

InSite

January 2026 Issue 29



The best for Borough Yards

Site manager Nick Hughes reveals how flexibility is key to keeping things running smoothly

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JAGUAR
BUILDING SERVICES

**WELCOME
TO WELLHUB**
PAGES 6 & 7

**SUCCESS
IN SAFETY**
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AN UPDATE FROM

Paul Roberts

CHAIRMAN

Firstly, I would like to wish you all a belated happy new year! As many of you will be aware, after 37 years at the helm, the time has come for me to step down as Managing Director. On 1st February, I will take on the role of Chairman and I am delighted to announce that Steve Jackaman has accepted my invitation to become our Managing Director.

Running a business of this size is a challenge and I have every confidence that Steve will do a great job of steering the company through to the next chapter. Having worked in the business for more than 17 years, Steve is well placed to maintain the company's ethos while preparing for continued success.

Reflecting on the past 37 years, our growth has been incredible and stands as a testament to the people who work within this business.

In 2011 we turned over £17 million, by 2016 turnover had increased to £26 million, rising to £56 million in 2020. This year we project a turnover in the order of £111 million, with a portfolio exceeding 110 of the most prestigious buildings in central London.

Working alongside the people who work within the business has been

an enormous privilege and, while stepping down will allow me more time to spend with my family, I look forward to supporting the business from the sidelines.

I am eternally grateful for the support that I have received and I look forward to catching up with you at the various company social events.

We have another fantastic issue to share this quarter, highlighting the people, progress and commitment that continue to shape our business.

In this issue, we get to know Tom Amos, one of our Business Unit Heads, and meet Nick Hughes, Site Manager at Borough Yards, a contract we were pleased to recently retain.

I would also like to offer special recognition, and a sincere thank you, to everyone who responded to our emergency text and attended Warwick Court to assist with the flooding between Christmas and New Year. There is never a convenient time for incidents like this, but during the festive period it is particularly challenging to secure additional support. The speed and willingness with which so many of you responded was exceptional and truly reflects the

dedication across our teams. We also highlight our newest benefit, Wellhub, which was introduced in December following feedback through our Staff Panel. Thank you to Account Manager Stuart Cross for explaining how the benefit works and how colleagues can make the most of it.

Finally, congratulations to everyone who has been promoted over the past quarter. It's encouraging to see so much progression across the business and a testament to the talent and commitment within our teams.

Thank you, as always, for your continued hard work and support. ■

Paul Roberts, Chairman



“It's encouraging to see so much progression in the business”

New wins, retenders and losses

We closed last year on a spectacular high, securing several significant new wins that you may have seen announced across the business. Alongside this success, we have also retained a number of key accounts, thanks to the outstanding efforts of our site teams and Account Managers. A huge well done to everyone involved in securing these wins.



7-15 Baker Street

WINS

Over the last quarter, we have secured several significant new M&E contract wins across London. These include **7-15 Baker Street** (NW1), **Central Saint Giles** (WC2), **33 Holborn** (EC1), **160 Old Street** (EC1), **The Post Building** (WC1), **Devonshire House** (W1), **6 St James** (SW1), **The Northcliffe** (W8), **Film House** (W1), and **The Monument** (EC3). These buildings span landmark office buildings, mixed-use developments and historic sites, reflecting our continued strength in delivering high-quality M&E solutions across a diverse portfolio of properties.



The Monument Building

TENANTS

We also secured the following tenant accounts:

- **European Land** at Merchant Square
- **67 Brompton Road**, an addition to the Knightsbridge Estate.



Devonshire House



The Post Building

CONTRACTS CONCLUDED

- **Belgrave House**
- **Ibex House**
- **The Stage**, Building 1 Residential
- **The St Botolph Building**
- **UWTSO 1** at Westferry Circus
- **FNZ** and **STB** at 67 Lombard Street
- **REPLY** at Nova

SUCCESSFUL RETENDERS

In November, we were notified that we had been successful in re-securing **The Heron**, one of London's most iconic luxury residential developments. Jaguar has been the incumbent since 2013 and this award highlights the confidence in our teams to consistently deliver high-quality M&E services. Congratulations and thanks to everyone involved!



The Heron



160 Old Street



Central St Giles

OVERVIEW OF 2025

Landlords:

35+ contracts
including **3** rebids:
Approx. **£14m**

Tenants:

17 contracts:
Approx. **£600k**
(several bids outstanding)

“With running costs lower than the combined energy value generated, the system is now consistently profitable – a testament to careful, hands-on management”



SPOTLIGHT ON A SITE

Borough Yards

GENERAL BUILDING INFO

Number of floors: Eight
Staff coverage: One Site Manager and one Administrator one day per week
Client: Savills
Chillers: Two Daikin
Boilers: Three Hamworthy
Generators: One Shenton
Electrical supply: 1600A three phase

Site Manager Nick Hughes reveals how the team at Borough Yards keeps everything running smoothly

Site Manager: Nick Hughes
Account Manager: Lee Tristram
Business Unit Head: Tom Amos

Running the M&E maintenance contract at Borough Yards is as much about teamwork as it is about engineering. It is a live, mixed-use estate where offices, retail and hospitality operate side by side.

