

# InSite

April 2026 Issue 30



## Meet the team behind the scenes

Discover how the CAFM team is keeping our systems running smoothly and making a difference at every site

**PAGES 12 & 13**

# → Robbie Kitson

## OPERATIONS DIRECTOR

Welcome to the latest issue of *InSite*. As the 2025-2026 financial year draws to a close, it has been yet another bumper year for growth. We've seen significant contract wins and it doesn't appear to be slowing down with lots of exciting opportunities on the horizon. Our standing within the industry remains strong and we simply wouldn't have this reputation without the hard work and dedication from all of you.

On a personal note, I recently celebrated my 25-year work anniversary with the company. I'm incredibly proud of what we have achieved together. Every successful business is built on its people and I've been fortunate to work alongside some of the very best in the industry. That collective effort is what continues to set us apart.

On behalf of all the Directors, I would like to extend our sincere thanks to each and every one of you for your ongoing support and contribution over the past quarter. Your efforts do not go unnoticed and they play a vital role in driving the business forward. In this issue,

we take a closer look at our CAFM team, offering insight into the operational side of our planned and reactive maintenance systems and the critical role they play in delivering service excellence. Our Spotlight on a Site focuses on One America Square, an account we have proudly held since 2020, highlighting the work being delivered on site and the strength of our client relationships.

You'll also find updates from across the business, including Rhona Smith, Associate Director, Business Development, who shares an overview of our latest contract successes, and Richard George, Associate Director, Head of Projects, who provides an update on recent small works delivered by the team. In addition, we bring you the latest developments from our Health and Safety department, reinforcing our continued focus on maintaining the highest standards across all operations.

Be sure to turn to pages **16-17** to see our Employee of the Quarter

winners and runners-up. Once again, we've seen some outstanding examples of teamwork, initiative and excellence. Thank you to everyone who submitted nominations – please keep them coming via The Gateway.

With Mental Health Awareness Week taking place from 11th to 17th May 2026, this issue also includes a dedicated feature on mental health and wellbeing. We encourage you to take the time to read through it, as it highlights the support, resources and initiatives available to you here at Jaguar. Looking after your wellbeing remains a priority and we are committed to supporting you in any way we can.

That's all from me for this issue. Thank you once again for your continued dedication and enjoy the warmer weather as we head into the summer months! 🟡

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**Robbie Kitson,**  
Operations Director



**“Looking after your wellbeing remains a priority and we are committed to supporting you in any way we can”**

# → New wins, retenders and losses

We are pleased to share an overview of our recent business performance over the last quarter. Overall, the continued momentum reflects the strength of our relationships, the quality of our service delivery, and our ability to compete across a diverse portfolio.

## NEW WINS

We are delighted to announce several significant contract awards secured over the past quarter:

- **TDL – Major laboratory and logistics hub, Croxley Park, WD1**

Located just beyond our traditional London footprint, Croxley Park represents an important addition to our life sciences portfolio. This major laboratory and logistics hub strengthens our presence in a high-growth sector and demonstrates our ability to secure and support complex, specialist environments. The appointment further enhances our regional coverage while reinforcing our position within the life sciences market.

- **CBRE Portfolio, EC2 and EC4**

In partnership with CBRE, we have secured multiple contracts across their Central London portfolio, including Peterborough Court, Daniel House and Finsbury Dials. Each asset has undergone significant redevelopment, including full MEP plant replacement, and represents

high-quality, prime office space.

These appointments further strengthen our relationship with CBRE and reinforce our position across key City assets.

- **40 Bernard Street, WC1**

Following a successful tender process, Jaguar was appointed by Colliers to deliver M&E maintenance services at 40 Bernard Street. The building comprises approximately 60,000ft<sup>2</sup> of office accommodation.

- **25 North Colonnade (CARGO), E14**

Managed by Revantage, this landmark Canary Wharf building offers approximately 360,000ft<sup>2</sup> of premium office space. Having undergone a full refurbishment in 2020, it represents a high-profile addition to our portfolio and strengthens our growing presence in Canary Wharf. This appointment is particularly significant as it marks the start of a new relationship with Revantage, creating a strong platform for future collaboration and positioning us for further opportunities across their portfolio.



The Tower, SW8

## OTHER CONTRACT NEWS

### The Tower, SW8

We are excited to welcome back The Tower, a landmark 50-storey residential skyscraper. As one of the UK's tallest residential-only buildings, it features 223 luxury apartments alongside premium amenities including a 24-hour concierge, spa, gym and infinity pool.

## TENANT WINS

In addition to our core site wins, we have secured new tenant contracts:

- **Octopus Investments** at 33 Holborn
- **Houlihan Lokey** at One Curzon Street
- **Northern Trust** at 50 Bank Street.

## CONTRACTS LOST

As part of the natural lifecycle of our portfolio, several contracts have come to an end this quarter:

- **Centiva** (45 Pall Mall)
- **Beaufort Commodities** (n2)
- **City Point Vacant Floors**
- **JJJ Capital** (One Curzon Street)
- **Eisler Capital** (Lucent)
- **Dowlais** (Nova North).



25 North Colonnade, E14



Peterborough Court, EC4

## LOOKING AHEAD

While we have seen some contract losses, the strength and scale of our new wins highlight

continued growth and opportunity across the business.

We remain focused on delivering excellence for

our clients, strengthening partnerships and converting upcoming opportunities in the pipeline. Thank you to

all teams involved in securing and mobilising these contracts – your efforts continue to drive our success. ■

SPOTLIGHT ON A SITE

# One → America Square



Abel, Laverne  
and Jason  
keep everything  
running smoothly



## Meet the trio behind a building that combines the old and the new in London's historic insurance district

Located in the heart of the City, One America Square stands as a landmark Grade A office building, offering approximately 230,000ft<sup>2</sup> of prime commercial space across 15 floors. Positioned just moments from Fenchurch Street Station, running partially beneath the building, and only 400m from Lloyd's of London, the site sits at the centre of London's historic insurance district.

