

# InSite

## HIGHLIGHTS



### A note from Paul Roberts, Managing Director

In our first edition of 2023, Paul Roberts provides us with a general update on the business, and our goals and aims for the year ahead. (pg. 2).



### 'A Day in the Life' of Aisling Miller

Aisling, Business Development Supervisor tells us what it's like being a part of our BD team, and the function the team has within Jaguar. (pg. 4).



### 'Spotlight on a Site'

Our 'Spotlight on a Site' feature this quarter covers Berkeley Square House. We meet the team behind the building and learn some interesting facts! (pg. 6).



### Answer Jaguar's Technical Question

Head to page 19 for January's Technical Question. Answer correctly to be entered into a prize draw! Log in to The Gateway to submit your answer.

**Pictured:** Mauro Caretta, Electrical Engineer and Simão Terra, Improver at Berkeley Square House. The team are conducting checks on the Cooling Towers. Regular checks ensure there's no build-up of scale on the packs which can encourage legionella growth, and maximises evaporation to ensure the towers work efficiently.



Have a read of January's edition to find out what everyone's been up to...

Thank you to everyone who attended our Christmas get-together. It was great to see so many of you. Head to page 18 to see some photos from the evening.

# An update from Paul Roberts

## An overview of the last quarter

Paul provides us with an update on the business as we enter 2023



Paul Roberts, Managing Director

**"Firstly, I would like to welcome you to the 17th edition of InSite, and wish you a belated Happy New Year. I would also like to take this opportunity to congratulate Rebekka on yet another excellent newsletter!"**

"The current cost-of-living crisis is impacting us all, although there are some indications that inflation has peaked and will steadily reduce throughout 2023. We are fortunate to work in an industry that remains robust despite the current political and economic uncertainties, so I am pleased to report that the business continues to grow and is not seeing the financial pressures bestowed on so many. We currently project a year-end turnover of approximately £68m, an increase of around 10% from 2022.

"This year we will be sharing consumption data across customer portfolios, promoting energy reduction strategies and providing more support to our sites to further reduce consumption."

As we approach the annual salary reviews, we are working closely with our customers to mitigate the cost-of-living crisis as best we can. I am pleased to confirm that in the main, our customers have been supportive although they too have financial pressures. I will be writing to all employees towards the end of February once our discussions have been concluded.

Some of my personal highlights in 2022 included catching up with the site teams during our event at Swingers in September, and also at our Christmas get-together. I thoroughly enjoyed meeting new colleagues, and our social events are a great opportunity for our employees to meet one another. I very much look forward to our next event in the summer.

In this issue, we focus on our Business Development team who work tirelessly re-pricing existing contracts and bidding for new opportunities. The retention of existing business is about our performance across the business, as are new wins, which are largely dependent on our reputation.

In essence, it is the service delivered by our employees that drives our success, for which I take this opportunity to thank you all.

The announcement on page 3 that we now maintain over 24 million ft<sup>2</sup> of prime office space is an amazing statistic that we can all be proud of, putting our central London presence up there with the largest of players.

Congratulations to those of you that received promotions in 2022. It is great to see people developing at every level within the business. We now have 22 Apprentices at Jaguar, and on page 9, we meet three of them. Apprentices represent the future of our industry, and we look forward to welcoming more to the organisation this year.

Many of you will already be working alongside our customers to reduce their energy consumption. This year we will be sharing consumption data across customer portfolios, promoting energy reduction strategies, and providing more support to our sites to further reduce consumption."



# We look back on some highlights from 2022

## Have a read of some of our best bits...

2022 was yet another successful year for Jaguar and we reached some fantastic milestones. We secured a total of 20 new buildings, and we now maintain over 100 buildings across London, totaling over 24,000,000 ft<sup>2</sup>! All of this would not be possible to achieve without our operational and site teams - so a huge thank you goes to everyone within Jaguar for their professionalism and hard work.

Last year, we also increased our total number of staff members to 490 and our total number of Apprentices now stands at 22. We have provided an update on some of our newest Apprentices on page 11. We also promoted 35 individuals in total, and we hope to exceed this number in the year ahead.

# 24,000,000 ft<sup>2</sup>

In 2022, we reached an amazing milestone. We are very proud to announce that we now maintain over 24,000,000 ft<sup>2</sup> of prime real estate in London, and look after over 100 buildings!

## Last year in numbers

In 2022, we achieved a 98% contract retention rate. Whilst securing new contracts is important, retaining in such a competitive market is even more so. A special thank you goes to our onsite teams for this statistic. We completed over 150 training courses at Head Office, this doesn't include any of the courses on Safety Media – so great work everyone! Our Projects team secured £6m in new project works, we look forward to hearing how they are getting on next quarter, and our BD Team secured £656k in tenant contracts alone! We are also very proud to have donated £105k to charity. We look forward to an even better 2023.