Following a competitive tender, Jaguar successfully resecured the contract in October 2025 for a further three-year term, working alongside

Savills as the managing agents. The appointment reflects both proven performance and a deep understanding of the asset’s complexity.

Oversight of the contract sits with Account Manager Lee Tristram, supported by Business Unit Head Tom Amos, while Site Manager Nick Hughes ensures day-to-day operations run smoothly.

Their combined knowledge of the estate has been key in optimising systems, maintaining high performance, and delivering value.

MAKING CHP WORK IN PRACTICE

One of the stand-out achievements has been optimising the combined heat and power (CHP) system. While CHP systems are often installed with sustainability in mind, they only deliver real financial and carbon benefits when run efficiently.

Nick explained that the system has been operational for nearly three years, but it has only recently started delivering its full potential. Through recalculated performance, refined operating strategies and the integration of additional thermal storage, the CHP now produces approximately 183 kWh of electricity per hour, with surplus heat captured for reuse. With running costs lower than the combined energy value generated, the system is now consistently profitable - a testament to careful, hands-on management.

PROACTIVE MAINTENANCE, NOT REACTIVE RESPONSE

The success of the maintenance contract lies in understanding how systems interact, not just how they perform individually. Monitoring trends through the BMS, adjusting controls and responding to seasonal and occupancy changes all play a role in protecting performance and extending asset life.

UNDERSTANDING THE BUILDING FROM THE INSIDE OUT

From an M&E perspective, Borough Yards is not uniform. Services are largely confined to riser-based distribution across two principal buildings, with minimal landlord systems at floor level. Many tenants occupy entire buildings and manage their own internal fit-outs through separate contractors, meaning clear communication is essential.



Nick with client Jonathan Dowsett

This arrangement demands flexibility. While Jaguar does not maintain tenant systems, the landlord infrastructure must remain resilient and adaptable enough to support a diverse and sometimes demanding occupier base.

Thank you, Nick, for your time, and to our customer, Estate Manager Jonathan Dowsett, for stepping in at the last minute for a photo! 📸



FUN FACTS...

What was your first job?
Shop assistant

Where’s your favourite place in the world?
London

What’s the last series you watched?
Pennyworth

What’s your favourite way to unwind after a busy day?
Going for a bike ride

If you could trade places with anyone for a day, who would you choose?
Donald Trump



Nick makes sure that things run smoothly

Welcome to wellhub

Your new benefit is packed with features to help you live a happier and healthier life – and it couldn't be easier to get started

Wellhub is a wellbeing platform that offers you resources to support your mind, body and mood.

Through Jaguar, employees are able to access any of the Wellhub plans, at a discounted rate.

More than 30 per cent of you have already taken out some form of the plan, and the cheapest option is completely free.

Account Manager Stuart Cross and a few staff panel members, trialled Wellhub for all of us before we signed up – so thank you all.

Asked what he thought about the scheme, he said: "I currently have the Silver package, which covers all the gyms I would like to use. I pay a little extra every month, as I didn't

want to commit to a full 12-month membership. It's an extra £4 a month and I can cancel anytime. It gives me access to so many gyms and classes, and premium access to so many apps."

Wellhub offers a variety of plan options that are designed to fit every wellness journey. The flexible plans provide a month-to-month membership, with no initiation or cancellation fees, ever.

Each tier builds upon the network access, so you can choose the plan that works best for you and your budget. You're even able to browse the gyms/studios network in your area through the Wellhub app prior to purchasing a plan.

TAKE A LOOK AT WHAT'S INCLUDED WITH WELLHUB MEMBERSHIPS:

Gym network: Wellhub members can visit a different gym (or the same one) once every day, with access to more than 18,000 fitness facilities nationwide at discounted prices.

Digital app network: Take your wellness on-the-go with a selection of more than 50 wellness app partners such as Strava, MyFitnessPal and more. Wellhub offers the premium versions of each app at no additional cost to your Wellhub membership, and members have unlimited access to the digital app partners within their Wellhub plan.

Trainiac by Wellhub: Book private training or nutrition sessions (included in membership for the Bronze plan and above) for a routine tailored to your goals. No more guessing what workouts to do or recipes to follow. Let an expert be your guide.

Live-streamed classes: If privacy in your home is your comfort zone, try Wellhub's live-streamed classes. There are a variety of workouts, including yoga, strength training, HIIT, Pilates, dancing and more, and all available directly through the Wellhub app.

NOT READY TO FULLY COMMIT?

Wellhub offers an introductory option called the Digital Plan. This plan is available at no cost to you and gives you access to the premium versions of 10 wellbeing apps that support physical fitness, nutrition, mindfulness, sleep and financial planning. This is a great way to test the 'Wellhub waters' and to discover their digital network.