Home to a diverse mix of high-profile tenants including the Association of British Insurers, BMS Group, WeWork and Pure Gym, the building combines modern workspace with a historical backdrop. Beneath the structure lie exposed remains of the original Roman London wall, including part of Bastion 3, linking the site's present-day commercial significance with its deep-rooted heritage

The site team is made up of:

- **Jason Ajayi**, Site Manager
- **Abel Abera**, Mechanical Engineer
- **Laverne Lindo**, Contracts Support Administrator

Jason and Laverne have each been based at One America Square for more than two years, providing valuable continuity and in-depth knowledge of the building. Abel joined just over a year ago and has quickly become an integral part of the team. Together, their combined experience and collaborative approach enable them to respond effectively to the complex demands of the site.

The team is highly committed to maintaining and continuously improving building performance, consistently delivering against contract requirements. Engineering coverage is provided through a structured shift pattern (07:00–16:00 and 08:30–17:30). This is complemented by additional engineering support two days per week (08:00–17:00), most frequently provided by **Mick Tingling**, alongside regular support from engineers including **Mike Dallimore**.

The site team is further supported by Account Manager **Sally Burton** and Business Unit Head **Edward Spencer**.

Over recent years, the building has undergone significant upgrades to bring systems in line with modern standards. These include:

- Replacement of ageing chillers with new systems and air source heat pumps
- Upgrades to the fire alarm and sprinkler systems
- Ongoing improvements to critical plant and infrastructure.



### GENERAL BUILDING INFO

**Address:** One America Square, EC3

**Square footage:** 230,000ft<sup>2</sup>

**Number of floors:** 15

**Size of team:** One manager, one engineer, one cover engineer and one administrator

**Client:** CBRE

**Chillers:** Two carrier water cooled chillers and two air source heat pumps

**Boilers:** Three Remeha gas 610 eco boilers

**Generators:** One Perkins – 3012 TAG2 diesel generator

**Electrical supply:** HV and LV



Jason and Abel are part of a highly effective team



## GET TO KNOW THE TEAM!

### What was your first job?

**Jason:** First job in this industry was as an electrical apprentice. First ever job was a sales assistant at Sports Direct

**Laverne:** I worked as an office junior for a solicitor firm

**Abel:** Mechanical design engineer

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

**Jason:** Nigeria

**Laverne:** Jamaica

**Abel:** Oxford. I have some great memories there and I really enjoy its historic atmosphere, beautiful architecture and peaceful environment. It's always a place I'm happy to return to

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

**Jason:** *Reacher*

**Laverne:** *Tyler Perry's Sistas*

**Abel:** *Peaky Blinders*

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

**Jason:** Listen to gospel music, eat good food and watch some YouTube videos

**Laverne:** Prayer and reading

**Abel:** I like to spend time with friends, watch football and relax

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

**Jason:** Warren Buffett, to understand his wealth management strategies.

**Laverne:** Either Arlan Hamilton or Patricia Bright, just so I could pick their brains and understand their process

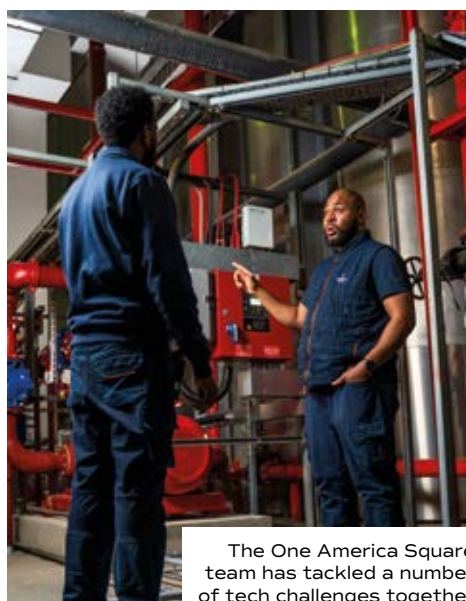
**Abel:** I would choose Elon Musk. I find it fascinating how he manages multiple companies and approaches decision-making at such a high level

Notably, the fire alarm and sprinkler upgrades were successfully managed by the on-site team, delivered on time and to a high standard demonstrating strong project ownership and technical capability.

One of the most technically challenging issues the team has faced involved a fuel transfer pump control fault. The original control unit was more than 30 years old, with no manuals available, preventing diesel transfer from the bulk storage tank to the day tank feeding the generator. The team had to source a suitable replacement control unit and tank sensor, restoring reliable generator operation.

Despite these challenges, the team finds the work rewarding. From diagnosing plant breakdowns to seeing projects through from start to finish, the role offers a sense of achievement.

One America Square is a great example of how a small, dedicated engineering team can maintain



The One America Square team has tackled a number of tech challenges together

robust M&E systems in a complex commercial building, combining technical expertise with innovative problem-solving to keep a central London landmark running smoothly.

Thank you for your time, Jason, Laverne and Abel. It was a pleasure to visit the building and find out a little bit more about One America Square. ■

**“The team is highly committed to maintaining and continuously improving building performance, consistently delivering against contract requirements”**

Laverne Lindo

■ **Building:** Hylo

**Address:** 103-105 Bunhill Row, EC1

**Validation and system rebalancing**

Comprehensive flow rate and AHU validation exercises were undertaken to assess the air volume delivered to the podium levels (levels 4, 5 and 6). The results identified that the system was operating below the original design parameters.

