

A note from Liza McGuigan, Associate Director



Liza McGuigan, Associate Director

"Welcome to the fourth quarterly newsletter of 2019. We have had yet another successful quarter at Jaguar with further contract wins and new client engagements. We hope that you are all enjoying the newsletters. As well as keeping you informed and updated we are also working on your ideas for future content so please feel free to get in touch if you have anything that you would like us to feature.

In this edition we include a **Commercial feature with Chris Armstrong**. Chris gives an insight into saving money for your site and provides some interesting recent case studies.

We get to meet the team at Here East who maintain three buildings covering 1.2 million ft²! Our 'A day in the Life of' features Laverne Lindo, Site Administrator at Millbank Tower. Laverne has been with Jaguar for five years now and has worked at a variety of sites so it's great to get her take on a typical day. There's some great new Perks for Bonfire Night and family days out (for all you big kids out there)! Perkbox is free for employees so please do take a look, they have a lot to offer for all. Perkbox also welcome suggestions for new things to include so please do let us know if you have any ideas. Our Health and Safety team introduce our new Health and Safety Champion scheme. Each quarter we will be crowning and rewarding an employee with a £50.00 gift voucher of their choice.

On a separate note, we appreciate that sometimes it can be difficult to speak openly so do remember that we also operate an anonymous drop-box e-mail for any concerns you feel that you can't voice. I am delighted to congratulate Morgan Todd on winning the **Employee** of the Quarter for some sterling work, and well done to all the runners up. It's a real pleasure to see the nominations coming in and to show appreciation to the staff members recognised. As we are hurtling towards December, I am pleased to announce that the company Christmas drinks will be held on Thursday 19th December at Core Bar. The venue was a great success for the Summer drinks, and we hope to see as many of you as possible on the night. There will be games for those who would like to participate - no prizes just personal pride at stake!

Page 15 features photos from our very first netball match, the JLL 5k run and the results from our latest 5 aside match. It is fantastic to see so many Jaguar staffers taking part across the company. The events are great for bringing people together and please remember that spectators are always welcome too. On the subject of football, I have to give a special mention to star player Bebe Ray who taught the others a lesson in football last week!

Finally, as always, we will be giving another prize for the next technical question. Thank you all for your ongoing support as the business continues to grow!"

Quarterly Commercial Update

New Buildings August - October 2019

Rathbone Square, W1



In August 2019, Jaguar were awarded a new 3-year contract with CBRE to provide Mechanical, Electrical, and Building Fabric maintenance services at Rathbone Square. Situated just off Oxford Street, the Square is made up of 243,000 ft²of Grade A office space and provides 140 private residential apartments, complete with a mixture of cafés, boutique shops and restaurants.

Premier Place - New Contract Award

Following a recent tender process, Jaguar were appointed by BNP Paribas to provide the M&E maintenance at Premier Place. Premier Place is a 220,000 ft² building situated on Devonshire Square and has gone through a full refurbishment of the original 1990 office building.

Premiere Place, E14



Jaguar secured a further three-year term at 88 Wood Street

Following a retender process in August 2019, Jaguar were appointed a further three-year contract term at 88 Wood Street. The building has been part of Jaguar's portfolio for an impressive 10 years! Thank you to our on-site team who have delivered an excellent service to date

"Jaguar's hard work and technical expertise is very much appreciated at 88 Wood Street, and I look forward to continuing to work with the Jaguar team over the next three-year term."