HOW DO I EXPLORE THE WELLHUB PLATFORM OR SIGN UP FOR A MEMBERSHIP?

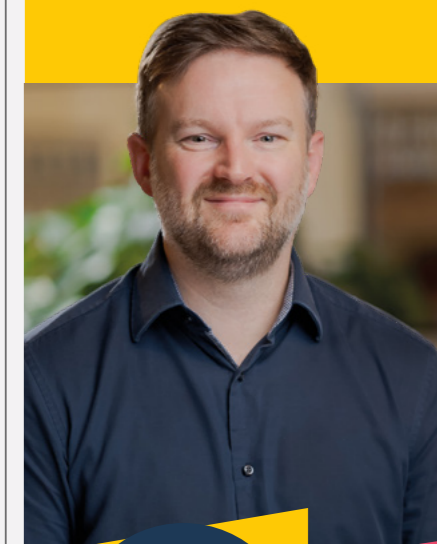
To check out all that a Wellhub membership offers, download the Wellhub app on your smartphone. Use your Jaguar email to register and create a password to explore the fitness network and features. From here, you can browse your local network using the Explore tab on the app prior to committing to a plan – simply enter your city or postcode.

Once you have decided to enrol in a plan, just follow the instructions

"It gives me access to so many gyms and classes, and premium access to many apps"

QUICK FACTS

- This is a taxable benefit. A 20 per cent taxpayer will incur around £1.60 a month to use the app, and 40 per cent taxpayers will obviously pay more.
 - You can share this with friends and family but they will have to pay £8 per month for the starter pack that you enjoy for free.
 - It's still much more flexible and cheaper than paying any annual gym membership.
- If you still have any questions, feel free to contact the staff panel team or our Wellhub champion, Stuart Cross, at scross@jbs-ltd.co.uk



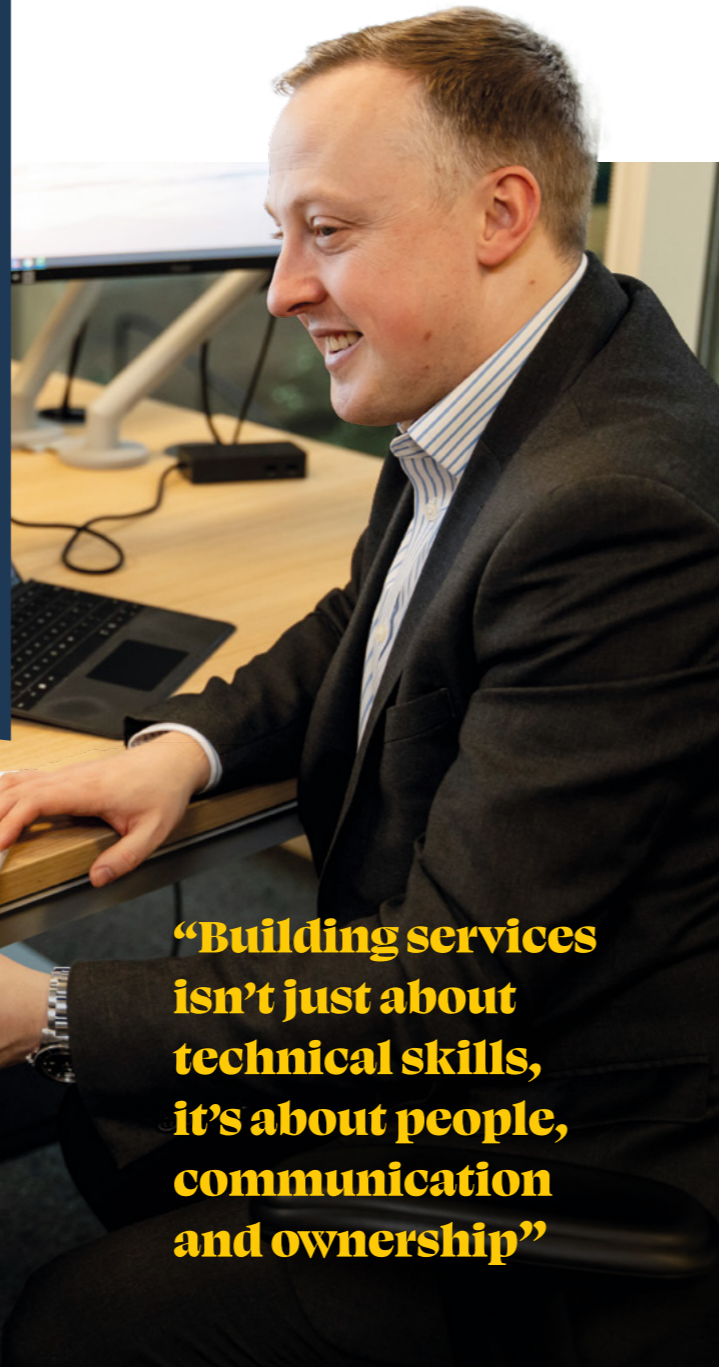
Please join the next **MEET WELLHUB WEBINAR** where you will receive an overview of all the features available to you. Join in for a whistle-stop tour (just 25 minutes) of Wellhub, your all-in-one wellbeing benefit!

