

InSite

January 2025 Issue 25

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AT KINGS PLACE**
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Meet the talent of tomorrow

Apprentice Michael Walton is building a great career
as he balances work life with studying at college

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JAGUAR
BUILDING SERVICES

AN UPDATE FROM

Paul Roberts

Welcome to our 25th issue of InSite!

It is very rewarding to run a business that has been so successful over the years, and this is entirely down to the commitment of the people who work at Jaguar. That said, it is a matter of regret that I don't get to see more of you on a regular basis, as was possible when the business was smaller.

In the past five years, a lot has changed for us. As a business, we have more than doubled in size and currently maintain more than 2.5 million square metres of prime real estate and anticipate a year-end turnover of £98 million. We now have a dedicated team of 11 Directors, up from four in 2019.

Some of our highlights since 2019 are featured on **page 3**, and it's wonderful to reflect on how far we have come.

I would also like to thank the staff panel for the feedback that they provide from an employee's perspective – it is invaluable! I have no doubt some of the panel's ideas have made a real difference to many of you since it began in early 2023.

This year we will be opening a 'Building Performance Centre' and 'Training Hub' at 1 George Yard,

which is close to our Head Office. The new facility will enable us to focus on energy management as well as providing a much better environment for staff training. No doubt many of you will use the facility over the coming months so I look forward to your feedback.

In this issue, we meet our fabulous team at Kings Place, which has been a part of Jaguar's portfolio for an impressive 17 years. This is a unique building within our portfolio, and it's great to get an insight into how this is managed. A big thank you goes to Jack Abramowitz and the team for taking part.

Mark Richardson, our Compliance Manager, shares one of his recent audit successes at the Grainhouse. Site Manager Alfie Squires discusses how he improved his audit score from 82.8% to 99.1% in three months.

Apprentice Michael Walton provides us with January's Day in the Life. It's fantastic to watch our apprentices develop their skills and to hear about their journey so far at Jaguar. Thank you, Michael, for sharing your experiences.

I am delighted to share with you that in 2024, we collectively raised

and donated more than £95,000 to our chosen charities. Since the last newsletter, we have been busy supporting our charities and community in various ways. Head to **page 16** to find out more.

Our Projects team completed more than £4 million worth of projects in 2024, which is a fantastic achievement. For further information on what the team have been up to, go to **page 10**.

It was a pleasure to see so many of you at our Christmas party – thank you for attending! More than 270 of you made the effort to stop by, and it is appreciated. I look forward to catching up with you again throughout 2025.

Please continue to send Rebekka Gough any updates you would like to share, both within and outside of the business. Thank you for reading and I look forward to sharing more exciting updates with you in the coming months. ■

Paul Roberts,
Managing Director

“As a business, we have more than doubled in size and currently maintain more than 2.5 million square metres of prime real estate and anticipate a year-end turnover of £98 million”

A NOTE FROM

Rebekka Gough

Marketing & Communications Manager

CELEBRATING OUR
25TH
ISSUE

Reaching the 25th issue of *InSite* would not have been possible without your willingness to participate. Every quarter, a Site Team and a member of staff are happy to get involved, without any hesitation. It's a big ask for people to stand in front of a camera and provide genuine insights into their jobs. Yet, with each issue, you have made this possible.

I would like to give my heartfelt thanks to every one of you who has featured, shared your experience at

Jaguar or taken the time out of your day to help us publish the newsletter. I hope *InSite* gives you a sense of just how much your thoughts and ideas matter to the business, and it's been my pleasure to share them.

We are very proud of our company's developments over the past five years, and look forward to continually improving our employee package while achieving further accreditations that strengthen our organisation. ■

Here are a few of our business highlights since our first issue in January 2019:

January **2019**

Our first newsletter



February **2020**

Several trained Mental Health First Aiders introduced

March **2020**

Received our first Gold RoSPA award. We have since had five consecutive Gold Awards for health and safety performance and received a Gold Medal for this achievement in 2023



April **2020**

Private medical insurance (with Vitality) and death in service added to our staff package



April **2020**

Our Employee of the Quarter scheme was introduced



November **2020**

Achieved the prestigious health and safety award ISO 45001 despite tough lockdown restrictions and ever-changing health and safety regulations



April **2021**

The Staff Short Term Loan Scheme, offering up to 10% of annual salary as a 0% interest short-term loan via a payroll advance, is relaunched



April **2022**

We increased our Vitality cover to include dental, optical and hearing

August **2022**

Our electric vehicle scheme was introduced

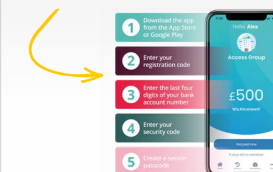
October **2022**

We introduced Rewards Gateway



March **2023**

We introduced the EarlyPay app



May **2023**

Our Staff Panel was launched



August **2023**

Joined The 5% Club



April **2024**

Our Holiday Buy Back Scheme was announced

November **2024**

Achieved ISO 50001



Fun Fact:

Edward Spencer, Business Unit Head, published Jaguar's first ever newsletter in 1990. He named it *Jag Mail* and it was issued to all our sites at the time. Unfortunately we don't have a copy of this, but we wish that we did!

New wins, → retenders and losses



Renewals Manager Aisling Miller reflects on the past year of working within our Business Development Team

Over the past 12 months, our team has worked diligently not only to secure new contracts but also to retain several existing ones. Significant effort has gone into our tender proposals, ensuring we remain competitive while consistently delivering exceptional service. This year also marked an exciting evolution in our use of media and content creation for tender submissions and presentations. Thanks to collaboration between Head Office and Site teams, we captured some great footage to enhance our bids. Thank you to everyone who has been involved in making this possible!

Since April 2024, we have participated in a substantial number of tenders for a variety of customers. In total, the team submitted 75 bids for base build contracts and 73 cost proposals for occupiers within our existing sites. As a result of these efforts, we secured 23 new landlord contracts, which has brought 34 new employees into the business via TUPE transfers.