Tom Divine, Senior Building Manager

One Tower Bridge, SE1

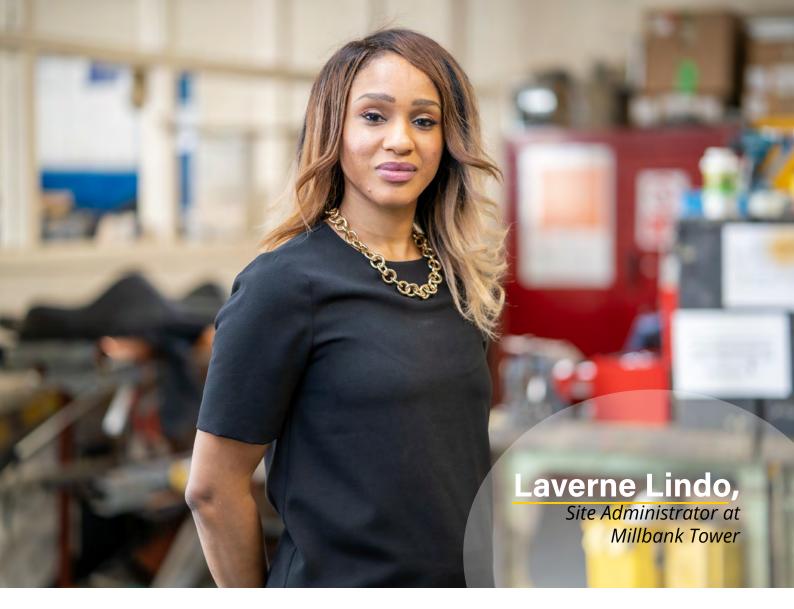


Jaguar were also appointed at One Tower Bridge within the last quarter. The building is a 215,000 ft² and overlooks some of London's most iconic landmarks including the Tower of London and Tower Bridge. Situated on the bank of the River Thames, One Tower Bridge is made up of luxury apartments and offers retail, commercial and estate areas.

88 Wood Street, EC2



JAGUAR BUILDING SERVICES / 3



'A Day in the Life' of Laverne Lindo

Millbank Tower has been a part of Jaguar's portfolio for an impressive 10 years. We had a chat with Laverne Lindo, Millbank's on-site Administrator to find out more about the site and the team behind the scenes.

How did you get into the building services industry?

I got into the building services industry through being a Receptionist for another company believe it or not! I worked as a Roving Receptionist around London and found that Jaguar worked within a lot of the same buildings I was placed at. I always found everyone I met from the organisation to be friendly and cheerful, and I wanted to be a part of it! I went for an interview and was offered the position which I was really happy about, that was now 5 years ago.

What is a typical day for you?

Each day at Millbank Tower is very different, but typical tasks throughout my day would be taking phone calls from our customers, updating our 'Call Log Sheet' to determine the jobs that have been carried out by our engineers, completing PPM's, ordering anything we may need for the office i.e. uniform for the engineers, ensuring

our documentation has been uploaded onto the central Jaguar Intranet System and most importantly, ensuring our clients are happy with the service we are providing. We also have five tenants here at Millbank, so an important part of my role is prioritising various jobs and ensuring that the task is assigned to the correct engineer. There are 7 of us on the team in total: Site Manager, Steve Slogrove; Herbert (Eddie) Simmons, Assistant Supervisor; Abdullia Didesola, Shift Technician; Paul Quildan, Electrical Technician; Tewodros Goitom, Electrical Technician; Ryan Crasto, Mechanical Technician so it's quite a big job!

Have you worked on any other sites across the organisation?



Introducing the team at Millbank Tower from left to right: Ryan Crasto; Dide Abudilla; Laverne Lindo; Paul Quildan & Herbert (Eddie) Simmons

I started my career with Jaguar as a Roving Administrator, and during my time roving I worked at 19 different sites across the portfolio! When the job came up for a static Administrator to be based at Millbank Tower, I went for it as it was something different. I'm glad I made the choice to change as I really enjoy being part of a team here. We work very well together, and I think this is key to the site running successfully. If there is ever an issue, we all communicate well, and it is often solved quickly and efficiently.

What advice would you give to someone looking to get into the industry?

I spend a lot of my time interacting with our customers, liaising with the team and tenants within the building, so I think my advice would be that to do this job, you have to be friendly and genuinely want to help others.

What do you like to do in your spare time?

During my lunch hour I like to keep active and go for a run along the River Thames. We are very lucky that we have a lovely setting and the river is opposite Millbank Tower. I am also a trained journalist and I worked in Bollywood films (production side), magazine articles and writing. I still love to write and do it as a hobby. I make short films and recently completed one with my sister – a short documentary on a young artist in London.

"I started my career with Jaguar as a Roving Administrator, and during my time roving I worked at 19 different sites across the portfolio!"



Chris Armstrong

Commercial Manager

Chris has been working in the maintenance industry since 1977 - that's almost 43 years!

He started his career with Complete Maintenance and worked there for 13 years starting out as a Mobile Engineer before working his way up to Area Manager.

A move into the world of sales followed and the next 13 years of his career were spent in business development for various maintenance organisations culminating in his promotion to Chief Estimator and Bid Director, running 6 bid teams across the UK.

Chris joined Jaguar as Commercial Manager in 2017, and was initially tasked with carrying out

some routine price checking of **frequently used consumable items.** It soon become clear that **many of our regular suppliers were overcharging**.