**TUESDAY, FEBRUARY 10
12:00PM - 1:00PM**
[www.advent.com/
event/14ljzp96bb17](http://www.advent.com/event/14ljzp96bb17)

A DAY IN THE LIFE

Tom Amos

Business Unit Head



“Building services isn’t just about technical skills, it’s about people, communication and ownership”

control when problems occur, only how you respond to them. One site’s issue may be routine, while the same issue elsewhere requires a completely different approach due to operational priorities. It’s a constant exercise in balancing and spinning plates!

WHAT KINDS OF PROBLEMS TEND TO COME UP UNEXPECTEDLY?

Unexpected issues can range from the obvious – floods, power outages and technical failures – to less visible but equally time-consuming people-related matters. Staff movement, recruitment gaps and confidential HR issues can quickly shift my priorities. Managing people is a significant part of the role and often the most unpredictable. These situations require sensitivity, structure and time.

WHAT GOT YOU INTO THE BUILDING SERVICES INDUSTRY?

I completed an electrical apprenticeship, working mainly in domestic properties, without really knowing much about building services. A referral opportunity led me into a shift technician role in a large commercial building when I was 20. I went into it with very little understanding of the industry but threw myself into learning and progressed quickly. From there, I followed a fairly natural path through

engineering and management roles, with a brief detour into technical consultancy before returning to operations.

WHAT DOES YOUR DAY-TO-DAY ROLE INVOLVE?

There’s no typical day! I might start the week with a clear plan, but it rarely stays that way. My time is spent balancing support for account managers, maintaining relationships with our customers and responding to issues as they arise.

I also meet with our apprentices on a quarterly basis (and more frequently if needed) to review progress and discuss key areas that will help guide them through their apprenticeship. Supporting their development is an important part of the role.

Alongside this, I work closely with the Business Development team when new bids or contract renewals are submitted. This includes reviewing existing contracts to identify potential enhancements or cost savings, proposing subcontractor changes where appropriate and helping prepare client presentations for new opportunities.

IF SOMEONE FOLLOWED YOU FOR A DAY, WHAT WOULD SURPRISE THEM MOST?

Probably the volume of emails! Also, the sheer variety of issues. In one day, I might deal with routine operational queries, complex technical discussions, commercial decisions and confidential people matters. The range is huge and you shift between high-level strategy and very practical problem-solving.

WHAT ADVICE WOULD YOU GIVE TO SOMEONE WHO WANTS TO GET INTO THE BUILDING SERVICES INDUSTRY?

Be prepared for the unexpected and be open to variety. Building services isn’t just about technical skills, it’s about people, communication and ownership. Once you’re in the industry, you can move into technical, commercial, operational or leadership roles, and the skills are transferable across sectors. Buildings don’t run themselves and there will always be a need for people who understand how they work and how to manage them effectively.

Thank you for your time, Tom. It was great to hear about your career journey and how you’ve progressed into your current position! ■

As Business Unit Head, Tom Amos oversees a diverse portfolio of more than 20 buildings, balancing operational delivery with client and team leadership.

Tom joined the business in April 2024 and brings more than 15 years of experience in building services. Having started his career as a shift technician following an electrical apprenticeship, he has progressed through engineering, technical consultancy and leadership roles, and now leads our Business Unit 4.

HOW WOULD YOU DESCRIBE YOUR ROLE AS A BUSINESS UNIT HEAD?

In simple terms, my role is to take overall responsibility for the

delivery of our contractual services across a portfolio of buildings. I oversee and support a group of account managers, act as a point of escalation for both customers and internal teams and make sure our people have what they need to do their jobs effectively. Ultimately, I’m accountable for performance, relationships and outcomes across the business unit.

WHAT’S THE MOST CHALLENGING PART OF LEADING A BUSINESS UNIT?

The biggest challenge is managing a large portfolio where no two sites, clients or issues are the same. With more than 20 buildings, the pace is fast and unpredictable. You can’t



QUICK FIRE QUESTIONS

What was your first job?

In a mint, packaging commemorative coins

Where’s your favourite place in the world?

Venice or Kefalonia

What’s the last series you watched?

Landman and *The Traitors*

What’s your favourite way to unwind after a busy day?

Playing cricket for a local team

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

Me at 16!

Project Update

A chiller replacement project shows our team's ability to go above and beyond, overcome challenges and deliver top quality results

Building name: EMEA Knowledge Centre (EKC), Hatfield
Client: Eisai Europe Limited
Project duration: 22 months
Project description: Chiller replacement
Client benefits: More sustainable and energy-efficient operations

PROJECT OVERVIEW

The energy centre chiller replacement has been one of the most varied projects the Projects Team has undertaken. It involved replacing the existing York chillers with three new highly efficient and sustainable Daikin chillers. This upgrade is expected to deliver significant reductions in operating costs, offering the client substantial long-term savings while enhancing energy efficiency. Once complete, the project will provide a total cooling capacity of 4.2MW, ensuring a resilient CHW supply to the manufacturing and research facility, preventing any disruption to production and research schedules. The scope was extended by the client to incorporate a new 2MVA transformer, which will allow the chillers to be run at full capacity, if needed.

