time of the month, for example at the beginning of the month I deal with getting all receipts together from the previous month for Barclaycard. However generally, I get involved with invoicing queries, dealing with suppliers, checking BBPs, raising grid budgets, contract queries and Focalpoint questions/problems. I also like to look for things to do, tasks that are not necessarily given to me but that I find and bring to attention as I like to keep busy. I feel like I learn something new every day.

## What do you enjoy most about your job?

One of my favourite things about the job is helping people develop and watching them progress. As I deal with most new starters, I get to follow their journeys and be a part of their development at Jaguar. My teaching assistant experience has proven to be very useful with the training.

## What advice would you give to your younger self?

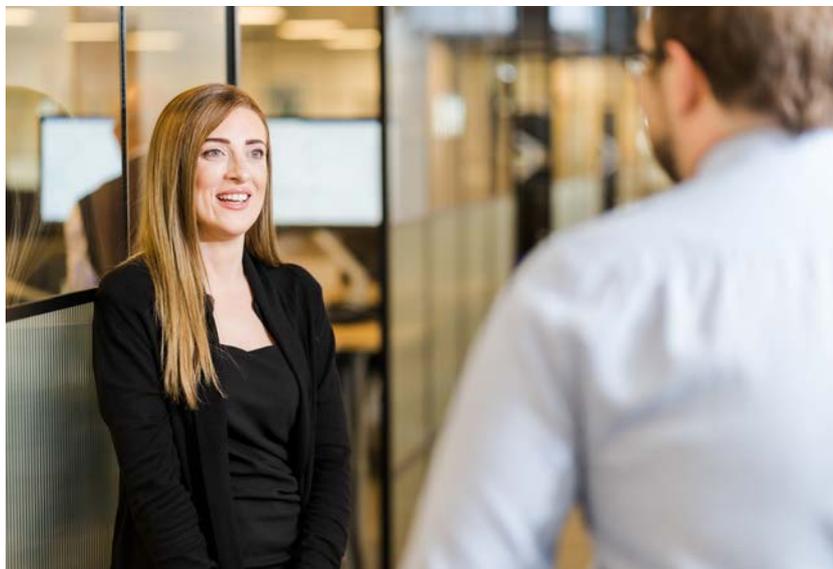
Never doubt yourself! I always thought I would remain in the teaching assistant role and until I pushed myself, I never knew what I could achieve.



## Focalpoint training sessions at Head Office

Amy is always on hand to help out with Focalpoint queries. She holds regular training sessions from Jaguar's Head Office.

# Amy Marchant, Accounts Clerk & Focalpoint Trainer



"One of my favourite things about the job is helping people develop and watching them progress. As I deal with most new starters, I get to follow their journeys and be a part of their development at Jaguar."

## What advice would you give to anyone who wants to get into the building services industry?

Give it a go! Even if you don't have experience in something, try not to put yourself off from applying. If you think you can do it, you probably can!

Building services was not the industry I was looking to get into, but I think if you work hard and prove you are dedicated to learning more, employers will see the potential in you.



## Getting to know Amy

### Quickfire Question Round:

#### ■ Top 5 films

The Dark Knight, Harry Potter series, The Notebook, My Sisters Keeper and Practical Magic.

#### ■ Something no one knows about you

I went to a dance school every day after school for 10 years and I still can't sing or dance. I am the most uncoordinated person going!

#### ■ Favourite book

The last book I read was Fallen by Karen Slaughter – I don't have a favourite but I really like her books.

#### ■ First concert you ever attended

Steps!

#### ■ Who makes the tea in your team?

Top tea makers are definitely me, Sam and Rianna!

See page 6  
For Focalpoint tips

■ The Focalpoint training sessions are fairly long, and we are well aware it's a lot to try and digest in one sitting!

We are only human, and it is easy to forget things, so Amy has kindly put together some handy Focalpoint tips and tricks to get you well on your way to becoming a Focalpoint Guru.