Our first preferred supplier tender exercise was based around a schedule of regularly purchased branded lamps and to our amazement Edmundson Electrical were found to be **77%** more expensive than CEF.

The success of the exercise led us to review all areas of operational expenditure and to date Chris has run preferred supplier tenders for many subcontracted services and equipment including: Water Treatment & Hygiene, UPS, Generators, Fire Alarm specialists, lamps and many more.

How can Chris help you?



Obscure equipment, parts & spares

Chris can assist in sourcing obscure parts & equipment.

One of our sites needed to carry out Radon Gas testing in the basement of their building. We sourced a company that supplied the Radon Gas test kits and purchased 2 kits online for delivery directly to site. The sensors will be installed and returned to the company for analysis after a specified time.



£1,196 saving

Chris works hard to achieve best rates with Jaguar's preferred suppliers

A good example of the benefit of using Jaguar's preferred suppliers is we received a purchase order request to replace the mechanical seal on a large heating pump for a value of £2,496.00. We asked our preferred supplier to quote as well and they came back with a cost of only £1,300.



Savings on Chiller repairs

Through Chris's renegotiations, we received huge savings on Chiller repairs

We suffered a chiller failure on one of our sites and a purchase order was raised for the repairs priced at £80,257. A decision was made to tender the repair requirements to 5 of our approved Chiller maintenance providers. Following a 4-week tender period, the final PO value for the repairs was £43,000.

Did you know?

You can discover where your PO request is in the process by using the "History" tab in Focal Point.

Why is it important to use preferred suppliers?

We benefit from volume discounts offered by our preferred supplier. If we do not spend the expected values with the suppliers we will no longer benefit from the discounts.

Receiving quotes for AW's, remedial or out of hours work

If you believe the value is too high - **it probably is.** Chris can help to eliminate any doubt if a quote is passed onto him.



CHRIS'S CASE STUDIES

everythingoffice*

In the 12 months prior to appointing our preferred supplier for stationery Jaguar spent £56,993 with a number of suppliers. After selecting **Everything Office** as our **preferred supplier** we spent £32,189 over the next 12 month period. In this time, Jaguar were awarded more contracts and still achieved a **saving of 77%**.



We received a subcontractor quotation for a Sprinkler system gauge replacement at a cost of £538. We purchased the gauges directly via a preferred supplier and the **site team installed the equipment**. **The final cost was £108**.



One of our sites wanted to place an order for the replacement of 2 x gas valves at a value of £5,921 through a specialist subcontractor. We looked at their proposed scope of works and **negotiated the costs down to £4,004** by removing unnecessary elements.

CHECK YOUR RATES! During a routine check of supplier invoices Chris discovered that a **major chiller service company** was charging hourly rates **43%** above their agreed schedule and had been doing so for 2 years. After a protracted negotiation Jaguar received a **credit note for £14,000**.

New Perks!



Get moving with discounted gym!

Exercise increases your level of endorphins, resulting in loads of benefits for your mental wellbeing.

World Mental Health Day was on the 10th October, but mental health is something we need to focus on every day if we want to create change. More than 800,000 people die by suicide a year. It does not discriminate. People of all genders, ages and ethnicities can be at risk. That is why this year's theme for World Mental Health Day is suicide prevention. Start the conversation, end the stigma, lower the statistics. Here are a few perks to help you support your mental health.



Free access to workout app BOXX Prefer to move in your living room? We've got you covered there too with work out videos, recipes and fitness plans.



Need to talk? Reach out to Health Assured - a free 24/7 helpline, monthly newsletters, webinars and library of wellbeing information.

Save on family day trips



Cracking deals for Bonfire Night

Guy Fawkes Night means two things. 1. Fireworks. 2. It is that time of year again when it starts to get real cold. Time to get your wardrobe sorted for winter, then grab some friends and head down to a cosy pub after braving the cold to see the local display of fireworks. You deserve it.

Have any questions? You can contact Perkbox's team directly on via email at@ help-me@perkbox.com



Discounts at Greene King Grab a voucher before you go to get more wine for your dime.



Save with a The Great British Pub Card At over 3000 UK venues!



Health & Safety Update

Do you know a Health and Safety Champion?

Has your work colleague gone over and above the call of duty in the name of health and safety? If so we would like to hear about it.