MAIN PROJECT ELEMENTS:

- **Civils works:** Excavate and cast new generator and fuel tank bases to reposition the site generator, thereby freeing up the space to build the steel-framed plant support deck. Civils works continued to form the new foundation pads and included the bridging of buried services identified during the excavation works.
- **Steelwork:** Erect new prefabricated steel frame to form new mezzanine plant support deck. The steel-framed deck was connected to the existing energy centre to form an extended plant space at first floor level. The was deck covered with an open mesh galvanised steel floor.
- **Chillers:** To improve the air flow and ensure maximum capacity, the new chillers were orientated at 90 degrees to the current configuration, hence the need to extend the structure. This greatly improves airflow



and therefore cooling efficiency. The use of an open mesh deck further improves the air flow of the plant roof area, which was previously closed and suffered from heat retention by means of short-cycling.

- **Crane lifts:** The crane operations for the works were a combination of several lifts to erect the steel framework, reposition the generator on the new base and site the new chillers into position alongside the new subframes required, with new prefabricated pipework, valves and pumps being lifted in the intervening times. The same lift and shift team provided the resources and skillset to deliver and position the new transformer to site.
- **Electrical and BMS works:** As part of the chiller upgrades, the electrical supplies are being upgraded and a new BMS controls system is being installed.
- **Transformer:** The client requested the supply and installation of a 2000kVA transformer.

PROGRESS SO FAR:

- **Structure:** The new steel mezzanine plant support deck is complete. Generator relocated.
- **Chillers:** New chillers in position and fully commissioned. It was noted during the initial testing one chiller had been capable of meeting the site demand during most of the summer.
- **Electrical and BMS:** All works completed tested and demonstrated, including weekend demonstration of BMS Des of Ops and simulated failure testing.



“The energy centre chiller replacement has been one of the most varied projects the Projects Team has undertaken”

CHALLENGES

- Undertaking the works while maintaining site CHW supply due to the 24/7 production process.
- Ensuring all site deliveries and plant movements didn't impact on the remainder of site operations, from waste handling to other projects being undertaken.
- Managing complex shutdowns to time in with the rest of site operations and restoration of systems to ensure site functions returned in a timely manner.

OPPORTUNITIES

This project allowed the Projects Team to showcase our broad skillset, enabling us to take on tasks that are outside the norm for the M&E projects industry. By being appointed the main principal contractor, we were able to offer a one-stop-shop solution that met the client's needs and project requirements. It also provided us with the ideal opportunity to demonstrate our commitment to going above and beyond, overcoming challenges and delivering exceptional results. As a result, we received instructions for further works and have continued discussions about resolving other challenging installations and upgrades across the site. ■



Health & Safety Update

We are committed to the highest standards of health and safety




Here's a snapshot of our performance for 2025, highlighting the great progress made across the business

AUDITS AND INSPECTIONS




Throughout the year, the health and safety team carried out audits and inspections at every Jaguar site, completing more than 122 audits in total.

The average audit score across all sites was 80.22%, with 67 sites improving on their 2024 results, demonstrating strong year-on-year progress.

A special congratulations to our top-performing sites of 2025:

-  **ST BOTOLPH BUILDING** **98.44%**
-  **BERKELEY SQUARE HOUSE** **97.06%**
-  **ALPHABETA** **97.02%**

Overall, 15 sites achieved scores above 95% and an impressive 38 sites scored more than 90%. We also want to recognise the most improved sites compared to 2024:

-  **82 BAKER STREET** **↑27.24%**
-  **25 CANNON STREET** **↑24.98%**
-  **62 BUCKINGHAM GATE** **↑23.92%**

Thank you and well done to everyone involved for your continued focus on creating safe, compliant and well-managed sites! ■

HEALTH AND SAFETY CHAMPIONS

In 2025, the team recognised three Health and Safety Champions: **Richard Horton, Mike Berry** and **Scott Leadsham**. Well done to all three of our champions for their outstanding contributions.

We are now looking for nominations for our 2026 Health and Safety Champions.

Please send any nominations to the H&S team at healthandsafety@jbs-ltd.co.uk

TEAM NEWS



We are delighted to announce that **Lauren Jackaman** has been promoted to Health & Safety Advisor. Lauren has been with the business since 2019 and has significantly developed her health and safety knowledge during this time. She also successfully achieved her NEBOSH General Certificate in 2024. Congratulations Lauren, on this well-deserved promotion!



James Taylor joined the team in October as SHEQ Systems Administrator. His role focuses heavily on the management and maintenance of the ISO accreditations held by the business. James brings a wide range of knowledge relating to legislation, energy and environmental aspects of health and safety, making him a valued addition to the team. Please join us in welcoming James!