**How to check if there are costs against an AW / PO's raised against an AW**

Open the AW  
 Click on 'open' along the top bar  
 Then 'yes to see in another browser'  
 If you look at the cost centre and check the total actual cost, it will tell you if there are any costs associated with that AW.  
 If you go to custom which is along the middle, there is a drop down, so you can click on POs, invoices, timesheet etc. Any costs associated with the AW you will be able to see.

**AWs that are rejected**

Go to 'Forms'  
 Then click on 'Additional Works'  
 Highlight the AW that has been rejected, do not open it up - just highlight the line  
 Then click on history at the top  
 From there if you go down to the rejected line (again just highlight the line) it will show you the notes & reason for rejection.

**Checking if there are costs against a PO**

Open the PO you want to look at  
 Click view invoices – you will then see all references attached to that PO number (this will not show credit notes, if you need to see these you need to contact Accounts).

**Looking at a PO that has been raised by someone other than you**

Go to home  
 Click on user defined  
 Select 'purchase orders'  
 Change the order number to 'begins with' (your site code e.g., 106) – or use the whole PO number if you have it  
 This will bring up all POs against your site. It is useful to look at a PO in this section before rejecting an invoice that references a purchase order that was not raised by you.

**You can also look at the details of a site and find out lots of handy information**

First, go to job costing, then click project management  
 Type in the site code for the site you want to look at. Click on 'find now' (use the big magnifying glass, never use the small one!)  
 From there you will be able to open supplementary information  
 You will then be able to see your consumables budget, comprehensive budget, AW rates, AW margins, on call rates and more!

**The below screen shot marks where this is located**





For more Focalpoint tips, visit Jaguar's Intranet for step by step videos on the system!

- 1 Check frequently! Your invoices should not be sitting on the system for longer than a week.
- 2 Reject your invoices! If a job has not been completed reject it and let the supplier know.
- 3 You can take an invoice off of dispute yourself. Untick the 'on query' box and click save & update dimensions.



## There's a few tips and tricks that you may find useful

As time goes by you may forget why you have raised a PO or why a supplier has sent over an invoice. If you check your homepage regularly, there will be less chance of you forgetting. Login to your account, have a quick check and save time in the long run!

**You can also check who your PO is sitting with for approval.** Simply open the PO, click on the line of value, then click on history and this will tell you who your PO is sitting with for approval.

For more information or if you would like any further help with Focalpoint, please contact our Accounts team directly. You can also email Amy at [amarchant@jbs-ltd.co.uk](mailto:amarchant@jbs-ltd.co.uk).

## Start your monthly timesheet at the beginning of the month!

Save your timesheet as pending as you go along then at the end of the month, it will be ready to submit! If there are any issues, then this can be easily resolved at the start of the month rather than having a problem on the day you need to submit.



Our Accounts team are a friendly bunch who can help out with your Focalpoint queries. If you would like to book in another training session, please contact Amy and she will be able to assist you.

1 St Martin's Le Grand has been a part of Jaguar's portfolio for 7 years!

The building was originally constructed in the late 19th Century and once served as the General Post Office of London.

## Spotlight on a Site 1 St Martin's Le Grand

## We met the team at 1 St Martin's Le Grand!

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## Sai Lai, Site Manager told us how the building is run and a bit about the team...

We visited 1 St Martin's Le Grand recently to find out a bit more about the team behind this prestigious building. The site team is made up of Sai Lai, Site Manager; Alex Richards, Site Administrator; Adrian Row, Electrical Shift

Technician; Garry Ryan, Electrical Technician (Shift Lead), Alan Shiels, Mechanical Shift Technician and Francis Twum-Barimah, Mechanical Shift Technician. Ian Fairly is the teams Account Manager with Sid Newbon as

the Senior Account Manager.