On the renewals front, we are currently in our busiest period of the year. December and March are critical months, with 50% of our portfolio renewing due to calendar and financial year-end schedules. The team is working tirelessly to ensure renewals are issued promptly and minimising the need for further revisions wherever possible. In 2024, 11 of our existing contracts went to retender and we successfully retained five of them, including Lloyd's of London and 88 Wood Street.

I would like to take this opportunity to thank the Site and Account Management teams across our portfolio for their dedication and hard work.

Your contributions are instrumental in securing contract renewals and retender successes. Whether it's a standard renewal or a full retender process, your

efforts make all the difference. Thank you and keep up the excellent work.

As we look ahead to 2025, we are excited about the opportunities in our pipeline and remain committed to driving sustainable growth at Jaguar. Wishing you all a happy New Year!

"I would like to take this opportunity to thank the Site and Account Management teams across our portfolio for their dedication and hard work" 🟡



Business Development Team

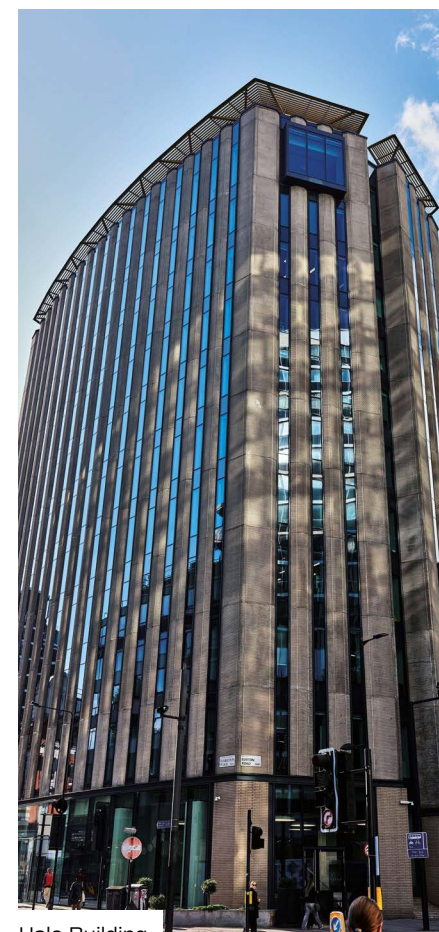
Throughout the last quarter, our Business Development team has secured four new landlord contracts, retained three buildings, and gained ten new tenant contracts. A fantastic job from everyone involved!

WINS

We are pleased to announce that we successfully secured the prestigious **Halo Building**. This is part of a significant new portfolio of buildings with Macro. Located between Euston and King's Cross, Halo is a 10-storey, 120,000 sq ft office space and is home to The Doctors Laboratory. Mobilisation has begun, and we are excited to build a relationship with our new customer.

We are delighted to share that we also secured **The Gilbert** for a three-year term with CBRE. Located in Finsbury Square, our local presence will allow for more practicality, response and impactful maintenance throughout the contract period.

Additionally, we will be providing M&E services for the landlord at **S2** at DeepMind. DeepMind is already a part of our portfolio, and the request for further services from us is a testament to our team that manage the account. We look forward to continuing our relationship with the customer.



Halo Building

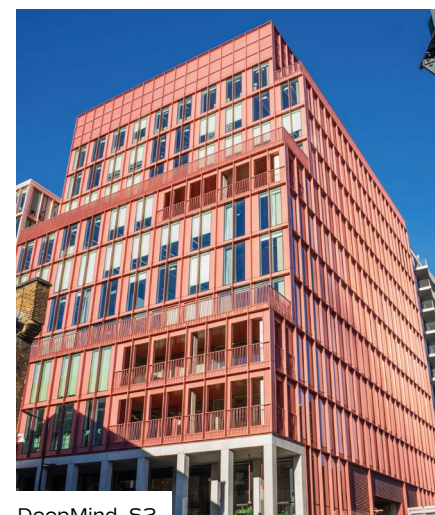
Lastly, we have been appointed by Helix and Innovo at **77 Grosvenor Street** for a three-year term. This is a newly refurbished building located in Mayfair, with 57,500 sq ft of prime office and retail space.

Over the past three months, we have secured a significant number of tenant contracts including:

- The Museum of Shakespeare at **The Stage - Building 7**
- Farfetch at **The Bower - Warehouse**
- LGC (Level 2) at **80 Victoria Street**
- REPLY at **Nova**
- Malvern House (Piccadilly Lights) at **Lucent**
- Below the Lights (Event Space) at **Lucent**
- Landsec Management Suite at **123 Victoria Street**
- PJT at **One Curzon Street**
- UK-Finance at **Angel Court**
- Believe L5 at **Kings Place**. 🟡



77 Grosvenor Street



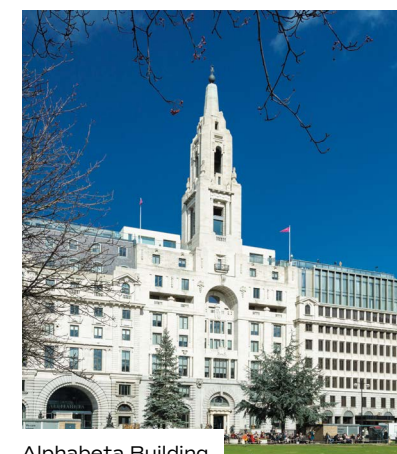
DeepMind, S2

RETENDERS

We have also retained three of our long-term accounts, **88 Wood Street**, **Alphabeta** and **MidCity Place**. MidCity Place is one of our longest running contracts, being a part of our portfolio since 2001, and we are pleased that after all these years we are still providing our services to such an impressive office building.



88 Wood Street



Alphabeta Building



MidCity Place

A DAY IN THE LIFE

Michael Walton

Fourth Year Apprentice



We meet a talented member of the team who is balancing college life with a busy work schedule

Here at Jaguar, we are proud to be training the next generation of engineers through our four-year apprenticeship scheme. Apprentice Michael Walton is in his final year of the course and tells us what the journey has been like and where he sees himself going when he is a qualified Level 3 City & Guilds accredited Electrical Engineer.