**98%**



contract retention rate  
across the business

**150**



training courses completed  
at Head Office in 2022

**£6m**



of new works secured by  
our Projects team

**£656k**



in tenant contracts from  
Jan-Dec 2022

**£105k**

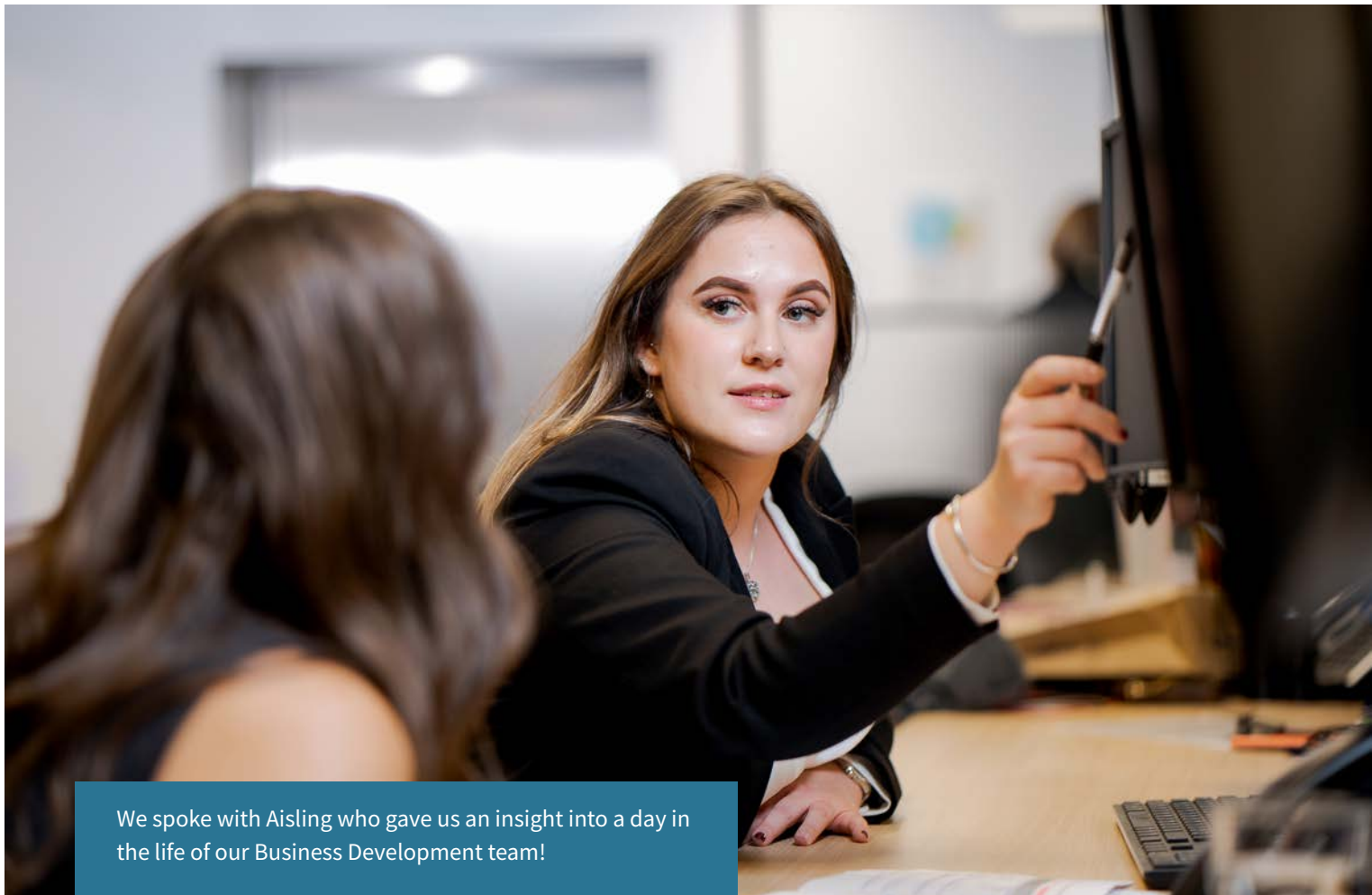


raised throughout 2022 for  
various charities

**35**



of you were promoted in  
2022



We spoke with Aisling who gave us an insight into a day in the life of our Business Development team!

# 'A Day in the life of' Aisling Miller

Business Development Supervisor at Head Office

## A bit of background on Aisling...

Aisling is part of our Business Development team based at Head Office. In a nutshell, the BD team liaise with clients and specialist subcontractors and provide costs to renew contracts and secure new contract opportunities (amongst many other things)!

Aisling began her career at Jaguar in May 2019, where she joined 1 St Martins Le Grand as a Site Administrator. Her role there included updating



## Aisling was previously based onsite at 1 St Martins Le Grand

Aisling transferred to our Business Development department in 2021, and was promoted to Business Development Supervisor in October 2022.

eLogbooks and Concept, raising jobs, issuing PPMs, allocating them to engineers and closing them once complete. Aisling said: "I would also help populate the monthly report and assist with the meter readings. This helped me get a better grasp of the building and provided a context for me to understand the PPMs. It wasn't a concept I was familiar with when I lived in Colchester! I saw the Business Development Administrator job advertised and applied for the role. I wanted something different, and felt what I had learned on-site fitted the job description. It's so different to my role before! I worked with spreadsheets but not day to day like I do now. It was a challenge learning the role at first, as it was via Teams during the first lockdown so you couldn't quickly ask someone a question. Over time I became more confident, and when Jade and Bryony joined, I stepped up to become Business Development Supervisor. Due to the volume of work, Jade and Bryony work on the contract renewals and I mostly assist with the requests for variations, tenders, presentations and final reviews with Accounts. I do however get involved in some basebuild renewals where overflow is required!"