ACCIDENTS, INCIDENTS AND NEAR MISSES

We continue to see positive engagement with our reporting processes:

- **39** ACCIDENTS WERE REPORTED IN 2025
- **27** INCIDENTS WERE REPORTED
- **32** NEAR MISSES WERE REPORTED

The most commonly reported accident type was sprains, strains and muscle injuries. Encouragingly, we've seen a continued increase in the reporting of accidents, incidents and near misses across the business. This reflects Jaguar's strong and positive health and safety culture, where issues are raised, addressed and learned from.

Please continue to report any adverse health and safety events to the H&S team using your site-specific QR codes. Every report helps us improve safety for everyone.

TRAINING AND REPORTING

Alongside strong audit performance, health and safety training remained a key focus throughout 2025, helping to ensure our teams are equipped with the knowledge and skills needed to work safely. During the year:



29
PERMIT TO WORK TRAINING SESSIONS WERE COMPLETED



5
CONFINED SPACES TRAINING SESSIONS WERE DELIVERED



31
CONFINED SPACE AUTHORISED PERSONS WERE SIGNED OFF



67
SITES RECEIVED TRAINING ON APPRISE HEALTH AND SAFETY ELEMENTS

Promotions

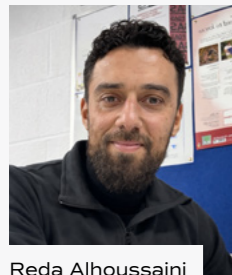
The hard work, dedication and talent of our colleagues have been recognised in the latest well-deserved promotions across the business

We're proud to celebrate an incredible 13 promotions across the business over the past quarter. This fantastic achievement reflects the hard work, dedication and commitment shown

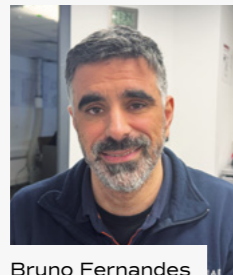
by our teams, as well as the support and encouragement provided by managers and colleagues alike.

Each promotion is thoroughly deserved, and we'd like to thank

everyone for their continued contribution to the success of the business. Congratulations to all on reaching this exciting next step in your careers. ■



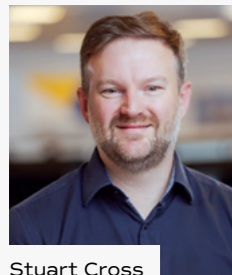
Reda Alhoussaini



Bruno Fernandes



Phoebe Madden



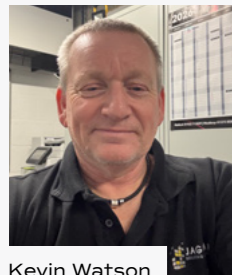
Stuart Cross



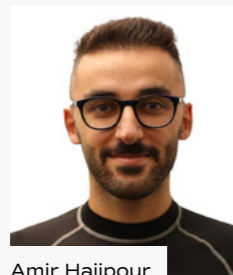
Lauren Jackaman



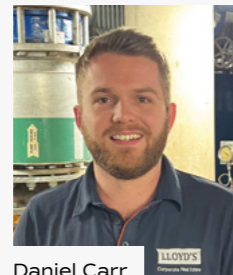
Maciej Kilka



Kevin Watson



Amir Hajipour



Daniel Carr



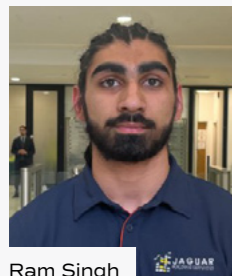
Andrzej Wozniak



Lee Cunningham



Fadul Fadul



Ram Singh

Well done!

Congratulations to the following:

- Reda Alhoussani** - Site Supervisor, The Grainhouse
- Bruno Fernandes** - Site Supervisor, Rathbone Residential
- Phoebe Madden** - Contract Support Supervisor, BU4
- Stuart Cross** - Account Manager, Head Office
- Lauren Jackaman** - Health & Safety Advisor, Head Office
- Maciej Kilka** - Shift Leader, Hylo
- Kevin Watson** - Shift Leader, Hylo
- Amir Hajipour** - Site Manager, 10 Bloomsbury Way
- Daniel Carr** - Supervisor, Lloyds
- Andrzej Wozniak** - Shift Technician, Lloyds
- Lee Cunningham** - Shift Leader, Lloyds
- Fadul Fadul** - Site Supervisor, 11 Westferry Circus
- Ram Singh** - Site Supervisor, 11 Belgrave Road

Site Supervisor Fadul Fadul said: "This milestone means a lot to me and I'm genuinely grateful for the support, trust and encouragement I've received along the way. A huge thank you to the Jaguar team and building management team for believing in me, challenging me and helping me grow. I've learned so much from each of you, and I'm looking forward to this next chapter and to continuing to contribute, learn and make an impact."