On our visit to meet the team, we got to meet Sai, Francis, Alex and Adrian. This was due to the shift pattern that the site operates which is 4 days on and 4 days off. The team were very

**Client:** Savills  
**Square Footage:** 330,000 ft<sup>2</sup>  
**Size of Team:** 6  
**Floors:** Basement, ground and 9 upper floors  
**Staff Coverage:** 7am – 7pm  
Monday – Friday  
**Cooling Towers:** 3

**Boilers:** 6 x Viessmann Boilers with Riello RS38 Gas Burners 1200kW  
**Chillers:** 4 x McQuay PEH 087 Water Chillers  
**Generator:** 4 x Generators  
**Electrical Supply:** HV

The building comprises approximately 330,000 ft<sup>2</sup> arranged over basement, ground and nine upper floors.

## "It's a pleasure to work in the building, we have a great team."

Sai Lai has been a Site Manager at the building for 5 years. The team is now well established and running well!

welcoming and showed us around the various plantrooms that they maintain and operate within on a daily basis.

1 St Martin's has an interesting past, and once served as the General Post Office of London. It was also the headquarters of Nomura Bank in England until 2014 when it was acquired by Ho Bee Land. A comprehensive refurbishment was completed in 2007 and an internal refurbishment programme was also undertaken in 2011. Following the sale of the building in 2014 it became multi tenanted.

Jaguar first obtained the contract in 2014 and the M&E services were then retendered in February 2019. Jaguar secured the contract for a further 3 years and have been providing maintenance at 1 St Martin's for over 7 years now!

Some of the tenants in the building are UCL, SS&C, Barts Health, Julius Baer, Mitsui Bussan Commodities and Mitsui.

The fit-out of UCL at 1 St Martin's achieved the first ever Gold rating under the new Ska Higher Education standard! The area now supports over 300 UCL staff.

1 St Martin's Le Grand remained fully operational throughout COVID-19 as Barts Health (one of the buildings tenants) is part of the NHS Trust. It was therefore vital that the building remained open, and our team did a brilliant job keeping the site entirely functional during this time.

Sai, Site Manager advised: "We work well alongside security and cleaning departments at 1 St Martin Le Grand and we have a good relationship with both the respective teams."

Francis, Mechanical Technician for the site advised that he has visited over 50 sites in his 5 years at Jaguar - a very impressive number! Francis began his time at the company in the roving department and is now based permanently with the team at 1 St Martin's. Francis said that his time as a Roving Engineer gave him a broad variety of experiences within the building services industry. He has been able to repair, maintain and work in 50 different plantrooms and has had the opportunity to speak with a huge number of engineers and managers.

The engineers at Jaguar have built a fantastic rapport with the building management team at 1 St Martin's, and it is evident that they all put a lot of hard work and effort into keeping the site well maintained.

Thank you to the team for showing us around and giving us an insight into life at 1 St Martin's Le Grand. Keep reading to find out more about the guys onsite, and how they unwind after a busy day!



### Getting to know the team at 1 St Martin's Le Grand:

#### ■ What was your first job?

**Adrian:** Selling windows and doors - telephone sales

**Alex:** Working at Morrison's whilst at Uni

**Sai:** A Refrigeration Apprenticeship

**Francis:** Working for a metropolitan sewage unit as an Enumerator

#### ■ Where's your favourite place in the world?

**Adrian:** Hawaii

**Francis:** Malmo, Sweden

**Sai:** Thailand

**Alex:** Ibiza

#### ■ What's the last series you watched?

**Adrian:** The Queens Gambit

**Francis:** The Bridge

**Sai:** Rick Steins Cornwall

**Alex:** Same as Adrian - The Queens Gambit

#### ■ What's your favourite way to unwind after a busy day?

**Adrian:** Steam room and gym!

**Francis:** To have family time with my daughter

**Sai:** Sit at home and relax in my chair

**Alex:** PlayStation with friends

#### ■ If you could trade places with anyone for a day, who would you choose?

**Adrian:** Floyd Mayweather

**Francis:** Bill Gates

**Sai:** Nobody!

**Alex:** Cristiano Ronaldo



**Pictured, the team at 1 St Martin's Le Grand**  
Top left photo: Sai Lai, Site Manager; Adrian Row, Electrical Shift Technician and Francis Twum-Barimah, Mechanical Shift Technician. Top right: Alex Richards, Site Administrator.