In response, the system was fully rebalanced in accordance with CIBSE guidelines, ensuring performance was restored and aligned with the specified design duty.

125 Old Broad Street



■ **Building:** 125 Old Broad Street

**Address:** 125 Old Broad St, EC2

**Accessible toilet and hallway upgrade (ongoing)**

A full refurbishment of an accessible toilet is currently under way, including the removal of existing fixtures and installation of a new DDA-compliant suite comprising WC, wash hand basin, tiling, lighting and hand dryer.

In addition, the adjacent hallway is being upgraded with floor levelling works, new tiling and skirting and a complete redecoration to enhance the overall finish and accessibility.



The Mayo Clinic



Hylo

↓

**PROJECTS UPDATE**

**Highlighting  
the small  
works  
delivered by  
our Projects  
team**

■ **Building:** The Mayo Clinic

**Address:** 15 Portland Place, W1

**Condenser and split system installation**

This project involved the supply, installation and relocation of an external condenser unit, alongside an upgrade to the internal split system and control interface. This included:

- Installing 50m of new pipework
- Provision of a dedicated electrical circuit with associated containment
- Full pressure testing of pipework systems
- Electrical testing and certification in line with BS 7671.

A previously decommissioned condenser unit was also successfully reinstated through replacement of the compressor and PCB board.

■ **Building:** Devonshire House

**Address:** 1 Mayfair Place, W1

**Ventilation modifications**

Ventilation modifications were undertaken to support the creation of three new meeting rooms. Initial validation was carried out on three FCUs to determine system capacity and suitability.

Following successful validation, the small works team extended the existing ductwork infrastructure to suit the revised layout. The system was then rebalanced to ensure optimal airflow distribution across all new spaces.



Devonshire House

■ **Building:** Camelford House

**Address:** 89 Albert Embankment, SE1

**L8 pipework remedial works**

A comprehensive programme of L8 compliance works was delivered across all 18 floors of the building. This included the removal of redundant dead legs throughout plant rooms, tank rooms, main BCWS pipework, calorifiers and tenant kitchen areas.

The scope also incorporated draining down calorifiers to facilitate the installation of double check valves (DCVs), ensuring improved system safety and compliance.



Camelford House

# Mental Health Awareness Week 11 - 17 May 2026



There are lots of steps we can take to make sure that our mental wellbeing is in good shape - and we are here to help you

This year's Mental Health Awareness Week is based around the theme of Action. Even small actions can help us feel hopeful and less powerless. And while our individual actions matter, when we come together, we are even more powerful.

The theme was chosen because while awareness is vital, real change comes when we take action too. We've come a long way on mental health in recent years, but we can't risk going backwards. There's still much we can do to prevent people becoming unwell in the first place.

## TAKE THE TIME TO TAKE ACTION

We've detailed out some of most common forms of action you can do to help yourself feel better if things get tough:

**Reach out** - chat to a mate when you start to hide away

**Be listened to** - have a chat and get it off your chest

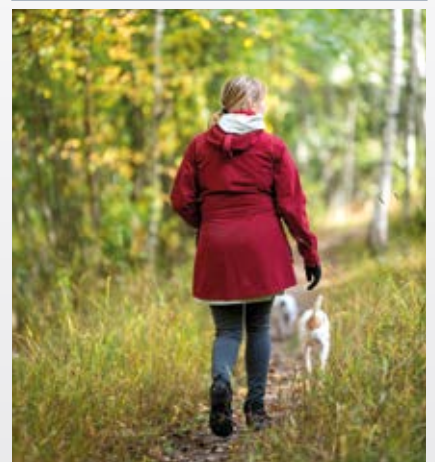
**Follow social media accounts** that you can relate to

**Have a chat with someone who will listen and not 'fix'** - a mate,

colleague or family, or call Health Assured or a free charity such as SHOUT or Samaritans

**Keep up with your routine** or add a new structure to your day

**Get outside** for a short walk





Taking up a hobby can improve your mental wellbeing

**Make a motivational playlist**

**Read a motivational or inspirational quote** to get perspective

**Do something new** such as volunteering

**Take up a new hobby**

**Get out of your comfort zone** and feel a sense of achievement from this

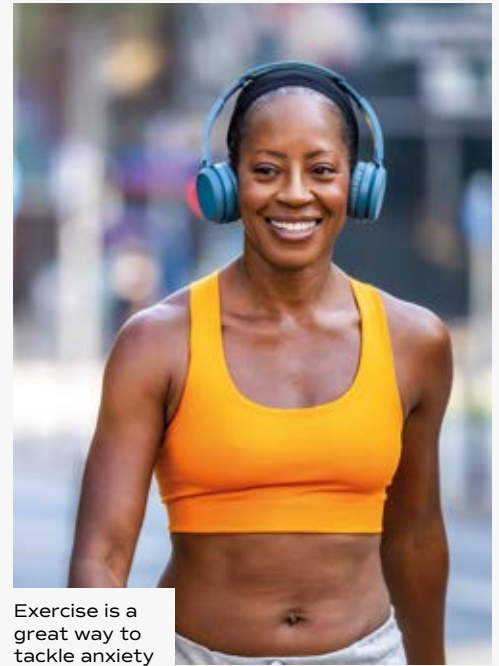
**Stop and pause** – take time to check in with your head by using mindfulness, writing or meditation

**Focus on breathing** – breathe in and out slowly for three minutes

**Switch off in a way that works for you**, with a book, film, video game etc

**Ask a mate how they are** – doing something for a friend can make you feel better

If you feel overwhelmed and want to be listened to, then **CALM** is available on **0800 58 58 58** from 5pm to midnight 365 days a year. They also have a web chat. You can find out more at [thecalmzone.net](http://thecalmzone.net)



Exercise is a great way to tackle anxiety

## HELPFUL TIPS FOR ANXIETY

### FOCUS ON YOUR BREATHING

When you're having anxious thoughts, try focusing on your breathing, concentrating on the feeling of your body as you breathe in and out. It can help you control the thought.