## What's a typical day for you?

"Contract renewals for January and February are quite light, but new business opportunities are always coming in. We tend to be busier with renewals towards the end of December and March as our clients often renew at year end/financial year end. We've anticipated this and are working to get ahead of the curve."

The end of March and early April will be busy for Business Development with approximately 66 contracts renewing! Jade Stevens and Bryony Meadows, Business Development Administrators, support the team by working through renewals which allows Aisling to respond to other tasks. Aisling continues: "This could be queries from clients or Account Managers which range from contract variations to changing a subcontractor





or an additional labour allowance to complete tasks such as Emergency Lighting PPMs. Paul Stevens, Business Development Engineer, will build the Basic Breakdown of Price (BBP) based on information from our customer. Rhona Smith, Associate Director and Business Development Manager will then send me the written return and appendices. I use a programme called 'InDesign' to create organisation charts and covers, to make our tender return visually appealing before it's packaged up and submitted. If our submission is successful, we are then invited to present our tender to the client."

#### What are some pros and cons to the role?

"I can honestly say, I love my job! It's fascinating, I've never worked with numbers, and it's helped me to understand the value and concept of money, profit and mark-up. It's great when our tenders are successful and seeing our hard work and dedication has paid off. As for the cons, sometimes it can feel a bit chaotic with variations, renewals and new business opportunities. But we work together as a team and the end product is worth it! Another pro for me is getting to be an advocate for Jaguar. In a recent presentation we discussed the benefits of working for Jaguar, and advised that we work alongside reward platforms such as Vitality, Perkbox and The Gateway. This proved to our potential customer that as a Jaguar employee, you are genuinely looked after and not just a number. Although our bid was unsuccessful, we received positive feedback about our benefits package."

The Business Development Team are anticipating continued success and sustainable growth in 2023. Aisling said: "We're a tight team, and our goal for the future is to streamline our processes to work more efficiently to improve timeframes, so we can continue to support our customers and site teams."

## Quickfire Questions:



#### ■ What's something no one knows about you?

I can do the alphabet backwards.

#### ■ Favourite film?

Moana.

#### ■ Favourite book

Oh My God, What a Complete Aisling by Emer McLysaght and Sarah Breen

#### ■ If you could trade places with someone for a day, who would it be?

My dog!

#### ■ First concert you ever attended?

Busted.

# Spotlight on a Site

## Berkeley Square House

We had a chat with the engineering team behind BSH. Located in the heart of Mayfair, W1, the building has tonnes of history and fun facts!



**Pictured from left to right:** Mauro Caretta, Electrical Engineer; Hayley Nicholls, Senior Building Manager and Simão Terra, Improver

Jaguar were nominated as the Mechanical and Electrical contractors for Berkeley Square House in 2006. We work with Colliers to maintain this remarkable building, which was built in the 1930s. BSH consists of a basement, ground and 9 upper floors, with additional plant on the 10th floor and roof. Located in the heart of Mayfair, Berkeley Square House is an ideal location for its tenants who benefit from being at the

financial centre of the West End. Hyde Park and St. James's Park are also nearby, adding to the variety of outdoor spaces occupiers can enjoy. Berkeley House was built on the north side of Piccadilly in the 1660s for the first Lord Berkeley of Stratton, with grounds stretching far into Mayfair. The house was sold in 1696 with the stipulation that its grounds be preserved, consequently setting aside the space that

became the square. After various changes to the area over the years, Berkeley Square House was rebuilt in 1938 by Gordon Jeeves and Hector O Hamilton, and was considered Europe's largest office block and one of London's first major reinforced concrete buildings. The building now provides spaces, from co-working areas to hot desks, and private offices. Berkeley Square House has recently gone





Pictured above: Mauro and Simão at Berkeley Square House

through further changes. The building now has a cycle storage unit and shower facilities installed. Multiple office suites are also currently undergoing renovations. The double-height reception is in the process of being refurbished and we look forward to seeing the finished result!

We have a team of 10 looking after the building. One of the longest working here is Mauro Caretta, Electrical Engineer, who has spent a total of 20 years at the building! We spoke with Mauro, who commented:

"What really excited me was the number of challenges we as a team had to face on a daily basis, among which included chasing pigeons out of the main entrance hall and freeing customers who ended up locked inside toilets... not really what I would describe a job for an electrical engineer!

Whatever the challenge, I can't recall a single time when we as a team could not work out how to resolve the issue. I have been also privileged to have had the opportunity to work with a wonderful building management team, who I would like to thank for being approachable and supportive. But the most important values that I keep inside me after 20 years at site are the experiences shared with my colleagues, clients, and people from all walks of life and culture. Being able to accept other points of view

and embrace different lifestyles has really broadened my culture and understanding of people massively."

Paul, Site Manager said:

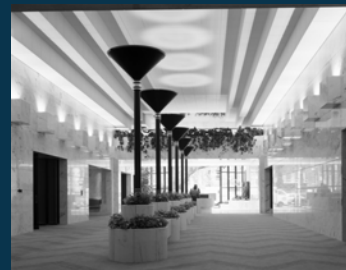
"Every day here is different, and I love old buildings. It's interesting and has lots of old plant. There's not a lot of places you'd still see this type of kit!"