Our Technical Team often attend emergency calls out of hours – but this one really did save lives!

Thank you to the team for the work that you do to support our site teams

# Our Technical Team save the day!

Our Technical team can be contacted for advice for complex engineering emergencies. Lead by Tony Jackaman, the team is made up of Rob Clayton, Stuart Colvin, Adam Nguyen and Will Kendal.



Tony Jackaman, Head of Technical Services & Associate Director

Tony started at Jaguar as a Site Supervisor rising through the ranks, and is now one of our Directors

**In building services, we often talk of critical power, and a recent emergency call to our Technical Services Department about a loss of power turned out to be just that!**

The team were called to one of our buildings following a report by a tenant of a loss of power. On arrival our guys were advised that the tenant, a fertility clinic, had lost input power to their UPS system which provides power to their laboratories. A quick assessment of the infrastructure found the supply cable to the UPS Input switchboard had been damaged by construction workers in the loading bay. The cable was beyond immediate repair and the UPS was operating on its battery supply. Power had to be reinstated to the UPS system quickly before the UPS battery supply depleted, the consequences of which would have been disastrous!

Our quick-thinking team immediately set to work by safely installing a temporary supply cable from an alternate source. Fortunately, they were able to do this within the autonomy time of the battery and without loss of output power from the UPS, much to the relief of the tenant!

The temporary arrangement will remain in place until a planned shutdown can be arranged. Recommendations have also been made to make the tenants electrical infrastructure more resilient to the future.

Alongside our site-based engineering teams, our Technical Department can always be called upon by our customers and engineers to provide expertise and support during engineering emergencies. They are regularly commended for their excellent work from their colleagues and by our customers, and we are very proud to have them as a key part of our business.



We announce April 2021's H&S Champ



Get a general industry update from our team



Take a closer look at our H&S Manager, Louise Davies!

# Health & Safety update

Our Health & Safety Champion this quarter is Chris Heath! Find out why below...



This quarter's Health and Safety Champion is Chris Heath, Engineer at Kings Place.

Chris has been selected due to his recent hard work in organising and supervising a high-risk project that was undertaken by subcontractors at Kings

Place. Chris's quick and effective assistance of gathering detailed site-specific information and subcontractor competency documents ensured the works went ahead as

planned. Chris's knowledge of the task enabled the H&S Team to understand the works involved and work together with Chris to ensure the work was completed safely.

Chris's Account Manager Graeme McSorley commented: "Since meeting Chris in May 2019, he has displayed a beating heart of a strong health and safety culture. Chris is always passionate about safety and he takes an active role in leading by example amongst his peers, and is suitably skilled at supporting safe behaviour. It was his keen awareness, insight and enthusiasm for safety that highlighted the required health and safety changes in some recent PPM work. Well done on a well-deserved award Chris!"

## Health and Safety Industry News

There are currently three health and safety Bills in progress these are The Fire Safety Bill, The Building Safety Bill and The Environmental Bill.

**The Fire Safety Bill** is nearing the end of its passage through Parliament. The Bill is intended to clarify the scope of the Regulatory Reform (Fire Safety) Order 2005 (FSO) by clarifying that the fire safety obligations of the Responsible Person (usually owners or managers) of multi-occupancy residential buildings extend to the structure and external walls (including balconies and windows) and individual flat entrance doors that open into common areas. The FSO as it stands applies to all non-domestic buildings, such as workplaces and commercial premises, but also to "the common areas of multi-occupied residential buildings."