HOW DID YOU GET INTO THE APPRENTICESHIP?

Becoming an engineer wasn't my original career choice, but I was working with an agency here at

the Lloyd's building and I decided that I wanted a foundation behind me. I asked the previous Account Manager of the building if I could get an interview with Jaguar and that's where I started on the path to becoming an apprentice.

WHAT IS A TYPICAL DAY LIKE FOR YOU?

The first task of the day is carrying out the plant checks. This involves going around with another engineer and making sure the plant is operational with no faults and that nothing is out of the ordinary. After that, there would be PPMs and dockets to check the plant and some of the abnormal structures of the building, alongside any reactive jobs. One of the tenants in the building might call through saying they've got no power, or an issue with lighting, and we'd respond to it as soon as we

could. That would usually take up pretty much most of the day.

If there are any problems within the plant checks at the start of the day, which happens more frequently in older and larger buildings like this one, the first thing to do is report it to a qualified engineer, and then we would investigate together to figure out the issue.

WHAT IS YOUR COURSE LIKE?

My first three years were broken up into four days on site and one day at college, and my first year consisted of a mixture of theory and practical to prepare for my 'day in the bay'. That was like a mini AM2 exam, where we had to use a mixture of cable types and complete installations. We had to demonstrate some level of competence to our tutor.

The second and third years leant more towards the theory side of

engineering, where I had to study for a science exam, an 18th Edition (the regulations) and the design unit, which tests us on our knowledge of how to carry out an electrical installation and use the onsite guides.

Fourth year, which I'm in now, has mainly consisted of being on site Monday to Friday and gathering as much evidence as possible for my portfolio, attending college once a month to monitor how I am getting on. Once I've passed, I'll be preparing for my AM2S, which is the final exam. During this time, I've also got to get my Jaguar logbook signed off.

WHAT DO YOU ENJOY MOST ABOUT YOUR ROLE/ENGINEERING?

I think I've enjoyed the new installation side of engineering most, which we've had the opportunity to do at Lloyd's. We've recently had temporary chillers put in and one of the other apprentices and I got to help a subcontractor put in new boards. Even though this is an older building, it was still out of the ordinary for this site. It was a unique experience and very time consuming, but we had to make sure everything was prepared and ready. The subcontractors work at quite a fast pace and I'd say that was probably the best learning experience I have had alongside my course.

WHAT HAS BEEN THE MOST INTERESTING SITE TO WORK AT FOR YOU?

Every site I have worked at has been interesting, each in their own way.

Thames Court was my first real experience of working within the industry and I was unsure of what to do, having little to no understanding of how everything worked. It was a great site to start at, with everyone being so welcoming and willing to help. At Kings Place, I was given a lot more responsibility and I felt I was thrown in at the deep end a few times, but everyone on the site was supportive and if I ever had any questions or felt I wasn't ready to deal with a situation, there was always someone to lend a hand.

HYLO was my first new building – it was predominantly empty when I started and the floors began to fill throughout my time there. I found I learnt a lot in that time with the team. And my most recent building, Lloyd's, is busy due to its age and always having something going on such as new installations or repairs on redundant equipment. I can't really say one single site

has been the most interesting because they have all been so different, even the ones I haven't mentioned.

WHAT HAS BEEN THE BIGGEST CHALLENGE?

The biggest challenges for me are my personal dips in motivation and sometimes questioning if this is all worth it because it can be taxing. However, now that I'm reaching the end of my apprenticeship, I can see that it really is worth it. To any of the apprentices who may also be questioning if they should keep going, I'd say that it really is worth sticking with it.

The balance between work and studying can be a struggle. Apprentices are meant to get two dedicated hours (minimum) to study per week, but because of how busy this industry can be, at times you may not always get that full two hours. I know for a lot of apprentices, like me, when you get home you just want to relax. Even though this is a busy role, I've still managed to find the time to get ahead where I can with my studying, portfolio and logbook.

WHERE DO YOU SEE YOURSELF GOING ONCE YOU HAVE QUALIFIED?

I want to stay with Jaguar and progress. I've spoken to Roger Starling, Business Unit Head, about a position, possibly at a larger site. In the future, I'd like to progress into management.

For now, my next site is One Curzon Street, so I'll be working with a new team and learning new things, particularly as it will be a very different site to Lloyd's. ■



FUN FACTS...

Your favourite music artist?
Either Coldplay or MK.

What do you enjoy doing in your spare time?
Going to the gym, walking my two Jack Russells, Izzy and Gambit, spending time with my mates, and a bit of gaming when I can.

If you could have dinner with anyone dead or alive, who would it be?
Michael Schumacher.

If you could go anywhere in the world, where would you pick?
Either Italy, specifically the areas around Milan, or Tokyo.

Favourite TV series or film?
The Gentlemen by Guy Ritchie and *Top Gear*.





SPOTLIGHT ON A SITE

Kings Place

Kings Place is a cultural hub located in the heart of King's Cross. A multi-functional hybrid between being an office building and a home to the arts, hosting musical, theatrical and museum exhibitions all year round, Kings Place is a building like no other and has been part of our portfolio for an impressive 17 years.

The building is approximately 450,000sq ft across eight floors, with two display rooms and a public concert hall, and the tenants vary from The Guardian News & Media to Pangolin and the Kings Place Music Foundation. There is also a restaurant, the Rotunda, and café, Green & Fortune.

Built in 2008 and located on Regent's Canal, Kings Place was designed as part of an architectural competition to be a modern building both structurally with its wavy windowed facade and internally with its lively buzz, inviting the public in daily and hosting large events. The development of the King's Cross area and intentions of creating a sustainable future were built into its design from day one, and it also has the deepest single-propped basement built in London, making it one of a kind. There is a team of 10 people running

the M&E here, and there's never a dull moment! After visiting the team, it's clear to see they have a hardworking, harmonious dynamic.