Our client, Hayley Nicholls of Colliers kindly joined us for a team photo. She has worked at BSH for a total of 15 years! Hayley said:

"I have worked with Jaguar for 10 years plus now at Berkeley Square House, and they have continued to provide a great, friendly, efficient, and well-maintained contract. The on-site team and management are a reliable and friendly bunch who provide a great environment for us all to work in, with a few long serving team members who have extensive knowledge of the building and contract. The team we have on-site enables a smooth daily process for works ahead, PPMs and ad hoc reactive tasks, with daily communications both face to face and over the phone which makes BSH a great place to work alongside Jaguar."

Thank you to the site team and building management for their participation in January's newsletter.

## Building Facts



**Client:** Colliers  
**Square Footage:** 542,200 ft<sup>2</sup>  
**Number of Floors:** 12  
**Size of Team:** 10 in total, 1 Site Manager, 7 Engineers, 1 Site Supervisor, 1 Administrator  
**Staff Coverage:** 2 x 12 hour day shifts + callout  
**Chillers:** 4 x Carrier 30HXC  
**Boilers:** (10 in total) 1 x Vailiant Ecotec 824, 9 x Gas 310 Eco Pro 650 and 3 x Gas Boosters  
**Generator Details:** 1 x Atlanta Vanguard 316 – Cummins NTS7556 – 316 kVA  
**Cooling Towers:** 4 x Carter Model Sandringham 72BS Open Circuit Cooling Towers, constructed from stainless steel – grade unknown.



Pictured below: Simão Terra, Improver and Mauro Carretta, Electrical Engineer



Pictured below: Simão Terra, Improver; Paul O'Neil, Site Manager and Mauro Carretta



Pictured below: Simão Terra, Improver



## Getting to know the team...

### ■ What was your first job?

**Paul:** At sea on a Danish tea clipper sailing around the UK, teaching disadvantaged kids to work as a team.

**Jonathan:** Site surveying & Engineers Assistant.

**Mauro:** Working in a car body repair shop in Italy back in 1987.

**Darrin:** Gilbert Darrell Store Equipment as a Refrigeration Apprentice.

**Simão:** McDonald's!

**Alexander:** Stockroom Assistant.

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

**Paul:** Boring, I know, but my house.

**Jonathan:** I don't have a favourite as there are too many to choose from.

**Mauro:** Greece, in a town called Stoupa.

**Darrin:** Barbados, love their beaches and food.

**Simão:** Porto, Portugal.

**Alexander:** London.

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

**Paul:** Slow Horses.

**Jonathan:** Peaky Blinders.

**Mauro:** Pablo Escobar.

**Darrin:** Anything with David Attenborough.

**Simão:** Last Chance U.

**Alexander:** Designated Survivor.

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

**Paul:** Playing the guitar (not as well as I would like).

**Jonathan:** Cooking.

**Mauro:** Cooking something special, with a nice glass of red wine.

**Darrin:** Some good reggae tunes!

**Simão:** Going to the gym.

**Alexander:** Watching the footy with a magnum.

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

**Paul:** Jimi Hendrix.

**Jonathan:** A lottery winner!

**Mauro:** An astronaut on the now retired space shuttle.

**Darrin:** Liverpool Manager Jurgen Klopp so I can get my team playing good football again!

**Simão:** Anderson Silva.

**Alexander:** Lil Baby (rapper).





# Meet Apprentices Louis, Victoria and Macy

In 2021, we actively sought to increase our number of Apprentices and offered an Engineering Apprenticeship to all of our Administrators. Following this initiative, we welcomed some new Apprentices to the business...

Macy Jordan was one of the individuals that chose the apprenticeship scheme offered. Having started at Jaguar as a Roving Administrator in November 2021, Macy was intrigued by what the building services industry had to offer and wanted to understand and learn the practical side of engineering. Macy said:

"I have found my course very interesting and challenging. There is so much to learn, and I feel like I am picking up on it quickly. It's good to be rotated to different sites as I'm working with different people and exploring new buildings. I enjoy working with new engineers as they all have different knowledge and ways of working so I can decide what is best for me. It's a whole

new experience and I'm enjoying myself. I am hoping to achieve my qualifications and gain work experience to develop myself as an engineer and as a person. I want to excel in the trade and represent females in science, tech, engineering and math (STEM)."

Louis Cottrell started at Jaguar in April 2022 and is currently based at the Blue Fin Building. Louis said:

"I have found the experience very good so far, everyone I've met is really helpful. I enjoy learning on the job, it's easier to pick up and doesn't feel like you're being 'taught.' Our college teacher explains things clearly, and if we want to learn more, he'll explain more advanced elements to develop our understanding.

I used to work as Contract Support, so I had an understanding of the industry, however, I wanted to learn things from a technical perspective and gain more experience. After qualifying, I'd like to work my way up to become a Supervisor, then eventually go in to a managerial position."

Victoria Volovik started with us in August 2022. We asked Victoria how she is getting on so far: "I seem to be learning something new everyday. It feels a bit too early to say exactly what part of the course I enjoy the most, since I am both a theoretical and practical person. My father is already in the company and came forward with the opportunity to become an Electrical Apprentice and I've always enjoyed working with him on small engineering projects at home. In the future, I'd like to become qualified and have more responsibility at Jaguar and eventually become an Account Manager."

Thank you to our Apprentices for telling us how they are finding their apprenticeship. We wish you the best of luck and look forward to following your journeys at Jaguar.