**The Building Safety Bill** makes provision for the development of a new Building Safety Regulator (BSR), which will ultimately be responsible for all major regulatory decisions made at key points during a building's design, construction, occupation and refurbishment. In February 2021, the HSE announced the appointment of a chief inspector of buildings to establish and lead the new BSR. In this role Peter Baker, HSE's current director of building safety and construction, will head up the Building Safety

Regulator to deliver the new regime for high-risk buildings, oversee work to increase the competence of professionals working on buildings, and ensure effective oversight of the building safety environment. He will also be the first head of the building control profession, and lead the work to give independent, expert advice on building safety to industry, government, landlords and residents.

**The Environment Bill** is a long awaited bill which has been delayed. The Government has confirmed that it will be rolled over into the next Parliamentary session. Ministers said the delay, which means the flagship bill is unlikely to pass before the Autumn, was necessary because dealing with the COVID-19 crisis left too little parliamentary time for debate. The government says it 'remains fully committed to the environment bill.' In the meantime, a new environmental watchdog for England will be launched on an interim basis ahead of its formal establishment as part of the Environment Bill. From July, the new Interim Office for Environmental Protection will be set up in non-statutory form to provide independent oversight of the government's environmental progress and to accelerate the foundation of the full body.





▼ Find out more about our H&S team!

## Louise Davies is now Grad IOSH!

Congratulations to Louise for upgrading to Graduate Level!

We are delighted to announce that following the successful completion of her NVQ Level 5 in Occupational Health and Safety Practice, our Health and Safety Manager Louise has now upgraded her IOSH membership to Graduate Level!

She has also secured a position of 'committee member' with the Essex IOSH branch. Louise's role on the committee will involve representing IOSH in the health and safety industry and support members at a local level.

# Talk to our Health & Safety team if you have any concerns



### Talk to Louise Davies for help and advice

If you have concerns that your workplace is not COVID-19 secure, please contact Louise on [ldavies@jbs-ltd.co.uk](mailto:ldavies@jbs-ltd.co.uk).

Louise is always available to help our teams out!



### You can also contact Steve Jackaman

We will fully investigate all concerns raised by employees. You can also contact our Operations Director, Steve on:

[sjackaman@jbs-ltd.co.uk](mailto:sjackaman@jbs-ltd.co.uk). He will be able to assist.



### Use our anonymous drop box email!

To access our anonymous drop box, logon to [www.gmail.com](http://www.gmail.com) with [Jaguardropbox@gmail.com](mailto:Jaguardropbox@gmail.com).

Then enter the password: [buildingservices.com](http://buildingservices.com)

## Changes to RoSPA in 2021

Due to COVID-19, there will be a slight delay with our certificate

There has been an Important change to the 2021 RoSPA Awards. RoSPA have taken the tough decision to cancel the award Ceremonies for 2021. Instead of the physical ceremonies in London and Birmingham, they will once again be holding a virtual ceremony. In light of this change RoSPA has expended the entry for the 2021 awards and the results will now be issued between June 3 and June 24 and Awards will be posted from the beginning of July.

This will mean we will have to wait a little longer than usual for our 2021 result and certificate.

## A bit more about Louise...

We asked Louise exactly what does a H&S Manager do for fun?

Interesting fact... I am a bit of a petrol head! I currently drive a 595 Abarth (always within the speed limit of course!).

In my spare time, other than reading H&S study books, I have recently read 'How Spies Think' written by the former Director of GCHQ, David Omand - it's a great read.

I also love to relax by chilling out and watching a bit of TV. My favourite TV show has got to be Line of Duty at the moment!



34 Jaguar members have trained on Permit to Work since Jan 2021!

We have two worthy winners and three runners up this quarter

Thank you to everyone who nominated over the last quarter. We have seen an exceptional standard of team work and going the extra mile over the last 3 months!

# Employee of the Quarter

## Congratulations to both Sean Flint, and the whole team at Berkeley Square House



**Our site team at Berkeley Square House were one of our two winners this quarter!**

The team did an excellent job rectifying a recent major incident in the building.