The team is made up of Jack Abramowitz, Site Manager; Martin Farrell and Nikolay Kukov, Site Supervisors; Christopher McGrath, Tenant Supervisor; Terry Reading and Charles Elox, Electrical Technicians; Gary Parsons, Handyman; Orlando Garcia, Improver; Sara Molinari, Contract Support Administrator; and Louis Albon, Apprentice.

The team works well together and everyone supports each other to create a happy working environment for all.

Terry has been at Kings Place for 12 years with Jaguar, while Louis has only been on site for four months, yet they all work together to keep the building operating smoothly.

They are split into three teams – landlord, tenants and Guardian News & Media to accommodate the variety of tasks required across the site.

It was great to meet the team at Kings Place, it is a unique place to work and the building has a fantastic atmosphere. Thank you for taking part in this issue! ■

“Kings Place was designed as part of an architectural competition to be a modern building”

The landlord team



GENERAL BUILDING INFO

Square footage: 450,000 ft²
Number of floors: 13
Size of team: Ten people split across three teams – landlord (five), tenants (two) and Guardian News & Media (two and one apprentice)
Landlord: Savills
Tenants: Eurostar, Wolverine, HS1, Believe, Guardian News & Media, Green & Fortune, Kings Place Music Foundation, Health Care One, Pangolin
Chillers: Three Climaveneta Turbocor Chillers
Boilers: Eight Remeha Gas 610 Boilers
Generators: Zero
Electrical supply: Two HV (ring main), two LV (LVS1 and LVS2) and LVs (life safety supply)



The Guardian team



The tenant team

“There is a team of 10 people running the M&E at Kings Place, and there's never a dull moment!”

FUN FACTS...

Your first concert

Jack: Mango Groove in South Africa
Sara: Blink-182 in Bologna, Italy
Terry: Deep Purple at Wembley Arena
Chris: Britney Spears, Wembley Arena

First job

Sara: Sailing instructor for kids
Nikolay: Military Engineering Department
Charles: Bosch technician in Germany
Gary: Fruit and veg stall

If you could have dinner with anyone dead or alive, who would it be?

Jack: Princess Diana
Terry: My dad
Louis: Cristiano Ronaldo
Charles: My mother
Chris: Elon Musk

Favourite place in the world

Jack: Cape Town, South Africa
Nikolay: My birthplace of Karlovo, Bulgaria
Charles: Nuremberg, Germany
Gary: Fraser Island

Favourite TV series or film

Jack: *Snatch*
Louis: *Coach Carter*
Nikolay: *300* with Gerard Butler
Chris: *Goodfellas*

Your biggest interest

Sara: Skiing, painting and travelling
Terry: Heavy metal and blues music
Louis: Football
Nikolay: Cars
Gary: Guitars

Your favourite fun fact or word/phrase?

Jack: “Good friends are like stars. You don't always see them, but you know they're always there.”
Sara: “Prendi due piccioni con una fava”. It means “Get two pigeons with a broad bean”.
Terry: My favourite word is either “Floccinaucinihilipilification” (the action or habit of estimating something as worthless) or “Flummox” (perplex someone greatly).
Nikolay: Giraffes are 30 times more likely to get hit by lightning than people.
Charles: “That's fine!”
Gary: I was in a Morrissey video.
Chris: There are more stars in the universe than grains of sand on all of Earth's beaches.

→ Projects Update

Moor House is the largest project secured by the Projects team – valued at approximately £12 million

Building name: Moor House,
120 London Wall, London, EC2Y 5ET

Client: Savills

Project duration: Two years

Client benefits: More sustainable
and energy-efficient operations

PROJECT OVERVIEW

The Moor House central plant replacement is our Projects division's biggest challenge to date.

As the industry looks towards Net Zero 2050, this project provides our client with a solution to decarbonise the building via an air source heat pump (ASHP) providing both the chilled water (CHW) and low temperature hot water (LTHW), which has been designed by Jaguar to meet the client's requirements. A major component of the project and the design specification is a migration of the system from constant flow to variable flow, via a demand-led BMS strategy upgrade, offering our client a more sustainable and efficient building.

KEY PLANT UPGRADES:

1. BMS system upgrade:

- Replace Invensys Sigma BMS and Schneider EcoStruxure BMS with the Tridium Niagara N4 system.
- Install new BMS backbone and server racks and upgrade MCC panels with new controllers and field devices.

2. Chiller water system:

- Replace six air-cooled chillers (5 MW total cooling capacity) and upgrade primary and secondary pump sets.

3. Boiler system:

- Remove three gas-fired boilers (1 MW each) and transition to an ASHP solution with new pump sets.

4. Fan coil units (FCUs No of 1034)

- Upgrade valve sets and controllers from B1 to Level 16 to support variable flow and replace end-of-life units.

5. Ventilation system:

- Upgrade four supply and extract main air handling units, and four supply-only units, to support new demand-led strategy with speed-controlled fans.



Check out our recent LinkedIn update to see a timelapse video of the crane lifting the heat pumps into position

PROGRESS SO FAR:

- **BMS backbone installation:** Critical step for migrating newly installed equipment.
- **Air handling units:** Refurbishment of two supply and extract AHUs on the Mezzanine level, with the next two units set for completion in February 2025.
- **Roof enabling works:** Asphalt resurfacing, core drilling for pipework, and building base frames for plant and equipment.
- **Crane lifting operations:** Successful removal of two existing chillers and installation of 12 ASHP modules using a 500-tonne crane.
- **Ventilation system components:** Placement of components for roof-based AHU upgrades.

CHALLENGES

Complex logistics, especially with large equipment lifts and integration of new systems (BMS, ASHP, ventilation).

OPPORTUNITIES

Significant strides towards energy efficiency and decarbonisation, contributing to long-term sustainability goals.