### 4-7-8 BREATHING TECHNIQUE

Close your mouth and quietly breathe in through your nose, counting to four in your head. Hold your breath and count to seven. Breathe out through your mouth, making a whoosh sound while counting to eight. Repeat three more times for a total of four breath cycles.

### GET MOVING

Exercise is a good way of dealing with anxiety. Remember, activity doesn't have to be vigorous; try gentle stretches, yoga or seated exercises. Or just go



**“We’ve come a long way on mental health in recent years, but we can’t risk going backwards”**

## OUR RESOURCES

- **Health Assured** – Offering 1-1 counselling sessions. This can be accessed through the telephone helpline on 0800 028 0199. Just call to start your consultation, or you can connect through the online chat feature in the ‘Wisdom App.’ To access the app, download it, then enter the Wisdom Sign-on Code MHA319123. You will only need to input this once and then click ‘Sign Up.’
- **Vitality** – If you are a member of Vitality, you can access their support for mental health. Even if you are not a member of Vitality, you can still access their monthly workshops.
- **Mental Health First Aiders** – We have several MHFAs within the business, with further trainees to be scheduled this year. Check The Gateway for further details.

### OTHER HELPLINES

- You can contact **Samaritans 24 hours a day, 365 days a year**. Call **116 123** (free from any phone).
- Papyrus HOPELINEUK on **0800 068 4141** (24 hours, seven days a week), email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) or text **07786 209 697**.
- If you would prefer not to talk but want mental health support, text SHOUT to **85258**. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.



for a walk. Going for a run, swimming or taking part in a fitness class can give you something else to think about. It needs a bit of concentration, so takes your mind of the anxious thoughts. Any amount of exercise will help.

### GET SUPPORT FOR MONEY WORRIES

A common cause of anxiety is money. If you're worried about not being able to pay bills, are struggling to repay debt or aren't sure if you can cover your family's living costs, seek help. Jaguar offers free financial advice through our financial partners, Shackleton's, and also, through Health Assured. Make sure you are claiming all the government support that you're entitled to. You can also speak to an organisation such as Citizens Advice or StepChange.

### GET SOME QUALITY SLEEP OR REST

Resting and having a good night's sleep is hard when your head is full of worries but there are some things that can help. If anxious thoughts keep you awake, write them down in your diary. If sleep is still not coming, get up and have a drink (nothing with caffeine!) and wait until you're feeling more tired before going back to bed. Keeping a note in your diary of your sleep patterns, what time you went to bed, what you ate, how often you woke up, etc can help you work out a routine that will help you get better quality sleep.

### EAT A HEALTHY DIET

For many of us, feeling anxious might cause us to reach for sugary snacks, junk food or alcohol. It's important that we don't turn to unhealthy foods or drink as a way to cope as they will do more damage in the longer term. Similarly, we should avoid smoking or taking recreational drugs. Eating healthy food regularly helps us to regulate our blood sugar and gives us the energy we need to live well. Remember caffeine in coffee, tea and fizzy drinks can affect your mood and cause sleep problems so it's best to have these in moderation and not too close to bedtime. ■

\*All of the above content was sourced from [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk). Visit their website for more information.

# Wellbeing calendar

Mental Health Awareness Week is the perfect opportunity to try something new, take a moment for yourself, and prioritise your wellbeing. We encourage you to explore the sessions below and sign up for anything that sparks your interest.

Although these events are hosted by Vitality, they're open to everyone at Jaguar, so why not get involved?

## WHAT'S COMING UP IN MAY:



### TAKING ACTION FOR YOUR MENTAL HEALTH - MONDAY 11TH MAY

A practical, down-to-earth session exploring what it really means to take action for your mental health. You'll uncover common barriers and leave with simple, realistic strategies to support your wellbeing across different areas of life.

[bit.ly/jbs-mha-11may](http://bit.ly/jbs-mha-11may)



### EQ VS IQ: WHY EMOTIONAL INTELLIGENCE MATTERS MORE THAN YOU THINK - FRIDAY 15TH MAY

Emotional intelligence plays a vital role in how we work and connect with others. This session looks at how EQ influences collaboration, leadership, performance, and overall wellbeing, along with practical tips to help you strengthen these essential skills.

[bit.ly/jbs-mha-15may](http://bit.ly/jbs-mha-15may)



### 30-MINUTE BODYWEIGHT PILATES - TUESDAY 26TH MAY

Take a break and recharge with this energising Pilates session. Designed to build core strength, improve posture and increase mobility, it combines controlled movement with mindful breathing to help reduce stress and leave you feeling refreshed and focused.

[bit.ly/jbs-mha-26may](http://bit.ly/jbs-mha-26may)



# Promotions

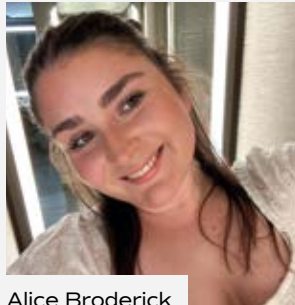
Discover the latest career moves happening across our business with an update on who's stepping up and taking on a new role

We're delighted to share several well-deserved promotions from across the business over the last quarter.

Congratulations to everyone on your new roles, we wish you every success as you take the next step in your careers.