**Sean Flint, Electrical Engineer at One Angel Court was also a winner. He went the extra mile on a recent job onsite.**

Sean's dedication to the job and diligence onsite made him a very worthy winner.

Our winners are the team at Berkeley Square House: Paul O'Neill, Site Manager; Steve Broughton, Assistant Site Manager; Mauro Carretta, Shift Leader; Ryan Hunter, Electrical Shift Technician; Marcin Maciejewski, Electrical Technician; Gary Russouw, Improver; Jonathan Standen, Site Supervisor; Simao Terra, Improver; Darrin Walker, Shift Leader; Borislav Zhelyazkov, Mechanical Shift Technician and Zinedine Anderson, Apprentice.

Our team at Berkeley Square House received excellent feedback from our customers at Avison Young. On the 8th of April, Berkeley Square House had to be evacuated due to a major leak. Our team had to act fast and pull together, and they did a fantastic job. Our customer commented:

"Yesterday once again presented one of those challenges which occur from time to time and the results of success can sometimes be measured on the recovery.

Can I therefore pass on our thanks for the sterling team effort to manage, repair and clean up. The fact everyone contributed, and we were able to resume some sort of normality in a short period of time was testament to the way the team collaborated and pulled together."

Congratulations to all at Berkeley Square House for great teamwork and an outstanding effort.

Our second winner is Sean Flint, Electrical Engineer at One Angel Court.

Our customer at One Angel Court nominated Sean for his exceptional work during a LTHW pipework failure incident and subsequent emergency remedial job.

Sean was praised for his attention to detail, positive 'can-do' attitude and dedication to see the job through until completion (which was approximately 3am)!

Our customer commented:

"Sean is most definitely a highly valued member of the Angel Court team, and I feel lucky to have him on site."

Thank you and well done to both Sean, and the whole team at Berkeley Square House who won this quarter. Both Sean and the team received excellent nominations and have gone above and beyond expectations.



Pictured: Tower Bridge House, E1 – home to Site Manager Daniel Greenburg, a runner up this quarter

## Our Runners up this Quarter



### Daniel Greenberg, Site Manager based at Tower Bridge House

Daniel was nominated by Senior Account Manager Roger Starling

for receiving very positive feedback in a tenant meeting. Our customers at Tower

Bridge House were pleased with his progress and performance. Daniel recently became the Site Manager at the site and has made a great impression so far. Well done Daniel, keep up the great work!



### Rianna Pitman, Purchase Ledger Clerk based at Head Office

Rianna was nominated by her Manager Michael Dodsworth.

Since joining Jaguar, Rianna has reduced supplier invoice delays by 75%.

She has also risen to various challenges and is a pleasure to work with. A very worthy runner up this quarter, well done Rianna - keep up the great work in keeping those delays down!



### Robert Golcz, Site Supervisor based at 72 Wellbeck Street

Robert received high praise from his Account Manager, Danny Noakes

and our customer at 72 Wellbeck Street. During a recent client review, Robert was

complimented for the way he manages his water log books. Danny advised that Rob's attention to detail is very good across all aspects of the contract. Well done Robert, another very well deserving runner up!

## The Nominees from Jan - April 2021:

Well done to all of our nominees this quarter, Michael, Simon, Ellis, Luke and Carlos!

- **Michael Walsh**, Water Hygiene Technician at Here East
- **Simon Widdows**, Supervisor for City Point Tenants
- **Ellis Bartlett**, Mechanical Technician (FCU) at The Landmark
- **Luke Poole**, Account Manager (Green Team) based at Head Office
- **Carlos Pedro**, Site Supervisor at 150 Cheapside

KEEP VOTING!



## Vote for July's EOTQ!

Voting has now reopened! Click on the following link to nominate July's Employee of the Quarter:  
[www.surveymonkey.com/r/SH3JQVX](https://www.surveymonkey.com/r/SH3JQVX)

Please submit all nominations by 10th July 2021 for your vote to be counted.