# Health & Safety update

We meet our Health & Safety team and announce we are currently expanding the department!

In order to continually improve its health, safety, quality and environmental performance, the health and safety team has created a strategy for 2023.

## During 2023 our key areas of focus will be:

- Confined spaces training for all Site Managers
- Roll out of Electronic H&S Log books via Apprise
- Fire Safety Review in-line with the new Fire Safety (England) Regulations 2022
- To continue to improve communication and consultation on health and safety matters.

In addition to these areas of focus, we will continue to ensure the health, safety and welfare of employees, contractors, and others by undertaking continual improvement of SHEQ documentation and safe working practices.

This will be in addition to ensuring delivery of the duties placed upon us by health and safety law and government mandates.

This is our commitment to you, to continue achieving high SHEQ standards.

In this feature, we meet our H&S team members! If you would like to join the H&S team, or know of anyone that would be suitable for the role, please contact Louise on [ldavies@jbs-ltd.co.uk](mailto:ldavies@jbs-ltd.co.uk).



## This quarters H&S Champion



**This quarter, our Health & Safety Champion is Mobilisation Manager, Gary Scofield.** Gary was nominated by Sid Newbon, Business Unit Head. Sid recognised Gary's consistently positive attitude towards health and safety.

During the mobilisation process of a new contract, Gary regularly raises health and safety concerns and near miss records.

This is helpful for the Health & Safety department, as it allows us to identify areas of concern from the very beginning of the contract. We are then able to raise and rectify issues from the get go. Thank you, Gary, for your hard work and diligence. Enjoy your £50.00 Gateway credit!

If you would like to nominate a Health and Safety Champion ahead of April's issue, please email our Health & Safety Manager Louise Davies on [ldavies@jbs-ltd.co.uk](mailto:ldavies@jbs-ltd.co.uk). Please provide a detailed explanation of your nominee, including any examples of recent good work.



We are expanding our team looking for two members to contact Louise Davies for further details



## We got a new team

### ■ Who is the biggest prankster?

**Louise:** Lauren...

**Lauren:** Matilda!

**Adam:** Definitely Matilda – she is a

**Matilda:** Me.

### ■ Who is the funniest?

**Louise:** Lauren.

**Lauren:** Me obviously..

**Adam:** Lauren (she told me to say

**Matilda:** Lauren.

### ■ Who never fails to cheer you up?

**Louise:** Matilda.

**Lauren:** All of them in their own way

**Adam:** Louise as she's the most caring

**Matilda:** Adam.

### ■ Who do you learn the most from?

**Louise:** Matilda, she tells us fascinating

**Lauren:** H&S knowledge/general knowledge and tips from Adam & the most random

**Adam:** I learn a lot from different people and designer goods and Lauren for

**Matilda:** Louise/Adam.





and are currently  
to join us. Contact Louise

## et to know the H&S a little better...

always trying to play people against each other.

her).

ay!  
aring.

?

ating facts of the day!

life skills from Lou, fantasy football/betting

m fun facts from Til!

team members: Louise for health & safety, Til for filler

or good restaurants and food.



We get to know our H&S team members a little better!



### Meet Matilda Speer

Health and Safety Administrator

Email: [mspeer@jbs-ltd.co.uk](mailto:mspeer@jbs-ltd.co.uk) Tel: 0207 071 0714

Hi, I'm Matilda, and I've been a H&S administrator at JBS for 1 year 7 months. I specialise in the control of subcontractors and their safety documentation. I help get training sessions ready by printing the documentation and I also make up H&S and permit folders. If you have any subcontractor related enquiries please feel free to contact me and I will be happy to help.



### Meet Adam Johnson-Charge

Health and Safety Advisor

Email: [ajohnsoncharge@jbs-ltd.co.uk](mailto:ajohnsoncharge@jbs-ltd.co.uk) Tel: 07741 061 405

Hi, I'm Adam, I have worked for Jaguar since 2021, and have now been working in the H&S industry for 5 years. After leaving sixth form in 2016, I joined a small H&S consultancy in Essex where I completed my numerous qualifications, training and started to gain experience – this is also the same company which I met Louise! (H&S Manager). On completing my training, I swapped Essex for London and joined a growing H&S consultancy, Baily Garner, which specialised in CDM projects. After spending a year there, Louise called and I made the switch to Jaguar. On a day to day basis you will find me carrying out H&S audits/inspections, confined space permits, noise assessments, reviewing and updating documents, carrying out the occasional induction and answering any general health & safety queries.



### Meet Lauren Jackaman

Health and Safety Administrator

Email: [ljackaman@jbs-ltd.co.uk](mailto:ljackaman@jbs-ltd.co.uk) Tel: 0207 071 0746

Hi, I'm Lauren and I have worked for JBS as a H&S Administrator for 4 years. I had no H&S experience when I joined in 2019, but have loved learning and developing my skills. I have sat several courses including IOSH Managing Safely, DSE Assessor and I've recently sat my NEBOSH General Certificate so I can hopefully become an advisor in the near future. I organise all H&S training courses and on-site audits, create and send out monthly Toolbox Talks, assist sites with completing actions from their audits and review/complete DSE & Expectant Mothers Risk Assessments.

I sometimes go out to site with Adam & Marcus to assist with their audit/inspections and also work alongside Matilda in managing the subcontractor database. Also, If you need your Safety Media details reset, I'm your person!