Workplace safety champions are at the heart of a strong health and safety culture and we at Jaguar would like to recognise and reward individual contributions to keeping our workplace and workforce safe.

Each quarter we will be crowning a new Health and Safety Champion and rewarding them with a £50.00 gift voucher of their

Anyone can be a workplace safety champion - it could be a colleague who has stopped unsafe working practices of others such as subcontractors, or a colleague who has effectively handled an emergency situation.

We are looking for champions who:

- Are passionate about safety and lead by example
- Participate in workplace training regularly and do their best to extend their knowledge to others
- Improve overall performance on the job
- Are always open to discussing safety issues and growing awareness
- Lead or actively participate in toolbox talks, helping foster an open safety culture that welcomes input and rewards questions
- Open to ideas and new discoveries
- Witness and challenge bad habits to try to influence positive change.

Each quarter the Health and Safety Champion will be selected by Louise Davies Jaguar's Health and Safety Manager.

Please forward any nominations to Louise via email to: ldavies@jbs-ltd.co.uk by the 15th January for inclusion in next quarters newsletter.



Risk Assessments and Method Statements

You will have seen that we have released new and improved Risk Assessments and Method Statements.

This is an important step in upgrading Jaguar's Health and Safety Management System. We have decided to take a new direction with the way we tackle risk assessments and method statements as a business and this change is in line with current health

and safety best practice. The new system allows us to build effective safe systems of work for each activity we undertake.

We have identified the common

hazards associated with our work activities and have created generic risk assessments for each hazard. Before completing a task, risk assessments should be read, reviewed and confirmed as suitable and sufficient. Our new and improved method statements have been written in line with SFG20.

The method statements will now be your foundation document for a safe system of work. The new documentation is available to be downloaded from the Jaguar intranet. For reminders of your username and password please contact James or Tom, IT Support by calling: 0207 071 0700 or emailing

support@jbsltd.atlassian.net.

REMINDER: As mentioned at the start of the newsletter we appreciate that it can be difficult to speak openly. Please remember that we operate an anonymous drop-box e-mail for any concerns you feel that you can't voice.

In order to access this drop box simply log on to www.gmail.com and sign in as Jaguardropbox@gmail.com - with password: building

An email can then be sent directly to Paul Roberts, MD. Due to anonymity Paul will not be able respond directly to individuals but will post answers where appropriate into the Inbox for all to view.



Here East is located on the Queen Elizabeth Olympic Park in East London. It is home to the former Press and Broadcast Centre used during the Olympics. The building was reinvented in 2014 and is now made up of 3 buildings covering 1.2 million ft²

We met the team behind the scenes



With over 3,800 people working and studying at Here East and 52,500 visitors to the campus in 2018, the Jaguar site team certainly have their work cut out!

The team is made up of 11 staff and is managed by Gary Wilkinson, Contracts Manager; Manny Goncalves, Senior Engineering Supervisor; Danny Howell, Account Manager and Sid Newbon, Senior Account Manager. The Here East team are responsible for several major tenants on the campus including: Plexal, UCL, Sports Interactive and MATCHESFASHION. The site is infamous for its contemporary culture and versatile spaces. Over the past 12 months, Here East has hosted 178 events for tenants and members of the public including a guest appearance from Tyson Fury who recently filmed his promotional video within the estates event space.

Jaguar obtained the contract in April 2019 and Here East is now one of the largest estates within our portfolio. The Broadcast and Press Centre that make up the campus cover 1.2 million ${\rm ft}^2$ and offer a variety of spaces including artisanal cafes, shops and restaurants that are set beside a landscaped canalside.

What makes Here East stand out, aside from its unique exterior, is the way the buildings operate. Unlike most buildings within Jaguar's portfolio, Here East does not have any boilers, chillers or cooling towers. The heating and cooling for the campus runs from the Energy Centre supplies which are then pumped around the entire park. Gary Wilkinson, Contracts Manager at the site said:



"No day is the same at Here East, it's a really unique place to work. Despite the large area we cover, the team here are very connected. We have great collaboration between Jaguar, Here East and Savills."

Centre 3 floors & Theatre Events

Staff coverage: 7am to 7pm Monday

Generators: Perkins 3464 180KVA

Electrical Supply: LV

Space 1 floor Size of team: 11

to Friday

Here East is also the first campus in the UK to trial 'Bird' the electric scooter. The scooter's have been piloted to help solve 'the last mile' problem, where journeys are too short for public transport to be efficient, but too long to walk. The app which has been well received so far with visitors and commuters cutting down their travel time to just 7 minutes from Stratford!