**200 votes**  
since EOTQ started in 2018!

This quarter we had some fantastic audit scores, heard some great stories of Jaguar members raising money for charity and have gained 6 new Vitality Champions!

# An InSite into our Community OnSite

Find out what your colleagues have been up to this quarter!



## We now have six Vitality Champions at Jaguar!

[Find out who your Vitality Champs are...](#)

On the 22nd February all Jaguar members received an email regarding an appeal for Vitality Champions. We had a fantastic response, and we are delighted to announce that we now have six Vitality Champions! This means that we have people around the organisation that know a bit more about how Vitality works and will be spreading the word on how to keep fit and healthy!

From Head Office, we have Jenny Graham, Lead CAFM Supervisor; Rebekka Gough, Publicity and Roger Starling, Business Unit Head. From the Blue Fin Building, we have Stuart Dorrier, Demised Services Supervisor. Stuart commented:

"I signed up to be a Vitality Champion as hitting my weekly points rewards me with my free Apple watch!"

Chris Cook, Site Manager from Moor Place has also stepped up to the challenge, stating: "I want to inspire work colleagues to live a more active life whilst being rewarded for it."

And last but not least we have Samuel Amura, Site Manager at Victoria House. Alongside the regular emails from Rebekka, our Champions may chew your ear off about the benefits Vitality has to offer. If you would like to know what you can do to get started, drop one of our Champions an email.

In our Vitality fitness challenges held over February and March we gave away over £1,600 in Amazon vouchers! One of our winners kindly donated their voucher, and you can too! If supporting your local charity gets you up and moving, you can donate your winnings to a cause that is special to you. One winner donated to a Hedgehog sanctuary who rehabilitate wild Hedgehogs that are sick, injured, underweight and need help. Hornbeam Wood Hedgehog Sanctuary now have night vision binoculars to locate all Hedgehog's in need.



## 88 Wood Street received an external audit score of 100%

We are very proud of our team at 88 Wood Street who received an external audit score of 100%. Richard Martin, Senior Building Manager commented: "My thanks to the team at 88 Wood Street. This score demonstrates the high standards that the team work to, day in, day out. Well done all!"



### Peter Jefferies is raising money for the Alzheimer's Society

Peter Jefferies, Fabric Technician at City Point will be walking a half marathon on 5th June for Alzheimer's Society. He has raised over £500 so far, let's see if we can raise a little more for a cause that sadly affects so many. Visit Peter's donation page at: [www.justgiving.com/fundraising/peter-jefferies7](http://www.justgiving.com/fundraising/peter-jefferies7).



### One Westferry Circus excel again!

Our engineering team at One Westferry Circus have yet again achieved an excellent audit score. Site Manager Dean Higgs along with Domenico, Stephen and Shannon do a brilliant job in maintaining the building to an excellent standard. Luke Poole, Account Manager commented:

"It's great to see such positive results at one of Jaguar's longstanding sites. The team have received kind words and praise from both the external auditors and building managing agents, Helix Property Advisors. Thank you to the team for the work you do and congratulations to all involved."



### Stuart Cross is running the London Marathon for Children with Cancer UK

Stuart Cross, Site Manager, at 33 Cavendish Square was scheduled to run the London Marathon in 2020 for Children with Cancer UK. However, along with many other events it was cancelled. Stuart will now be running in April 2022 for Children with Cancer UK, so please make a donation to show your support if you can: <https://uk.virginmoneygiving.com/Stuart-Cross4>.



### Ilan Arthurs meets the Easter Bunny at Lloyd's

Ilan Arthurs, Technical Services Manager at Lloyd's of London finally got to meet the Easter Bunny!



If you have any news you would like to share for July's edition, please email Rebekka on [rgough@jbs-td.co.uk](mailto:rgough@jbs-td.co.uk).

### Well done to our Vitality competition winners!

Well done to all 11 of our Vitality competition winners! You'll be pleased to know we will be running more competitions later on this year so keep an eye out for the email!