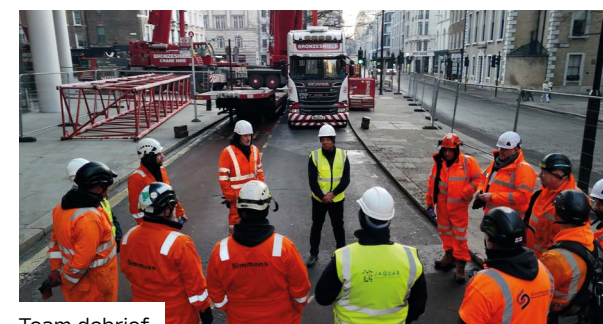
As the project continues into 2025 and towards completion in 2026, our progress to date has been significant. With further milestones ahead, the team is well positioned to deliver a modern, efficient and sustainable solution for the client. We look forward to continuing to share our updates on the Moor House project. ■



ASHP completion



Crane build



Team debrief



Alfie sets the audit standard

Site Manager Alfie Squires reveals how a recent audit has helped improve operations at the Grainhouse

Alfie Squires improved his audit score from 82.8% to an impressive 99.1%. Initially, he was given three months to complete his actions, with a target of at least 90%. We spoke to Alfie and Compliance Manager Mark Richardson about how this was achieved and the efforts involved in setting a gold standard for internal audits.

WHAT DID THE AUDIT INVOLVE?

Alfie: The initial site visit with Compliance Manager Mark Richardson and Compliance Assistant Hannah Watters was completed over two days and included a review of all statutory and H&S logbooks and a walk round of our demised plant rooms. A full report was issued with three months given to complete any outstanding actions. I worked through these actions, with additional support from my Account Manager as required. Mark and Hannah then returned to site to carry out a review and advise on any actions that were still outstanding.

HOW LONG WAS THE PROCESS FROM START TO FINISH?

Alfie: Closing most actions took about five days in total, spread over approximately two months. This process involved updating how information was recorded in logbooks, meeting with specialist subcontractors to discuss incorporating additional details in their engineering reports and modifying the procedures for some tasks on-site.

HOW HAS THE AUDIT BENEFITTED THE OPERATIONS OF THE SITE?

Alfie: The audit has improved how certain tasks are carried out and how the logbooks are kept on site. It also allowed us to have



Alfie Squires

a constructive audit with the landlord's in-house engineering team that was completed shortly before Mark and Hannah attended site for their review visit.

The audit process has been beneficial as it reinforced the correct way to complete logbooks for compliance. Since we utilise the client's fire and water logbooks, the audit has also clarified the difference between the information required in the client's logbooks and any supplementary information recorded in Jaguar's logbooks.



Mark Richardson

Mark: Alfie has demonstrated a strong understanding of the objectives within the statutory compliance audits, successfully addressing all but three actions during the three-month audit review to a high standard. We are dedicated to identifying any issues or non-compliances before they escalate into

potential problems for us and our customers. Given Alfie's performance, I am confident that the Grainhouse will be well-prepared for any external audit.

If you would like further information on our Compliance Team, or have an audit scheduled and would like to know more, please contact Hannah Watters, Compliance Assistant, on hwatters@jbs-ltd.co.uk

Health & Safety Update

APPRISE DEVELOPMENTS

We announced new Apprise health and safety developments in 2024, and we are now pleased to confirm that the new health and safety functions are ready to be rolled out across the whole business.

The three new health and safety phases include:

- **Electronic health and safety frequency checks**
- **Electronic permits to work**
- **Electronic accident and near miss reporting.**

In October 2024, we successfully launched the QR code to report accidents and near misses. Reports are now being raised using the new, improved QR code

system, which is great. Towards the end of 2024, the H&S team introduced new Apprise health and safety functions to some test sites. This was very successful and we received excellent feedback from the test site teams. We will therefore continue to roll out this development to sites across the business in 2025.

The H&S team will be in contact to arrange Apprise training sessions for Site Managers over the next few months.

If you have any questions or queries regarding the H&S features of Apprise, please contact Lauren Jackaman on ljackaman@jbs-ltd.co.uk for help.



Lauren Jackaman



HEALTH AND SAFETY CHAMPION

The first Health and Safety Champion of 2025 is Richard Horton, Account Manager. Richard was nominated by the H&S team due to his commitment to ensuring confined spaces activities are managed in line with company standards. Enjoy your £50 Gateway voucher Richard, it is well deserved.

ACCIDENTS, INCIDENTS AND NEAR MISSES IN 2024

We have seen a positive increase in the number of accidents, incidents and near misses that are reported across the business. It's fantastic to see employees engaging and communicating with the H&S team to report any adverse H&S events that occur on site.



39

ACCIDENTS REPORTED



23

INCIDENTS REPORTED



28

NEAR MISSES REPORTED

AUDITS AND INSPECTIONS

In 2024, the H&S team audited every site within our portfolio – a total of more than 110 audits for the year! The average audit and inspection score was 82.22%, with 61 sites improving on their 2023 mark. On average, the team raised 11 actions per site visited. The top five most raised actions were:

- **Slip, trip and fall hazards**
- **Housekeeping issues**
- **COSHH folder discrepancies**
- **Missing or incomplete DSE assessments**
- **Missing or incomplete site-specific induction information.**

NUMBER OF ITEMS IDENTIFIED:

52
SLIP, TRIP AND FALL HAZARDS

47
HOUSEKEEPING ISSUES

41
COSHH FOLDER DISCREPANCIES

40
MISSING OR INCOMPLETE DSE ASSESSMENTS

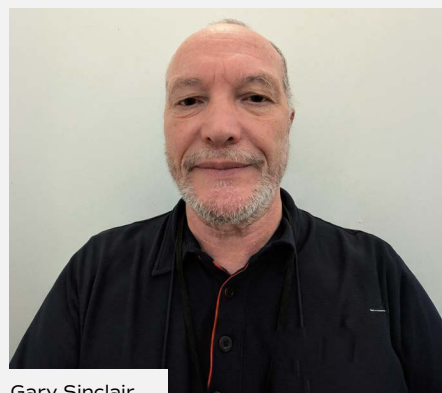
35
MISSING OR INCOMPLETE SITE-SPECIFIC INDUCTION INFORMATION

Employee of the Quarter

Over the past three months, we received a number of fantastic nominations for January's Employee of the Quarter. There have been plenty of examples of hard work and excellence demonstrated among members of our teams, and every nominee has done an amazing job.