Once again, congratulations to everyone promoted and we look forward to seeing you thrive in your new roles.

Health checks



If you're a member of Vitality, why not book in for your free in-person health check?

It's quick, easy and will give you an understanding of some elements of your health. There are still slots available!

The dates are as follows:

Tuesday 3rd March 2026 - limited availability

Wednesday 4th March 2026 - plenty of spaces

Tuesday 10th March 2026 - limited availability

PLEASE BOOK YOUR SLOT BY SCANNING THE QR CODE, AND ENTERING THE UNIQUE PASSWORD



Password: J4GBSERV

WHY HAVE A VITALITY HEALTHCHECK?

Not only will you find out your key health numbers in 15 minutes, but you'll also earn up to 680 Vitality points. The more Vitality points you earn, the more you will be rewarded with regular treats! Learn about Active Rewards at www.vitality.co.uk/rewards/partners/active-rewards/

WHAT IS INCLUDED IN YOUR HEALTHCHECK?

Your 15-minute healthcheck will include an analysis of these health metrics:

- Blood pressure
- Blood profiling including total cholesterol, high-density lipoproteins (HDL) and blood glucose (a finger prick blood test with just a few drops of blood required)
- Body mass index (BMI) - height, weight and waist measurement
- Non-smoker's declaration. ■



BOOKING QUERIES

If you require assistance with your booking, please contact the Employee Booking Queries inbox at Employeebookingqueries@bluecrestwellness.com

The Corporate team can also be reached by phone at **01903 337048**.



Technical Question

Thank you to everyone who took the time to answer October's Technical Question!

January's Technical question is: What is the primary function of an Automatic Transfer Switch (ATS)?

Log in to The Gateway to submit your answer by **Wednesday 1st April 2026**. All correct answers will be entered into our prize draw.



OCTOBER'S WINNER IS BOBBY CRABB!

Well done to Apprentice **Bobby Crabb** for answering our Technical Question correctly! A voucher is on its way to you. As a reminder, October's question was:

Q: A TM44 energy assessment is a legal requirement for any commercial air conditioning system(s) with an effective rated output of more than 12kW, but how frequently should the assessment be completed?

A: Every five years



The Blue Fin team

Employee of the Quarter

Our people's talents shone through in the latest round of nominations. Here are the winners and runners-up...

We received some excellent nominations over the last quarter. While there were slightly fewer than usual, perhaps due to the festive period, the quality of nominations was nonetheless outstanding.

THE BLUE FIN BUILDING - WHOLE SITE TEAM

The entire team at the Blue Fin Building has been recognised as Employee of the Quarter following an outstanding result in MAPP's audit of the site. The team achieved an exceptional score of 99.03%, with the only action preventing a perfect 100% relating to an item outside of the site team's control.

The auditor specifically highlighted how well the site is run, praising the consistently high standards maintained day in and day out. This result is a reflection of the team's commitment, attention to detail and pride in their work.

Special recognition was also given to Contract Manager

Kealey Barnard, for her excellent organisation, leadership and the way she manages the site. Her approach has played a key role in the site's success and was noted as making a significant positive impact on the wider team.

ALEX RICHARDS - ENGINEER (ONE GRAFTON STREET AND 10 FINSBURY SQUARE)

Alex Richards was recognised for his proactive and highly professional approach across multiple sites. Since joining the business, Alex has hit the ground running, quickly taking ownership of issues relating not only to equipment but also to site documentation and compliance.

He has consistently shown strong communication skills, keeping our customers informed and ensuring issues are addressed efficiently. His willingness to take responsibility, combined with his proactive attitude and attention to detail, has made a noticeable difference on-site. Thank you, Alex, keep up the great work! 🟩



Alex Richards



RUNNER-UP: CRAIG GOODBODY - HANDYMAN, ALPHABETA

Craig was nominated by both his Account Manager and Business Unit Head for his contribution to the running of the Alphabeta building. Craig has played a significant role in maintaining exceptional standards of housekeeping across plant rooms and operational areas.

His efforts were recognised during a recent BSI audit, where Alphabeta was described as one of the cleanest,

tidiest and most organised sites seen by the auditor.

Craig was also praised by the technical team following a recent shutdown, with his positive attitude and commitment noted alongside the wider site team. His consistent work in cleaning, tidying and maintaining the site has had a major impact on its overall presentation and performance.

RUNNER-UP: STUART MANSER, TECHNICAL SERVICES MANAGER - CITYPOINT

Stuart was nominated following his exceptional support during a challenging and unforeseen situation involving a power shutdown and loss of phase to multiple tenants. When a further emergency shutdown became necessary at short notice, Stuart, pictured right, stepped up to support the tenant team by attending urgent meetings and providing critical electrical drawings.

Despite the pressures involved, Stuart handled the situation with professionalism, care and clear communication, helping to ensure the works could proceed safely and effectively. His calm and supportive approach made a significant difference during a difficult period and was greatly appreciated by both the team and tenants. Well done, and thank you Stuart!