### Meet Louise Davies

Health and Safety Manager

Email: [ldavies@jbs-ltd.co.uk](mailto:ldavies@jbs-ltd.co.uk) Tel: 07876 234 762

I'm Louise and I and I have been working here 4.5 years. I have years of experience working within health and safety and I previously worked for a H&S consultancy in Essex, this gave me a wealth of experience across several industries.

My role in the team is the daily management of the H&S team and our workloads. I am responsible for the H&S management systems including our ISO IMS system. I also attend client meetings, committees and external audits.

I am always happy to help, review and offer advice on health and safety matters.

# Stay fit throughout February!

**We've partnered with Vitality to keep you motivated and stay active throughout February. The question is... are you up for the challenge?**

*Terms and Conditions apply, please be advised you can only earn these points from tracking your exercise using a connected device or app.*

## Be in with a chance to win a prize!

You have to be in it to win it! All entries will be chosen at random by Vitality, so even if you've only earned 15 fitness points in a week (and that's not always easy), your name will be entered into the prize draw.

To give you an idea of how to earn 15 points, all adults can earn 3 points for reaching 7,000 steps, 5 points for reaching 10,000 steps and 8 points for reaching 12,500 steps per day. However, if you're aged 70 or over or have a verified Vitality age gap of five or more years, you can earn three activity points for reaching 5,000 steps in a day.

There's lots of other ways that you can earn your points. All adults can earn 5 points for working out at 60% of their age related maximum heart rate for a continuous period of 30 minutes, or 8 points for 1 hour. All adults on your plan can earn 8 points for working out at 70% of their age related maximum heart rate for a continuous period of

30 minutes. You can also earn through your gym membership, at participating partner gyms only. If your plan is eligible you can earn 5 points per event for attending a Nuffield Health Fitness & Wellbeing gym, Virgin Active gym or PureGym.

You can also earn through parkrun! All adults can earn 8 points for completing a 5k parkrun that count towards Active Rewards and 5 points for volunteering at a parkrun event that doesn't count towards your Active Rewards.

If for any reason you cannot see your Vitality points or they are missing, go to Vitality's website: <https://members.vitality.co.uk/my-points/points-query>.

Please be advised: **You can only earn these points from tracking your exercise using a connected device or app.** Activity points go towards your Active Rewards. They also improve your Vitality status for bigger and better Status Rewards.

Once you are earning points, you also get rewarded through Vitality! Weekly rewards include a Caffe Nero drink, a film through Rakuten and money off a Mindful Chef delivery. Monthly rewards include free Odeon and Vue cinema tickets, money towards an Apple Watch and Amazon Prime benefits.

## Workshops with Vitality in February

### Posture Principles – Friday 17th February @ 2 pm - 60 minutes

Greater digital connectivity has changed the way we work and socialise, from the tools we use to communicate to when and where we use them.

We may be placing unnecessary stress and strain on our bodies as a result. This can lead to stiffness and even pain as a result of spending too much time sitting in the same position - this includes looking at our phones or being at our workstation.



# The Challenge

**1 entry for 15 earned fitness points or 2 entries for 40 earned fitness points in a week\* between 1st February and 28th February 2023 inclusive.**

**Validity will pick 22 winners at random from all entries.**

*\*A week must run Monday-Sunday, in line with how Validity fitness & mindfulness points are awarded.*

## The Prizes

**5 x £100 Amazon vouchers**

**7 x £50 Amazon vouchers**

**10 x £25 Amazon vouchers**



In this workshop you will learn how to reduce aches and pains using a holistic approach to your health. You will learn practical stretches to use during the work day to relieve tension in muscles and joints and learn the importance of regular movement to your overall health.

#### **Good Posture Tips:**

- Stand straight and tall with your shoulders back.
- Keep your head level and in line with your body.
- Pull in your abdomen.
- Keep your feet shoulder-width apart.
- Don't lock your knees.
- Bear your weight primarily on the balls of your feet.
- Let your hands hang naturally at your sides.

#### **Developing Resilience – Monday 27th February @ 2pm - 60 minutes**

We've all heard the buzzword 'resilience' for some time now, but do any of us really know what it is? In simple terms, 'resilience' is the ability to withstand adversity and bounce back from difficult life events. Being resilient however, does not mean a person doesn't experience stress, emotional upheaval, and suffering. Resilience involves the ability to be able to work through emotional pain and suffering.

Join us in this interactive workshop where we explore resilience from a scientific perspective and discover its impact on our wellbeing. We all have resilience, some of us have more than others. Participants will be shown techniques to discover what replenishes their resilience and what diminishes it, along with how to cultivate resilience.

#### **What you will gain from this workshop:**

- Understand what resilience is
- Tools and techniques to help you grow resilience
- Strategies to help you face and get through challenging times
- Identifying your focus of control and developing a growth mindset.

This quarter, we have three well deserving winners. Please keep your nominations coming in, it's great to hear from you!

# Employee of the Quarter

## Congratulations to our winners: Alfie Squires, Georgia Crosthwaite and Danilo Loaiza



**Alfie Squires, Site Manager at The Bailey has won EOTQ for a second time!**

Alfie was commended for excellent results from a recent BSI audit

Alfie Squires, Site Manager at The Bailey is one of our winners this quarter. Alfie received excellent feedback from a recent BSI audit. More information can be found on this on page 16. Rob Clark, Alfie's Account Manager commented: "Alfie works tirelessly to keep on top of his workload and as it is a one-person site he does exceptionally well. He is very deserving of this award!"