WINNER

Our winner this quarter is **Gary Sinclair**, Electrical Technician at One Curzon Street. Having three separate nominations and a message of recognition from our customer at Colliers, Gary has made a great impression since he TUPE'd over to Jaguar in May 2024. He has had a vital role in completing the LED lighting upgrade works to ensure the site is energy efficient, alongside carrying out extensive remedial works following the fixed wire testing. Gary has been going above and beyond and deserves recognition for all his hard work. Well done, Gary!



Gary Sinclair

RUNNERS-UP

Our first runner-up this quarter is **Bryony Meadows**, Business Development Administrator at Head Office. Bryony consistently performs at a high level and has recently exceeded expectations in completing the significant task of repricing our contracts due to the employer NI increases in an accurate and timely manner. Bryony also has excellent communication skills and ensures that our customers are well informed throughout the contract renewal process. Congratulations, Bryony!

Our second runners-up are **Phillip Ward**, Electrical Shift Technician, and **Iain McDougall**, Fabric Shift Technician, at DeepMind. With

some unforeseen communication issues from suppliers on a recent desk installation, Phillip and Iain's dedication and commitment saved the day to make the task happen. Their extra effort and professionalism deserve recognition. Thank you for your excellent work, Phillip and Iain!

The third runner-up this quarter is **Chris Rolfe**, Account Manager, who has been nominated by our customer at Knight Frank. From the moment Chris began working at 10 Finsbury Circus, he has offered helpful advice and consistently performed at a high level, overcoming several challenging moments. Chris's efforts have been greatly appreciated, making a difference across the portfolio. Amazing work, Chris!

Our final runner-up is **Sara Molinari**, Contract Support Administrator at Kings Place. Luke Poole, Senior Customer Relationship Manager, passed on customer feedback which detailed how brilliant Sara is – proactive, always getting involved by grabbing a radio to investigate the building, and making sure that Jack Abramowitz, Site Manager, is up to date. Well deserved, Sara!

NOMINEES

We would also like to take a moment to share our nominees and recognise them for all their hard work:

- **Joseph Bond**, Site Engineer at The Knightsbridge Estate
- **Didi (Abdullia) Didesola**, Support Engineer, and **Darren Stevens**, Site Manager, at St Magnus House
- **Sam Kent**, Site Manager, and **Gary Armstrong**, Mechanical Technician, at 6 Bevis Marks
- **Nick Jones**, Site Manager, at 50 Bank Street
- **Jason Buckley**, Site Manager, at The Point
- **The entire HR team**, at Head Office
- **Rudolph Dias**, Site Supervisor, at 72 Welbeck Street.



Bryony Meadows



Chris Rolfe



Sara Molinari

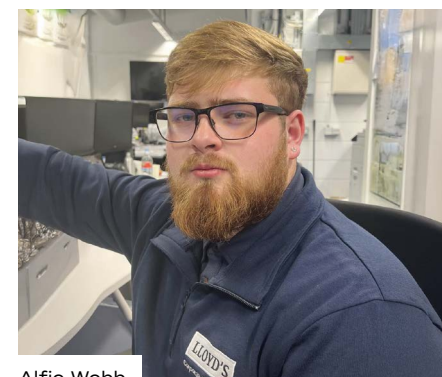


Iain McDougall (L) & Phillip Ward (R)

Vote for your next Employee of the Quarter

Voting has now reopened! Please nominate your Employee of the Quarter via The Gateway: Gateway – Reward and Recognition. Please submit all your nominations by **Friday 4th April 2025** for your vote to be counted.

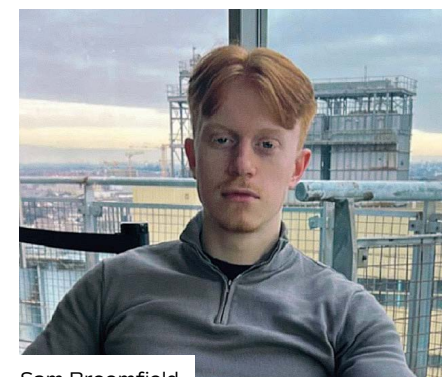
Promotions



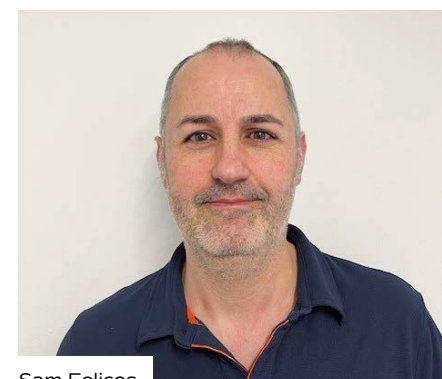
Alfie Webb



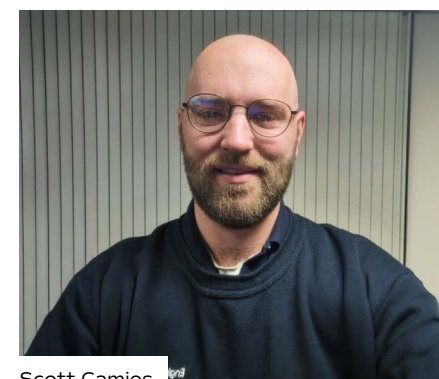
Matthew Roberts



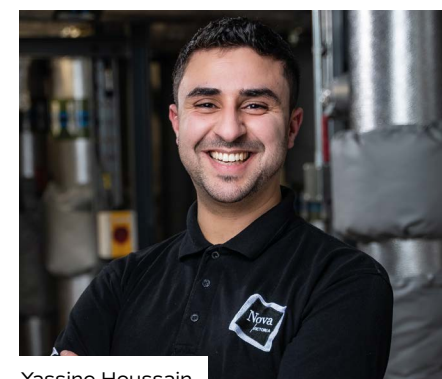
Sam Broomfield



Sam Felices



Scott Camies



Yassine Houssain

There have been six promotions within Jaguar over the recent quarter and we want to recognise each person for their achievements and growth within their work.