Manny Goncalves, Senior Engineering Supervisor (pictured far right) is the longest serving member of the maintenance team, starting on site two years before the Olympics in March 2010. He knows the site inside out and is a well-known presence around the campus.

It was a pleasure to meet the team at Here East who are a friendly and welcoming bunch. It is evident from meeting them that they all have a passion for providing excellent customer service and enjoy working within such a unique community.















Introducing some of the team at Here East. Top left: Howard Butler, Shift Leader; William Byrne, Engineering Assistant and Michael Walsh, Shift Leader. Top right: Allan Clifton, Fabric Technician; Manny Goncalves, Senior Engineering Supervisor and Conor Fenton, Electrical Engineer.

JAGUAR BUILDING SERVICES

We had some fantastic nominations this quarter! Our winners and runners up were all assessed and chosen by our Directors. It's fantastic to see so many of you recognising excellent work amongst colleagues and friends.

Employee of the Quarter

Our Winner



Morgan has received multiple nominations this quarter from both site-based staff and HO colleagues. The nominations refer to Morgan's professionalism in dealing with any enquiries that come her way, her willingness to provide assistance to all employees within the business and her ability to continually produce work of the highest quality, often at very short notice. Congratulations Morgan, a well deserved award!



Morgan Todd, Assistant Business Development Manager at Head Office

Runners up

Congratulations to our runners up shown below who also received recognition for their hard work:



Catherine Waite, General

Administrator at Head Office

Catherine regularly receives commendations from those of you who visit our Head Office and appreciate being met with a smiley, friendly face on arrival! You also nominated Catherine for her willingness to help, or guide you in the right direction if she cannot provide the assistance herself. We are very lucky to have

Catherine at our reception, it's great to know you all think so too! Well done Catherine!



Nikolay Kukov, Site Supervisor
historic outstanding

Nikolay received a nomination from his Account Manager, Graeme Mcsorely. Graeme said "although Nik has only recently joined JBS he has had a mountain of challenges to face. His attitude has been exemplary. He has undertaken his own duties and those of others in the last 2 months, managing historic outstanding PPM's, reactive works

and AW projects whilst winning confidence from the client. A superb start with JBS!" Well done Nik! What a great start to your time with Jaguar!

Employee of the Quarter

continued





Garry Ryan, Electrical Technician at 1 St Martins

Garry Ryan & Alan Shiels (1SMLG)
A joint nomination for these two guys!
Garry & Alan have been nominated by
a colleague who stated "These guys
have shown remarkable dedication
to both JBS and their building
over the past 3 months. They have
maintained a positive attitude and
regularly go above & beyond to keep
things running. I feel they should be
recognised for their hard work"

Well done Garry & Alan!

Alphabeta (Team Award)

The team at Alphabeta have been nominated by their client, Michelle Kilner.

Michelle complemented our site team for constantly working extremely hard and having a great attitude. Our team have also received excellent feedback from the building's occupiers via a number of surveys carried out by the building's owner. Great work Team Alphabeta! Keep it up!



The Nominees

- Kayleigh Rose, Site Administrator at City Point
- Rachel Thomas, Mobilisation & Contracts Administrator at Head Office
- Martin Harvey, Site Supervisor at 5 Aldermanbury Square
- Nasir Mirza, Tenant Supervisor at Mid City Place
- John-Paul Kenneally, Electrical Shift Technician (various sites)
- Gary Wilkinson, Contract Manager at Here East
- Mick Shaw, Mechanical Shift Technician at 33 Cavendish Sq.
- Will Kendal, Technical Services Engineer Head Office
- Hannah Watters, Mobilisation & Contracts
 Administrator at Head Office
- Andy Lesk, Box Work Co-ordinator at Lloyd's of London
- Lee Walker, Account Manager at Head Office
- Lauren Jackaman, Health & Safety Administrator at
 Head Office

**Please ensure that your nominations contain plenty of detail, and specific examples of exemplary work that has made your coworkers stand out! **

Voting has now re-opened! Please vote through our online survey tool at:

www.surveymonkey.com/r/ SH3JQVX

Please submit all nominations by 15th January 2020 for your vote to be counted.

An InSite into our Community OnSite

Jaguar's first Netball Match Success!