Georgia Crosthwaite, CAFM Supervisor is our second winner this quarter. Georgia received nominations for overall great work, and for excelling in her new role. Roger Starling, Business Unit Head said: "Since Georgia was promoted to business unit three's CAFM Supervisor role, she has diligently

worked through a significant workload supporting both BU three & BU four. Georgia has also recruited two new Roving Administrators to enable Macy Jordan to start her Apprenticeship, and Paige to take the Business Unit three's CAFM Administrator role." Georgia also received high praise from Account Manager, Lee Brandreth at Citypoint. Lee said that Georgia has been "approachable, and informative and we have found her a great help."

Well done Georgia, another very deserving winner this quarter.

Our final winner this time around is Danilo Loaiza, Electrical Technician at 15 Finsbury Circus. Danilo was nominated by our Technical Team – not an easy team to impress by any means! Danilo prepared for a shutdown at his building. Will Kendal, Technical Services Manager commented:

"Danilo recently completed a complex electrical shutdown, as the duty HV AP he proved he is an organised and competent electrical engineer. His safety documentation was completed well in advance and to a very good standard. I look forward to working with him on the next one."

Well done to all of our winners this quarter! We didn't have any Runners Up this time, however, we hope to receive more worthy nominations next quarter.



**Georgia Crosthwaite, CAFM Supervisor based at Head Office is another winner this quarter**

Georgia received nominations for her great attitude and hard work



**Danilo Loaiza, Electrical Technician at 15 Finsbury Circus**

Danilo impressed our Technical Team during a recent shutdown at 15 Finsbury Circus



# Vote for your next Employee of the Quarter

[Click here to vote](#)



We received some fantastic nominations this quarter and have listed all nominees on the right hand side of the page. Well done to everyone who received a nomination! It's nice to see people recognising hard work, and putting their colleagues forward for this award.

Our next Winners and Runners up will be revealed in April's edition. In the meantime, please keep your votes coming in! Please

remember to include as much detail as possible within your nomination, and include specific examples of good work or 'going the extra mile.'

All votes are assessed by our Directors, Steve Jackaman, Operations Director and Robbie Kitson and Liza McGuigan, Associate Directors.

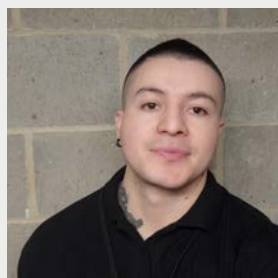
**Please submit all nominations by 6th April 2023 for your vote to be counted.**

## Nominees

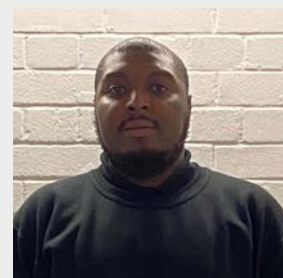
- **Nasir Mirza** Electrical Technician at Mid City Place
- **The whole team** at Simmons & Simmons
- **Gary Wood** Improver at The Stage
- **Lukasz Feshchyn** Lead Engineer at Paddington Estate
- **Stuart Colvin** Water Treatment Consultant at Head Office
- **Luke Beard** Day Supervisor at Lloyd's of London
- **Attila Yeshilishik** Handyman at Mid City Place
- **Saad Sheikh** Capacity Manager at 55 Baker Street
- **Anestis Tsafaridis** Mechanical Technician at Rathbone Square
- **Bradley Brookes** Shift Day Electrical Technician at Lloyd's of London
- **Zinedine Anderson** Apprentice at One Crown Place
- **Gabor Szentes** Plantroom Assistant at Blue Fin building
- **Stuart Dorrer** Contract Supervisor at Blue Fin building

## Our recent promotions

Congratulations to Pablo, Andrew and Nathan who were all promoted over the last quarter



**Pablo De La Torre**



**Nathan Brand**



**Andrew Henderson**

Throughout 2022, a total of 35 employees at Jaguar received a promotion. It's always encouraging to see movement within the company, and to see people recognised for their hard work and efforts. We look to promote from within where possible, and hope to see more of this development at Jaguar in 2023.

This quarter, we are delighted to announce three further promotions within the organisation. The first is Pablo De La Torre, who has received a promotion to the position of Electrical Technician at One Embassy Gardens. Well done Pablo, great work!

Our second promotion announcement is for Nathan Brand. Nathan received a promotion to the position of Site Manager based at New Fetter Place towards the end of last year. Congratulations Nathan! Our third and final promotional announcement this quarter is Andrew Henderson. Andrew has been promoted to the role of Deputy Technical Services Manager based at Lloyd's of London. Fantastic work Andrew, well done on your promotion.

We showcase some excellent work at The Bailey, find out what's been going on with our charity partners, meet some celebs and more...