Alfie Webb has been promoted to Shift Electrical Technician at Lloyd's, and **Sam Broomfield** has been promoted to Site Supervisor at Rathbone Square.

At Allen & Overy, **Matthew Roberts** has been promoted to Engineering Services Manager and **Scott Camies** to Shift Leader. We also have two new Site Managers, **Yassine Houssain** at Landsec and **Sam Felices** at 1 Knightsbridge. Congratulations to you all and we wish you all the best in your new roles!

LONG SERVICE

CELEBRATING 15+ YEARS!

Over the last quarter, five members of staff have celebrated their 15-year anniversaries with us, and one member reached their 20th anniversary! It's rewarding to see such significant milestones of long service within our organisation and we believe these achievements deserve recognition.

Congratulations to **Des McLean**, Site Manager, **Noreen Jolly**, Site Administrator, and **Orlin Sirenyakov**, Electrical Technician, who all joined the team at 88 Wood Street on the same day in 2009 and are celebrating 15 years of service.

Alongside them we would also like to applaud **Jamie Boss**, Account Manager of the Landsec Portfolio, and **Martin Farrell**, Site Supervisor at Kings Place, on their 15 years of service.

Last but not least, we have **Chris Edwards**, Site Supervisor at the St Botolph Building. Chris has been with Jaguar for an impressive 20 years! Thank you again for all your hard work and commitment, and we look forward to working with you for many more years to come.



Des McLean



Noreen Jolly



Orlin Sirenyakov



Jamie Boss



Martin Farrell



Chris Edwards

→ An InSite into our Community OnSite



CBRE CUSTOMER SERVICE WEEK

During National Customer Service Week in October, CBRE recognised Andrew Chattalis, Site Supervisor, for all his hard work at One Crown Place.

With comments appreciating his swift responsiveness and innovative solutions, tackling problems head on while always showing up with a can-do attitude and positive outlook, Andrew helps to keep One Crown Place running, creating the best experience for everyone in the building.

A huge well done!

MANNA SOCIETY CLOTHING DONATIONS

To support the Manna Society, a day centre by London Bridge for the homeless and those sleeping rough, we organised a clothes bank to help bring in as many men's clothes as we could.

We took our donations over to the Manna Society in the week before Christmas and the team were grateful for our efforts. Thank you to everyone who donated!



Moor Place Team



CHRISTMAS JUMPER DAY

On December 12th we took part in Save the Children's annual Christmas Jumper Day. Jaguar members across our sites and in Head Office wore their best (ugliest!) light-up jumpers and fun headbands and we even had a visit from the gingerbread man!

It was a successful day filled with laughter in the offices and surpassing our donation goal. Thank you to everyone who got involved!

IVY STREET CHRISTMAS PARTY AND GIVING TREE

At the end of December, a team of six Jaguar members visited the Ivy Street Family Centre in Hoxton to help with their annual Christmas party.

Our very own Luke Poole, Senior Customer Relationship Manager, stepped into the big red suit to be Santa for the day while Graeme McSorley, Mark Stokes, Sara Khafife, Eugene Ironside and Eduart Kushi all assisted with running the event. It was a successful day filled with festivities and some very happy children!



In the lead up to Christmas, we also organised a Christmas Tree Toy Donation at our Head Office. Visitors and Jaguar members were able to scan QR codes from tags on the tree, allowing them to buy and send the toys directly to Ivy Street, as presents for the families. Everyone at Jaguar made sure to make their Christmas something special, and they were inundated with toys. Thank you to everyone who bought a gift!

Angela Large, Executive Director at the centre, said:

"It's lovely to be able to add a few toys alongside essential baby items. Thank you for your ongoing support, it means a lot to us and the families we work with. I also want to thank you for sending such an amazing team once again. The party was a great success, and the parents loved having the team take care of everything."



IAN BAILEY'S AWARD

In November, Ian Bailey, Electrical Technician at The Point, received an award at the Metropolitan Police Service Commissioner's Commendation Ceremony which was held at Scotland Yard.

Ian was honoured for courageously intervening to prevent a member of the public from taking their own life earlier this year at his workplace.

Since this event, Ian has been doing well and has been receiving support from his colleagues and management.

This truly deserves acknowledgment, and we hope this is a reminder that a small amount of kindness is enough to make a difference. Congratulations, Ian.



Ryder Cup 24 - Jaguar Team

JAGUAR VS SAVILLS ANNUAL RYDER CUP

For the third year running, teams from Jaguar and Savills faced off in the annual Ryder Cup, a golfing tournament held at the magnificent Woodcote Golf Club in Surrey.

After two previous wins for Jaguar, Savills was determined to make this its year. With teams led by Richard George, Associate Director and Head of Projects, and Tim Birley, from Savills, everyone played their best and despite an early lead from Savills, Jaguar managed to keep their title and win the trophy for another year!

Fantasy Football



As we pass the halfway point of the season, there has been a lot of movement in the Jaguar Building Services fantasy football league!

Currently sitting in first place is Fadul Fadul with 1246 points, followed closely by Mark Williams with 1245 points. It's pretty tight at the top though, as there's only 26 points in it between first and fifth place.

Previous leader, Paul Stevens, seems to have lost his touch as he has fallen down the board to 21st place - not as bad as Callum Murray though, who is currently rock bottom!

Game week 20 saw a wide range of points scored - John Evennett seems to be choosing his team with his eyes closed

though, as he only scored a measly 35 points. But it was a huge week for Allan Taylor, who somehow managed to score a massive 86 points.

Mo Salah is the highest scoring player this season with 209 points, so those that are trusting the Egyptian King with their captaincy tend to be highest up the board.

Don't forget to keep on top of your teams and players as there are a few injuries to some key players like Saka and Bowen that could impact your position in the table.

There's a prize of £100 for the winner, so it's all to play for!