Jaguar's very first company-wide Netball match held St Botolph's Netball Court was a great success! Bebe Ray, Contracts Administrator ensured we all kept to the rules, Operations Director, Steve Jackaman was on top form as Goal Keeper, and Account Manager Graeme Mcsorely received the tournament's MVP for an outstanding performance. An excellent effort as always from all of our players and spectators across the organisation. As we continue to grow,

it can be challenging to bring everyone together, the Netball match was a fantastic way to achieve this with some teamwork thrown in - it turns out we're now all Netball fans! It was a memorable evening and will hopefully become another Jaguar tradition. Thank you to everyone who came to watch, and thank you to all of our players!











Jaguar's Five-a-side squad

On the 19th of September, our Jaguar Five-a-side squad had a match against PRS, and were the clear winners again this year! Roger Starling, Senior Account Manager (and part time Team Manager) commented:

"Well done to all of our players who came together from various sites across London and put on a brilliant performance. A fantastic effort from all who took part!"

JLL 5K Run Sept 2019



We are very proud of our Jaguar running team who completed the annual JLL Property 5K in Regents Park on the 5th of September. The whole team made an impressive effort to train and beat their 2018 times. Congratulations and well done to everyone who took part, we look forward to seeing you all again for the 2020



Chris Cook,
Site Manager
at Moor Place
completes
100 miles!



Last week, Chris Cook, Site
Manager at Moor Place cycled
100 miles in the reception
area of his building for charity
Children with Cancer UK. He
did a fantastic job completing
the cycle in 3 hours 29 minutes!
Fantastic work Chris for a great



We wish Elliott the very best in his future endeavours and the best of luck in his new role.

Elliott Taylor, Account Manager is leaving the business

Elliott commented on his departure:
"Following 20 years with Jaguar the time has come to move on. I have made many friends along the way and will take away some great memories from a company who have looked after my development since I joined in July 2001. I will miss everyone very much, and wish nothing but the very best for everyone at Jaguar Building Services."

If you have any stories you would like featured, please get in touch. Email Rebekka at: rgough@jbs-ltd.co.uk





Your Chance to Win

Answer our technical question and submit your answer to Rebekka by the 10th January 2020 via email to:

rgough@jbs-ltd.co.uk

Everyone can enter whether you are technical or non-technical! As long as you send the correct answer to the above email address, your name will be entered into a prize draw. The winner will be informed via email and announced in the next issue.

Good luck!

July's Winner!

The correct answer to July's question: I'm often found in electrical switchrooms. If you need the electrical supply disconnected in an emergency then you hit me very quickly and I should do the rest! **Was an EPO switch (Emergency Power Off).**

The winner of July's technical question prize draw was Julian Norton. Julian is the Site Supervisor at One Angel Court.



November's Technical Question

What are the 4 main components of any refrigeration system?

Spot the Difference!

Can you spot five differences between the two images below?









£1,000 for non-technical positions and £2,000 for technical, supervisory, or managerial positions. The fee is payable to you upon the new employee successfully completing their 3 month probationary period.

Vacancies

- HEAD OFFICE MOBILISATION ENGINEER
- RATHBONE PLACE MECHANICAL ENGINEER
- 1 ST MARTIN'S LE GRAND SHIFT ELECTRICAL
- KINGS PLACE TENANT SUPERVISOR
- CENTRE POINT SITE SUPERVISOR
- BLUEFIN BUILDING TENANT SUPERVISOR
- ONE BISHOPS SQ. CAFM ADMINISTRATOR
- ONE BISHOPS SQ. FABRIC TECHNICIAN
- BERKELEY SQUARE HOUSE SITE MANAGER
- PREMIER PLACE PERMIT SUPERVISOR
- ROVING ENGINEERS ALSO WANTED TO JOIN OUR TEAM



Should you know of anyone to fill the above positions, please contact Grace Roberts.

Tel: 0207 071 0701

Email: groberts@jbs-ltd.co.uk



Quiz Answers

Our Spot the difference models featured below are in the workshop of Millbank Tower (SW1).

The five difference have been circled in red.

The building has been a part of Jaguar's portfolio since September 2009!

From left to right: Ryan Crasto, Mechanical Technician; Dide Abudilla, Shift Technician; Paul Quildan, Electrical Technician & Herbert (Eddie) Simmons, Assistant Supervisor



Contact us

For regular updates, visit our website and follow us on Twitter & LinkedIn for our latest news and announcements:

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