# An InSite into our Community OnSite

October 2022 - January 2023

[Find out what your colleagues have been up to this quarter](#)

## Our team at The Bailey obtained an excellent score for two recent BSI Audits

[Thank you to our on-site Manager, Alfie Squires \(featured on page 14 as one of our EOTQs\)](#)



Our team at The Bailey recently received excellent feedback for two BSI audits. Both audits, BSI ISO 9001 Quality Management Systems and BSI ISO 45001 Occupational Health and Safety Management were part of Jaguar's three-year recertification assessments. The auditor commented:

"This was a strong visit, whereby the organisation has demonstrated a transparent, systematic and a complete system that

continues to evolve in consideration of the organisation's context, strategy, risks and opportunities."

Louise Davies, Health & Safety Manager said:

"To complete two external audits without any findings is a hard task. Our Site Manager, Alfie, takes a lot of pride in running The Bailey and his diligent and methodical approach to managing the site has been proven through the recent BSI results."

Jaguar often receives fantastic comments from external auditors, and for this, we must thank our site teams. It is evident that across the board, our site teams demonstrate the care, diligence and hard work that goes into our maintaining buildings - so thank you!





## The Waltham Abbey U13s Jaguars make a comeback!

We are proud to be continuing to support the Waltham Abbey U13s Jaguars, aka the 'Mini Jaguars.' They recently shared a video shows the team coming back from 4-2 down, to draw 4-4! Brad Rice, team Manager commented: "The team have moved into a new league this year and the games are very competitive! It's great to see the boys working together and all trying their hardest. Thank you Jaguar for your support!"



### Bradley Brookes meets Sir Geoff Hurst

It's not every day you get to meet one of your all time idols and a true Legend in Football, but Bradley Brookes working at Lloyd's building did. Bradley was supporting the Lloyd's World Cup Perdition event in November, when who should show up by Sir Geoff Hurst. It was Sir Geoff Hurst famous Hat Trick in the 1966 World Cup Final that the phrase "They Think It's All Over, It Is Now" was born.



### Customer Service training with Hamilton Mercer

We have worked alongside Hamilton Mercer since 2016 to provide customer service training. A huge thank you goes to our most recent trainer, Ruairi McNulty, Senior Client Services Executive at Hamilton Mercer. We always learn something new at our Customer Service Training sessions!

If you would like to book on, please contact Sophie Cronin for further information.

### An update on The Danson Runners

Our funding means the club remains fee-free to all of its members, of which there are now over 1,100 on Facebook. Members of the club are typically from the boroughs of Bexley and Greenwich, supporting all ages from 5 up to 70!



### The Jaguar team volunteer to help at the annual Ivy Street Christmas party

Our charity partners have run their festive gathering for many years, and it's always a pleasure to join in. Our tea boys Luke Poole and Paul Stevens did a fabulous job serving the families that attended, and the team built a playhouse for the children... featuring some sweat and tears! Angela Large, Executive Director at the Ivy Street Family Centre commented:

"Thank you so much for sending a wonderful team to help at our party, they were such a blessing and really mucked in!"

### We are continuing our support to The Trussell Trust

Throughout 2022, we supported the Trussell Trust, donating a whopping total of £46k! We began our partnership with the trust during the 2020 pandemic. Many of our customers were working from home and coupled with the real suffering caused in many areas of our society, we replaced our customer Christmas gifts with a donation to the trust. We have continued our support every year since and look forward to working alongside the Trust in 2023.





## Our Christmas Get-together!

Thank you to everyone who attended our Christmas get-together in December. It's great to see so many faces – and we hope you enjoyed the raffle!





# BENEFITS

## Check your benefits!

Please remember to continue to check your benefits on both Perkbox and The Gateway. There's lots of savings to be had across both of these platforms including discounts such as 10% off at

Wickes (The Gateway) and special rate cinema tickets (Perkbox). There's plenty more, including 1000's of discounts on days out, food and money off of your monthly bills. **You can also receive financial advice from PK Group. PK Employee benefits are retained to support Jaguar's**

**employees with their benefits and financial guidance.** PK Group offers virtual consultations with adviser, Tim via Zoom or Teams, or a phone call if you would prefer. During these discussions, you can discuss pensions, tax relief, how much to contribute to reach your overall target and understand when it is beneficial to consolidate pensions. PK Group can also help with understanding any benefits or finance related queries and understanding personal protection such as life and sickness insurance.

**If you would like any further details on what your benefits are or how to access them, please contact our HR Team at [hadmin@jbs-ltd.co.uk](mailto:hadmin@jbs-ltd.co.uk).**



## Jaguar's Technical Question...

We had a lot of correct answers from you all - so well done to everyone who got October's question right!



The answer to October's Technical question was: **AN – Air Natural (naturally ventilated), AF (Forced Air, Fan assisted).** Here's a reminder of the question: A dry-type transformer is rated at 2000kVA (AN) / 2600kVA (AF). What does the AN & AF stand for?

Well done to Signija Bondare, Roving Administrator for submitting the correct answer! A voucher is on its way to you via The Gateway.

January's Technical Question is:

**Building regulations in England & Wales requires any building more than 18m high to be provided with a dry or wet riser, but at what height must only a wet riser be used?**

Log in to The Gateway and submit your answer by the 6th of April 2023 to be in with a chance of winning! All correct entries are submitted into a prize draw and the winner is picked at random. Anyone can enter, just ask around for the answer and submit... even if you are not an engineer!



# Log in to The Gateway and claim your £20 'January Blues' Reward

Please continue to check The Gateway for rewards and all of your latest offers. Your £20 'January Blues' voucher is now available to be redeemed!

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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