Rank	Team and manager	GW	TOT
1	Crescent moon Fadul Fadul	79	1246
2	Yoro Wizard Harry Mark Williams	64	1245
3	Gravity Gravity Iwere	58	1241
4	Amand Team Adam Nguyen	79	1227
5	DWK FC David Knight	59	1220
6	UdogieStyleee Lauren Jackaman	76	1212
7	JMP FC Jack Phillips	48	1210
8	Ødegardian OT Galaxy Jonathan Walker	65	1199
9	Potts and pans Neil Askew	68	1197
10	Aisling Athletic xx Aisling Miller	79	1195
11	Moosh Darron Meredith	46	1185
12	Seansgeezers Sean Flint	83	1176
13	Just gimme de Ligt Steve Wright	70	1172
14	Cat Funts Alex Richards	48	1169
15	Bowen Arrow Garry McMeechan	60	1168

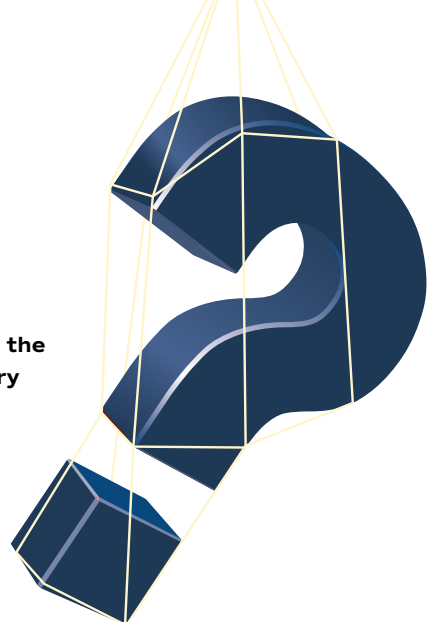
FANTASTIC AUDIT SCORES THAT DESERVE RECOGNITION!

Our on-site team at 6 Bevis Marks recently achieved an outstanding external audit score of 100%. We would like to extend our thanks to our engineering team, Sam Kent, Site Manager, and Gary Armstrong, Mechanical Technician, for their dedication and hard work in achieving this excellent result. Joseph Stocking, Site Supervisor at 11 Westferry Circus also recently scored 96.83% on a health and safety audit and inspection, with only two actions raised. Joseph closed both actions within the month while also managing a challenging confined spaces task. Keep up the great work, Joseph!

Technical Question

Operations Director Steve Jackaman is the founder of our Technical Question. Every quarter since our first issue in 2019, Steve has provided us with a Technical Question without fail. Thank you Steve for your efforts over the past five years. We look forward to you continuing to test our knowledge throughout 2025!

Thank you to everyone who answered October's Technical Question. You don't have to be an engineering specialist to contribute, it's fantastic to see people from all areas of the business getting involved. If you're not sure, ask a qualified engineer or an Account Manager and if you submit an answer, there's always a chance you could win!



TECHNICAL QUESTION WINNER

To remind you of October's question:

What does FLC stand for?

Answer: **Full Load Current**
We received **50 correct answers** this quarter, so well done to everyone who got it right!

Congratulations to **Steven Stringer**, Site Manager at 107 Cheapside, who is our winner this time round. A voucher is on its way to you via The Gateway.



JANUARY'S TECHNICAL QUESTION IS:

Q. What is the name of the document that lists all the different ways a fire alarm system can be activated, and also indicates how the systems and plant within the building should respond to each different activation?

Log in to The Gateway and send us your answer by **Tuesday 1st April 2025** to be within a chance of winning. All correct entries are submitted into a prize draw and the winner is selected at random. Remember, you do not have to be an engineer to join in, anyone can enter!

Staff Panel Update

Our last Staff Panel meeting was held at the end of November 2024 and we had some great ideas and suggestions that we are currently exploring as a panel. Here are some highlights from the meeting:

- Organising a Jaguar 5K run - we are looking into the logistics of hosting an activity like this.
- A pub quiz - the panel have started looking into where this can be held and how we can organise this company wide.

Last year, we sent out a survey to get your opinion on various activities we can all get involved with. The panel is reviewing venue options in London and all suggested activities to ensure we can secure suitable times and dates. Once we have our findings, we will create another survey to get your thoughts.

In our recent meetings, the role of our Mental Health First Aiders has been a recurring topic. As an organisation,

we are always looking into ways to enhance our mental health support. Further updates will be released on this in due course.

Please note that we have a wealth of information available on how we can assist you with any mental health matters. If you would like further information on this, please contact Rebekka Gough on rgough@jbs-ltd.co.uk. Any enquiry of this nature will be treated with strict confidentiality.

Additionally, our employees' years of service discussion has also been actioned. As a business, we now highlight those with 15 years or more of service on our website and social media channels.

Thank you to everyone who helps us recognise these anniversaries by liking and commenting on our LinkedIn posts.

If you have anything you would like to be discussed in the next Staff Panel meeting, please email staffpanel@jbs-ltd.co.uk

Thank you and stay tuned for more information in the coming months! 🍷



Christmas party 2024!

TIME FOR OUR TEAM TO CELEBRATE

In December, we hosted our annual Christmas party at Players Social, Spitalfields Market. It was great to celebrate the festive season with new faces and retirees coming together. The venue was fantastic, with plenty of games and our very own photo booth! Thank you all for attending. We look forward to our next event in the summer. 🍷



2024 Highlights



54

NEW CONTRACT WINS



£98m

TURNOVER



600+

EMPLOYEES INCLUDING
186 NEW STARTERS



53

PROMOTIONS



3

NEW ASSOCIATE DIRECTORS



23

PROJECTS TO THE VALUE
OF MORE THAN £4M



138

TRAINING SESSIONS HELD



2.5 m

SQUARE METRES OF SPACE



£95k

DONATED TO CHARITY



6 Gracechurch Street,
London EC3V 0AT
Phone: **0207 071 0700**
Email: enquiries@jbs-ltd.co.uk



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