- **Alice Broderick** – Contracts Support Supervisor (BU1) based at Head Office
- **Connie Bartlett** – Customer Services Manager at Landsec
- **Kai Pattinson** – Electrical Technician at The Northcliffe
- **Tom Amos** – Business Unit Head, Associate Director based at Head Office
- **Lee Tristram** – Business Unit Head (BU4) based at Head Office
- **Darren Moss** – Project Operations Manager based at Head Office
- **Will Kendall** – Technical Director, Associate based at One George Yard
- **Robbie Kitson** – Operations Director based at Head Office
- **Sid Newbon** – Business Unit Director (Associate), based at Head Office
- **Sam Potter** – Technical Services and Condition-Based Maintenance Manager based at One George Yard
- **Rob Knebeg** – Technical Services and Electrical Infrastructure Manager based at One George Yard
- **Peter Jefferies** – Mechanical Support Engineer (BU4) based at Citypoint

Congratulations to all on reaching this exciting next step in your careers! 🎉



Alice Broderick



Kai Pattinson



Tom Amos



Lee Tristram



Darren Moss



Will Kendall



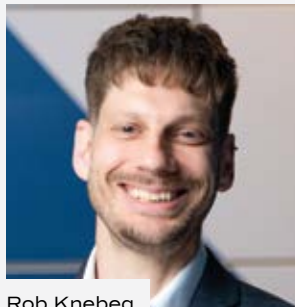
Robbie Kitson



Sid Newbon



Sam Potter



Rob Knebeg



Peter Jefferies

## JAGUAR ANNIVERSARIES

We're also proud to celebrate some significant long-service milestones within the business.

**Robbie Kitson** marked an incredible 25 years with the company in February 2026. Meanwhile, **Catherine Waite** (General Office Administrator, Head Office), **Philip Algar** (Shift Leader Technician, Citypoint) and **Austin Anumba** (Mechanical Shift Leader at Citypoint) will each celebrate 15 years with the business this April.

Reaching these milestones is a remarkable achievement and a true reflection of the commitment, loyalty and expertise within our team.



Catherine Waite



Philip Algar



Austin Anumba

**Thank you all for your continued hard work and dedication!**

Juanita and Alice are part of the CAFM team



## MEET OUR CAFM MANAGEMENT TEAM

# → The people behind the systems

Our CAFM team are the people behind the scenes keeping everything running smoothly, from setting up systems and managing your PPMs to stepping in whenever something needs a quick fix.

The management team is made up of Georgia Crosthwaite, our Contracts Support Manager, alongside Contracts Support Supervisors Phoebe Madden, Danielle Richards, Dagmara Michnik and Alice Broderick, and Contracts Support Administrator Juanita Charles. They work together to keep everything on track and support you day to day.

Based at head office, they sit at the centre of our operations. A lot of what they do happens behind the scenes but

their impact is felt across every site, every day.

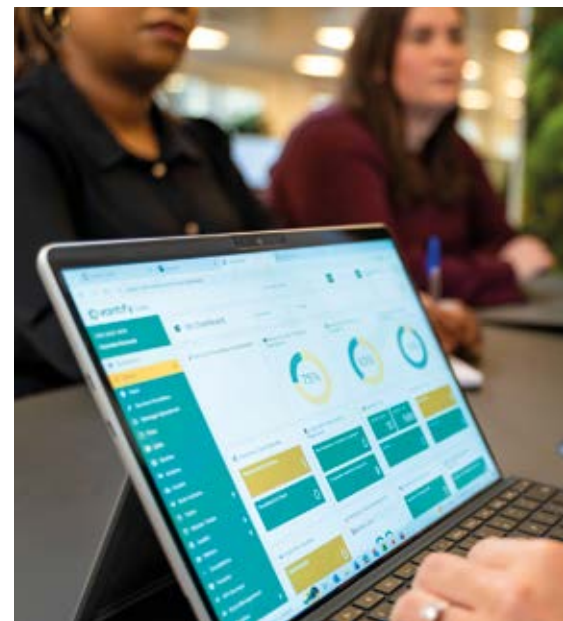
Over the past year, our CAFM team has grown significantly alongside the business. What was once a smaller function is now a well-structured team supporting four business units, each with its own Contract Support Supervisor and dedicated administrators. The team is now made up of more than 30 people and its growth reflects how important CAFM has become to everything we do.

Despite increasing, it's still a close-knit, collaborative group where people genuinely support each other to get things done. From the moment a

new contract is secured, our CAFM team is dealing with complex system uploads to ensure the planning of PPMs is correct, creating user accounts to access the site and purchasing MRI licences if needed.

Once a site is live, the team stays involved throughout the life of the contract, delivering training (often on-site), offering day-to-day support, assisting with reporting requirements and managing any system changes or updates to ensure continued efficiency throughout the contract.

The team also plays a key role in recruiting new administrators, whether to support newly secured contracts or fill existing vacancies.



## WHAT CAN THE CAFM TEAM HELP WITH?

- Overseeing data entry and keeping CAFM/CMMS systems accurate and up to date.
- Delivering training and ongoing support to our site teams.
- Assisting with reporting, audits and maintaining compliance systems.
- Liaising with subcontractors and keeping statutory documentation up to date.
- Ensuring compliance across platforms such as Vantify and Concept.
- Providing admin cover and general day-to-day support when teams need an extra hand.
- Supporting contract mobilisations and demobilisations to help set things up smoothly from day one.
- Managing and tracking PPMs, reactive tasks and maintenance schedules.
- Supporting general admin tasks, including ordering and onboarding new starters.



Their responsibilities include coordinating interviews, reviewing candidate assessments and communicating outcomes to applicants.

One thing that really sets them apart is how closely they work with site teams. Many of them have come from site-based roles themselves, so they understand the day-to-day challenges engineers and administrators face. That experience makes a real difference, especially when it comes to training and support.