# Use your Perks to get the latest discounts!



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Perkbox have some great new noteworthy Perks...

We had a chat with Jaguar's Perkbox Account Manager, Tiffany Hobbs this month. She advised that Jaguar's most redeemed perk is the Caffe Nero and Greggs free monthly treat! We were very pleased to hear of you claiming your freebies and if you haven't already, get involved! You can claim a free treat every month with Perkbox, choose from a selection of treats including free drinks, snacks and more.

There's even more on offer this spring at Perkbox, including 25% off Rayban sunglasses and prescriptions and 10% off a new bike, cycling accessories, car parts or camping

equipment at Halfords. Perkbox are also offering savings at Hobbycraft, B&Q, BOSCH and IKEA.

As a Perkbox member, you can also save up to 28% on memberships including Fitness First, Nuffield Health and PureGym!

Please also take advantage of the EAP service that's available to all Jaguar members. Your employee assistance programme includes a confidential 24/7 helpline that puts you in contact with qualified counsellors and advisors – plus access to an online library of wellbeing resources. A qualified team are on hand to

offer support with a range of emotional, legal, and financial issues. They are available 24/7, 365! To access the free helpline and other helpful resources such as webinars, factsheets, four week programmes and more, simply log into your Perkbox account, search 'employee assistance programme', and click 'get this perk'.

If you have any questions on how to log in to your account, please contact Sophie Coulson from our HR team on: [scoulson@jbs-ltd.co.uk](mailto:scoulson@jbs-ltd.co.uk).

Be in with a chance of winning a £20 Amazon voucher if you answer our technical question correctly



Well done to Peter!

Peter answered January's technical question correctly.

# April's Technical Question



## The answer to January's technical question...

January's technical question was: Name the 4 main components of a Static UPS system? Answer: Rectifier, Battery, Inverter and Static Switch.



## Well done to Peter Jefferies who answered correctly!

Well done to Peter Jefferies, Fabric Technician at City Point who answered correctly! An Amazon voucher is on its way to you.



## April's technical question is a tough one..

According to BG50/2015, when testing the quality of a closed water system what 4 main items form part of a Microbiological Analysis?



## All correct answers will be entered into a prize draw

Anyone can answer our technical question – even if you aren't technical! Just find out the right answer (by whatever means) and send it in!



## Answer April's technical question to win a voucher!

Get your answer in by 10th July

Please keep your answers coming in for our technical question! It's an easy way of winning an Amazon voucher, and also gives you a chance to get involved with our competition!

Steve Jackaman, Operations Director is the man behind all of our technical questions. In this edition he provided our tenth question, so thank you Steve! If you have any ideas for future technical questions or even a technical quiz, we would be happy to hear them. Email Rebekka at [rgough@jbs-ltd.co.uk](mailto:rgough@jbs-ltd.co.uk), and if your question is tough enough, we will include it within July's newsletter!

Thank you to everyone who gets involved and answers our question, it's great to hear from you all! The answer to April's question will be revealed in July's edition of InSite.



Email your answer to Rebekka at:  
[rgough@jbs-ltd.co.uk](mailto:rgough@jbs-ltd.co.uk)



Pictured: Jaguar's Head Office at 6 Gracechurch Street. We look forward to welcoming you all back for training sessions very soon!

# Don't forget to check your emails! There could be a nice surprise...

Tesco e-gift cards were sent out to all qualifying staff on December 15th – have you used yours? Make sure it doesn't get left behind in your email!

If you have any queries then contact [payroll@jbs-ltd.co.uk](mailto:payroll@jbs-ltd.co.uk) but do check your Jaguar email and also your junk email first please.

6 Gracechurch Street, London, EC3V 0AT  
Phone: 0207 071 0700  
Email: [enquiries@jbs-ltd.co.uk](mailto:enquiries@jbs-ltd.co.uk)



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