Congratulations to all of our winners and runners-up and thank you to everyone who took the time to submit nominations. The quality of entries this quarter highlights the excellent work being carried out across the business every day.



Vote for your next Employee of the Quarter

Do you know a colleague who deserves recognition for their outstanding work? We'd love to hear about it!

To submit a nomination, please do so via The Gateway. Be sure to include as much detail as possible and use specific examples that clearly demonstrate the individual's great work and impact.

Please submit your nomination by Wednesday 1st April for it to be included next quarter.

SPECIAL RECOGNITION - WARWICK COURT

Aidan Tkaczyk and Bradley Bambridge

Aidan and Bradley have been awarded Special Recognition for their outstanding efforts at Warwick Court following a major incident over the festive period.

During the Christmas break, a sprinkler head release caused flooding across sections of four floors at the site. Despite the timing and scale of the issue, Aidan and Bradley responded immediately and went above and beyond to support the clean-up and recovery works. Their dedication, professionalism and hands-on approach played a key role in restoring the affected areas and minimising disruption to the customer.

Our customer specifically praised Aidan and Bradley for their exceptional attitude and commitment, highlighting how impressed they were with the way the situation was handled. A special thank you also goes to **Ali Hateb, Pierre Amani, Mattheus Kotze, Michael Shaw, Johan Kotze, Craig Goodbody, Darren Stevens, Manny Goncalves, Vladimir Oleinicenco, Nabeel Hafeez and Nadeem Awan** for replying to our emergency text message.

Well done Aidan and Bradley and thank you for representing the business so positively during a challenging situation.

→ An InSite into our Community OnSite

The last quarter has been a busy one for Jaguar, with Christmas volunteering, Save the Children's Christmas Jumper Day, festive celebrations and some fantastic audit scores!

OUTSTANDING AUDIT SCORES

(OCTOBER-JANUARY)

Our Compliance Manager Mark Richardson has highlighted a series of excellent audit results achieved between October and January. These scores reflect the hard work, professionalism and strong commitment to compliance demonstrated by our site teams.

Congratulations to the following sites and managers for their outstanding performance:



CORE BAR CHRISTMAS PARTY SUCCESS

A huge thank you to everyone who joined us for our Christmas get-together at Core Bar in December. We had such a fantastic time that we didn't even take any photos!

We're already looking forward to our summer gathering, which will be announced in the coming months.

Special thanks to Aisling Miller, Bid Manager, and Lauren Jackaman, Health and Safety Advisor, for organising such a successful event.



OUR VOLUNTEERS OFFER A HELPING HAND

In December, we were delighted to offer everyone at Jaguar the opportunity to volunteer with Pecan. Our amazing volunteers stepped in to support The Pantry, helping the Pecan team by sorting food parcels and organising low-cost food packages for families who need a little extra support.

Describing the experience, Conor Fenton, Site Manager at 55 Ludgate Hill, said: "I loved it and

had a great time doing the work. The staff were amazing, and it felt good to help out with a great cause. I would love to be included in future volunteering events."

A huge thank you to everyone who volunteered, your support is truly appreciated. Look out for further emails about volunteering opportunities in 2026. ■

CHRISTMAS JUMPER WINNER



Dean Camlis was the winner



Mark Stokes as Santa



Our team at Halo

make life at GOSH a little easier for the thousands of children treated there each year. The charity funds vital patient, family and staff support, cutting-edge medical equipment and the creation of child-centred facilities. It also plays a crucial role in advancing groundbreaking research into rare and complex childhood illnesses, helping to bring hope to families across the UK and beyond.

Congratulations to Dean Camlis, Mechanical Technician at The Landmark, who was crowned our Save the Children Christmas Jumper Competition winner.

Dean donated his £250 prize to Great Ormond Street Hospital Charity, an incredible organisation that helps

A huge well done to everyone who took part and helped spread some festive cheer. Special thanks to our fantastic Halo team for their brilliant efforts and to Account Manager Mark Stokes for going above and beyond in his inflatable Santa suit - a truly fantastic effort. ■



Peter Jefferies, Support Engineer

2025 Highlights

IT'S BEEN ANOTHER GREAT YEAR FOR JAGUAR BUILDING SERVICES.
HERE ARE SOME OF 2025'S HIGHLIGHTS.



35+

BASE BUILD CONTRACTS
SECURED, INCLUDING
THREE REBIDS



**New Building
Performance Centre
and Training Hub** opened



Significant investment
in our Apprise
management platform



20+

NEW TENANTS WELCOMED



**New employee benefits
and in-person health
checks** introduced

1200+

TRAINING COURSES
COMPLETED, REINFORCING
OUR COMMITMENT
TO LEARNING AND
DEVELOPMENT

20+

PROJECTS DELIVERED
BY OUR PROJECTS TEAM,
WITH A COMBINED VALUE
OF £10M+

£111k

RAISED FOR CHARITY AND
100+ HOURS VOLUNTEERED

Here's to even **more success in 2026!**



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