For those who've made the move from site to head office, it's given them a new perspective, particularly around how much work happens behind the scenes. The team works closely with the Business Development team when contractual

changes may have cost implications, and with our Mobilisation department to ensure that when new plant is installed, the right PPMs are set up and ready for engineers to deliver. They're also in constant contact with Account Managers, making sure all CMMS requests are reviewed and approved before any changes are made, keeping everything accurate, aligned and running as it should.

Their work underpins everything from compliance to arranging site cover. They make sure PPMs are scheduled correctly, data is aligned and training is carried out, as well as organising where their administrators will be and supplying admin cover to sites who need it. This allows site teams to focus on delivering a great service without worrying about what's happening in the background.

We asked Contracts Support Manager Georgia what she enjoys most about the role. She said: "The people. Whether it's visiting sites, meeting new teams or supporting colleagues across the business, it's the relationships that stand out. It's also what makes the role so varied; no two days are ever the same."

The CAFM team might not always be front and centre, but it plays a huge part in keeping everything on track. They're problem-solvers, organisers, trainers and a key support system all in one. Thank you for taking the time to chat to us! ■

## QUICK FIRE QUESTIONS

### First job?

**Alice:** Working in M&S

**Phoebe:** Gymnastics coach

**Danielle:** Checkout assistant at Morrisons

**Georgia:** Customer Assistant at M&S

**Dagmara:** Sales consultant

**Juanita:** Assistant at a hair salon

### Best piece of advice you've been given?

**Alice:** Don't make permanent decisions on temporary feelings

**Phoebe:** Always be yourself - the right things will come your way

**Danielle:** Consistency beats intensity

**Georgia:** Believe in yourself

**Dagmara:** Focus on what you can control and let go of what you do not have control over

**Juanita:** Master your emotions, as a calm mind can handle any situation

### What's your hidden talent?

**Alice:** Forgetting names seconds after someone introduces themselves!

**Phoebe:** It's still hiding from me!

**Danielle:** Top basketball arcade machine scorer

**Georgia:** I can draw

**Dagmara:** Staying motivated on long or repetitive tasks





## TRANSITION FROM BSI TO ISOQAR FOR ISO ACCREDITATIONS

We are pleased to announce that we will be transitioning from our current certification body, BSI, to ISOQAR for the verification of our ISO 14001, ISO 45001, ISO 9001 and ISO 50001 management systems.

This move has been carefully considered following recent expansions of our management system scopes. The transition reflects our dedication to ensuring our certification arrangements remain closely aligned with our operational needs and our ongoing commitment to continual improvement.

Having already supported us in achieving our ISO 27001 certification, ISOQAR's approach and expertise provide the right fit to support us as our systems continue to develop and align further.

Updated certificates will be issued to site reflecting the change in certification body, so all noticeboards will require updating.



The training course included a practical assessment based on a real-life emergency scenario

# Health & Safety Update

## CONFINED SPACES TRAINING

Lauren Jackaman has recently completed her City & Guilds Confined Spaces Entrant and Entry Controller (Medium Risk) training, allowing her to sign off JBS Site Managers as Confined Space Authorised Persons.

Lauren spent two days completing the course in Brentwood, which involved a theory exam and a practical assessment of an emergency scenario occurring within a confined space.

She said: "It was really interesting learning in detail about the specified risks, but I found that being exposed to a real-life confined space and being shown how to react in an emergency was the most beneficial part of the course.

"The training has given me the confidence to oversee confined space entries on site, while also knowing what to look for when reviewing safe system of work (SSoW) documents that have been sent over by the site teams." ■

## CONFINED SPACE WORKS REMINDER

There have been 25 confined space works across all sites so far in 2026, with the H&S team signing off eight new confined space APs since the start of the year.

Please remember that the H&S team requires a minimum of two weeks' notice for all confined space works that are taking place on site. This is to ensure all subcontractor documentation can be reviewed, and a safe system of work can be confirmed in good time prior to works commencing. The team should be notified of all confined space tasks via the confined spaces email address - [confinedspaces@jbs-ltd.co.uk](mailto:confinedspaces@jbs-ltd.co.uk)

# COSHH

The H&S team has recently seen an increase in requests for new COSHH assessments for products used/stored on site. Going forward, the following approach should be taken:

- New COSHH assessment requests:
  - All requests must include a reason outlining why this product is required.
  - Requests will be reviewed and approved by the H&S team before an assessment is created.
  - There will be a two-week turnaround for the creation of a COSHH assessment.

The COSHH inventory on SharePoint contains more than 1,560 COSHH assessments for products used on site. When purchasing new chemicals for your site, please do check the COSHH inventory first to see if you can buy a chemical that already has an existing COSHH assessment on SharePoint.

If you have any queries relating to COSHH products, please contact SHEQ Systems Administrator James Taylor, at [jtaylor@jbs-ltd.co.uk](mailto:jtaylor@jbs-ltd.co.uk), who can assist you. ■

COSHH Assessment			
CA1555 WTP H305 (Hydrocort)			
Activity	Corrosion inhibitor		
How substance will be used	Poured into drinking unit		
Area of use	V9104		
Accepted and approved by	Louise Davies CMOSH		
Date	31/03/2025		
Review date	31/03/2025		
Hazard Identification			
Please describe the properties of the substances used in the task (mark X as appropriate)			
Substance(s) used in the task	Nature of hazard(s) associated with substance	Route of entry	WEL
Polyisobutylene 10-30%	Causes severe skin burns and eye damage.	Skin	Potassium Hydroxide
Potassium Hydroxide 1 + 10%		Eye	STEL: 3mg/m3
Imidazoquinoline Tricarbonyl acid 1 + 10%		Inhalation	



# Q1 AUDIT AND INSPECTION STATS

The H&S team has completed 39 audit and inspections so far this year

# 10

sites scored more than 90%

# 15

sites have improved on their 2025 audit score

# 8

new contracts have been audited so far this year

The highest scoring sites of the year so far are...

# 97.02%

## The Heron

# 96.77%

## The Fold

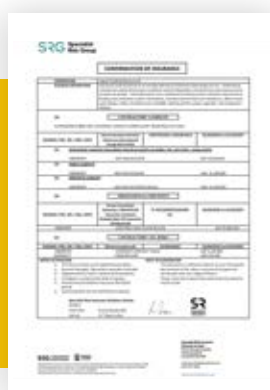


### DID YOU KNOW?

Products classed as non-hazardous no longer require an COSHH assessment.

If you have any non-hazardous products on site:

- Ensure the MSDS sheet has been printed and filed within the COSHH folder on site.
- Update the COSHH inventory to reflect that a COSHH assessment is not applicable for this product,



### NOTICEBOARD UPDATE

Jaguar has recently renewed the company insurances (public, products and employer's liability) and the Gas Safe accreditation. These documents have been communicated to site teams and also uploaded to the SharePoint Document Library, so please ensure your noticeboards have been updated accordingly to reflect this.

# Employee of the Quarter

From taking vital action after a fire broke out to dealing calmly and professionally with a major power outage, discover how our colleagues have been going above and beyond to deliver exceptional service to Jaguar and our grateful clients

We're proud to recognise this quarter's individuals for their exceptional contributions in supporting our sites, clients and colleagues. From outstanding teamwork in critical moments to consistent dedication behind the scenes, they represent the very best of Jaguar. ■



## Vote for your next Employee of the Quarter

If you know someone who deserves recognition, don't forget to submit your nominations via **The Gateway**. All nominations for the next quarter must be submitted by **Wednesday 1st July 2026**.

Let's continue to celebrate the great work happening across Jaguar, and we look forward to seeing your nominations!



Roberta Lanzo

### RUNNERS-UP

#### ROBERTA LANZO, CONTRACT SUPPORT ADMINISTRATOR

Roberta continues to be a highly valued member of the roving admin team, consistently demonstrating reliability, professionalism and a strong work ethic. She plays a vital role in supporting multiple sites, ensuring documentation, compliance and reporting are always accurate and up to date.

Her attention to detail and proactive approach mean that potential issues are identified early,

contributing to the smooth and efficient running of her sites. Roberta is also instrumental in training new administrators, providing both structured guidance and ongoing support to ensure they are confident and capable in their roles.

Recently, she has provided significant support during site mobilisations, including at 8 Lancelot Place, where she assisted the new Site Manager in setting up systems and logbooks. Always willing to go the extra mile, Roberta's positive attitude and commitment make her a key asset to the team.

#### MICHAEL WALTON, SITE SUPERVISOR, AND SAJJAD SHAFIEI, ELECTRICAL TECHNICIAN AT ONE CURZON STREET

Michael and Sajjad have been recognised for their commitment during a major power outage at One Curzon Street. Responding late in the evening, both attended site and remained on duty throughout the night to manage the situation.

They carried out detailed checks across the building, monitoring systems, supporting generator

Reda Alhoussaini



### SPECIAL RECOGNITION

#### REDA ALHOUSSAINI, SITE SUPERVISOR AT GRAINHOUSE

Reda has been commended for his outstanding support



Sam Brown

Ihsan Obaid



Kelvin Ajise and Sean Flint



## WINNERS

**Sean Flint, Electrical Engineer; Kelvin Ajise, Tenant Shift Support Supervisor; Sam Brown, Electrical Shift Technician and Ihsan Obaid, Mechanical Engineer at One Angel Court.**

This quarter's winners are recognised for their swift and decisive actions during a fire at One Angel Court. Their immediate response ensured the situation was quickly brought under control, preventing what could have been significant damage. Their professionalism, teamwork and calm approach under pressure truly set them apart.

operations and ensuring tenant areas remained safe and operational. Despite the issue originating externally, they maintained full control of the situation on site, working closely

with the SAP team to resolve technical faults and restore services. Following reinstatement of power, they continued working into the early hours to verify all plant and systems were fully

operational, ensuring the building was ready for occupancy.

Their dedication and their professionalism earned high praise from the Building Manager - well done Michael and Sajjad!

Sajjad Shafiei



Michael Walton



Michael Walton and Sajjad Shafiei

## NOMINATIONS

A special mention also goes to the following individuals for their excellent work this quarter:

- **Peter Bryant**, Site Manager at Beaufort House
- **Ryan Perrett**, Site Supervisor at Thames Court
- **Talvinder Plaha**, Site Supervisor at 2 Gresham Street
- **Roberto Tubil**, Mechanical Technician at 2 Gresham Street

and professionalism at Grainhouse. His positive attitude and willingness to go the extra mile have made a strong impression.

Thank you for all of your hard work, Reda, and we hope that you enjoy your voucher.

### STEPPING UP AT SPITALFIELDS

We'd like to recognise the fantastic efforts of **Ioannis Tzagarakakis** and **Riley Clifton** at Spitalfields, who have both gone above and beyond during a recent period of change.

Stepping up from their usual roles, Ioannis has taken on day-to-day site operations and quickly adapted to new systems, while Riley has provided invaluable support both remotely and on site, often

outside of his usual working hours.

Their teamwork, flexibility and dedication have been key to keeping the site running smoothly. Thank you both for your continued hard work and support.



More than 70 in-person checks were carried out during the sessions

## ANNUAL HEALTH CHECK SUCCESS

It was fantastic to see so many colleagues taking part in this year's health checks at our Head Office.

Across the sessions, we delivered more than 70 in-person health checks, giving everyone the chance to step away from their day, focus on their wellbeing and gain valuable insight into their overall health.

Initiatives like this play an important role in supporting our teams and it's great to see such strong engagement from across the business.

A big thank you to everyone who took part, we're excited to build on this success and hope to welcome even more of you next year.

# An InSite into our Community OnSite

Find out how we're supporting your health and wellbeing as meet the charity champions taking on gruelling sporting challenges to raise money for good causes

## TAKING ON CHALLENGES AND MAKING A DIFFERENCE

**Bradley Digby, Site Manager at 15 Finsbury Circus, will be taking on the incredible challenge of running this year's London Marathon.**

Bradley is raising money for Spinal Research, supporting the estimated 105,000 people across the UK living with a spinal cord injury. For many, this means a lifetime of ongoing care, significant financial pressures and an increased risk of further health complications - making this a truly vital cause.

Bradley has shared his sincere thanks for the support he's received so far, adding that every contribution genuinely makes a difference. If you'd like to support him, you can donate at [bit.ly/jbs-bdmarathon](http://bit.ly/jbs-bdmarathon)

Also taking on the marathon this year is **Jack Meluish, Water Treatment Engineer at St Katharine Docks.**

In April last year, Jack was involved in a very serious incident and was airlifted to the Royal London Hospital in critical condition.

Thanks to the incredible response and care from the London Air Ambulance Charity, Jack not only survived but has gone on to challenge every medical expectation placed before him. Now, he's

running the London Marathon to give back and support the life-saving work that helped him. You can support Jack at [bit.ly/jbs-jmmarathon](http://bit.ly/jbs-jmmarathon)

**Charlotte Ford, Contract Support at Allen & Overy, is taking on an entirely different challenge - Race the Sun across the South Downs.**

Alongside three teammates, Charlotte will complete a gruelling triathlon-style event from sunrise to sunset: cycling 31 miles, hiking 10 miles, and paddling two miles - all in one day.

The team is raising funds for Action Medical Research for Children, a charity that has played a key role in some of the UK's most important medical breakthroughs, including the development of the polio vaccine, advances in meningitis treatment and stillbirth prevention. Despite this progress, thousands of babies and children are still waiting for treatments and cures that don't yet exist.

If you'd like to support Charlotte and her team, please

visit [bit.ly/jbs-cfmarathon](http://bit.ly/jbs-cfmarathon)

If you would like to include any sponsorship links in July's issue, please contact Rebekka Gough at [rgough@jbs-ltd.co.uk](mailto:rgough@jbs-ltd.co.uk)

Bradley Digby



Jack Meluish



Charlotte Ford



## WELLHUB: WHAT OUR TEAM IS SAYING

Following our latest Staff Panel meeting, we were delighted to receive some fantastic feedback on our newest benefit, Wellhub.

We've shared a selection of comments from colleagues below, so if you've been hesitant about getting involved, this might just give you the nudge you need to give it a try!

**“ I think the Wellhub is a great perk and pretty user-friendly. Absolute no-brainer for the price with great selection of things to do and places to go”**

“I have signed up mainly to get the free Strava membership, which I view as a good worthwhile benefit”

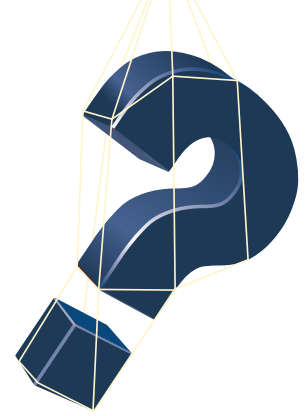
“It's been saving me money and giving me the flexibility to choose any gym in the area I'm in, which is incredibly helpful. It also allows my wife to join, making it even more valuable for us. Please keep this benefit available”

**“I USED THE WELLHUB APP FOR THE FIRST TIME AT THE WEEKEND AND IT WAS VERY EASY TO USE AND GREAT VALUE FOR MONEY. I HAD TO UPGRADE TO THE BASIC PACKAGE TO USE MY LOCAL GYM BRANCH. IT COST ME £9 AND THE NORMAL MEMBERSHIP FOR A MONTH IS ABOUT £30”**

**“ The app is easy to use and opens up some great gym opportunities, so I have signed up. In my opinion it's a great benefit, so I hope it's maintained”**

“I would just like to let you know that I am using Wellhub for a silver membership. The price and the flexibility are fantastic and great value for money. Hopefully it will continue”

“I love Wellhub. It allows me quickly to switch off/de-stress. I go to a gym or exercise almost every day, that improves my mood a lot, so this improves my work efficiency. Normal membership is too expensive for me so I joined Wellhub straight away as memberships are affordable”



## Technical Question

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

**April's Technical question is: A component within a generator set engine, I control the engine's speed under varying load conditions by regulating fuel flow. What am I?**

Submit your answer via The Gateway by Wednesday 1st July to be in with a chance of winning £20. All correct answers will be entered into a prize draw, good luck!



**JANUARY'S WINNER IS DEAN POLAND!**

Well done **Dean Poland**, Support Engineer from Business Unit 1, for answering our Technical Question correctly! A voucher is on its way. January's question was:

**Q: What is the primary function of an Automatic Transfer Switch (ATS)?**

**A: To automatically transfer the electrical load between the normal supply and a standby power source.**

Something  
**exciting** is coming!



Exclusive employee 40% discount  
code across **HellyHansen.com**

**For one weekend only!**

Keep an eye out for announcements via email and text.



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