InSite

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One of The Halo's guardian angels

Find out how Ali Gorur and his team keep one of the UK's key diagnostic and pathology centres up and running

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JAGUAR BUILDING SERVICES

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PROTECTING OUR WATER
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AN UPDATE FROM

Louise Davies

SHEQ MANAGER – ASSOCIATE DIRECTOR

Welcome to our final newsletter of 2026. As we approach the end of another busy and successful year, I would like to take this opportunity to thank everyone for their continued hard work, commitment and contribution to the business.

It's been another year of progress and achievements, and this is a great opportunity to recognise the people who make a difference every day and look ahead to the year to come.

In this issue, we share the latest business updates, including our new contract wins and retenders. We also take a closer look at the people and projects that help make our business what it is, with A Day in the Life of Ali Gorur, Site Supervisor at The Halo, and our Spotlight on 25 North Colonnade. We also explore the important topic of water treatment and the role it plays in safe, compliant and effective building operations.

It's fantastic to see so many nominations for Employee of the Quarter. Well done to everyone who has been nominated and congratulations to our winners! Recognition like this is a great way to celebrate the hard work and positive contributions of colleagues. A special congratulations also goes to my fellow Associate Director, Richard George, and the Projects Team for organising a fantastic charity golf day. It's great to see colleagues coming together to support worthwhile causes while strengthening the relationships that make our business successful.

Speaking of charity, we've seen some fantastic fundraising and team-building events, including the Tour de Pat, Preston Recruitment five-a-side, JLL 5k and The Gilbert's 5k. I even got involved with a stint on the bike for the Tour de Pat... I'm just glad there's no photographic evidence!

Our Health and Safety update is particularly important as we move into winter. We share seasonal safety reminders to help everyone stay safe, alongside an important reminder about the dangers of working at height. Falls from height remain the leading cause of workplace fatalities in the UK and we must never become complacent. Following safe systems of work, using the right equipment and planning tasks properly are essential to preventing serious incidents.

This issue also includes an insight into our subcontractor management processes and the work that goes on behind the scenes to ensure our subcontractors remain compliant and work safely.

Looking after our people remains just as important. You may have seen our recent communications reaffirming our commitment to employee health and wellbeing. As part of this, we're pleased to offer all employees a free flu vaccination voucher for the upcoming flu season. We encourage everyone to take advantage of this opportunity and continue to prioritise their health and wellbeing throughout the winter.

Finally, as we bring the year to a close, I would like to thank everyone for the part they have played in our achievements throughout 2026. We have so much to be proud of, and our success is built on the collective effort, professionalism and dedication of our teams. We look forward to celebrating together at the Christmas party on 11th December!

From all the Directors, we wish you and your families a happy, healthy and safe festive season and a positive start to the New Year.

Louise Davies,
SHEQ Manager – Associate Director



"It's a great opportunity to recognise the people who make a difference every day and to look ahead to the year to come"

New wins, retenders & changes

As we approach the end of another busy and successful year at Jaguar, we're pleased to share news of further contract wins and renewals, plus some further developments within our BD team.

Welcoming new faces to Business Development

It's been an exciting few months for the Business Development team, which has welcomed three new colleagues – Jack Whalley, Estimator, and Kirsty Swire and Annabel Witted, both Administrators.

The ten-strong team is now the largest BD team at Jaguar to date! This investment strengthens our capacity to support continued growth, pursue new opportunities and build on the success of the business.

A very warm welcome to Jack, Kirsty and Annabel.

New contract win – 2 Broadgate

We're pleased to have secured an important addition to our portfolio – the contract to provide mechanical and electrical maintenance services for A&O Shearman at 2 Broadgate.

A dedicated on-site team of eight colleagues will comprise one Supervisor, two Handymen, four Shift Engineers and a CAFM/Support Administrator.



2 Broadgate

Securing a win of this scale reflects the confidence placed in Jaguar's ability to deliver technically competent, reliable building services.

Congratulations to everyone involved in bidding for and mobilising the contract. We look forward to developing our relationship with A&O Shearman and supporting our new colleagues at 2 Broadgate.

Further success in the tenant market

Several tenant appointments have been secured across buildings where Jaguar already has an established presence. Our latest wins include:

- ODI at Kings Place
- GoCity at The Grainhouse
- Daiwa at Peterborough Court
- Olix at Angel Square
- OCBC at the Gilbert
- C&C group @ SMLG.

These appointments allow us to build on existing relationships and extend our services within properties we already know well. Well done to everyone involved in securing these additional contracts.

Retender success at 55 Ludgate

We're very pleased to announce the retention of the M&E maintenance contract at 55 Ludgate, following a competitive retender process with Colliers. We've been working at the building since 2020.

Arron Walker, Account Manager, said: "We're looking forward to the next three years and continuing to support Colliers in maintaining the high standards expected at the property."

Our thanks go to Colliers for their continued confidence in Jaguar,


55 Ludgate

and to Arron and the wider site and operational teams whose efforts have helped secure this important renewal.

Changes to our contract portfolio

Some existing tenant contracts came to an end in the final quarter, including:

- Brevan Howard
- 1 Merchant Square – Levels 8 and 9
- Adecco and Investigo at Allen & Overy
- Playtech at Midcity Place.

While it's disappointing to see contracts end, changes of this nature are part of the normal business cycle.

We thank everyone who has been involved in supporting our customers throughout their time with Jaguar.

Citypoint – the end of an era

After 15 years at Citypoint, our contract ends on 2nd November 2026. This follows a retender process in which BGRE was selected as an alternative service provider.

We're naturally disappointed but 15 years is a significant achievement and one that everyone involved should be proud of. Thank you for your professionalism and contribution.

Looking ahead to 2027

As 2026 comes to a close, we can reflect on a year of significant achievements. Our success is built on the commitment and teamwork of colleagues across the business, both at Head Office and on site. Thank you to everyone who has contributed to our achievements this year.

Wishing everyone a good festive break and all the best for a happy, healthy and successful 2027!

"Securing a win of this scale reflects the confidence placed in Jaguar"



Christopher Perkins, Ellie Cloud and Zak Marrion

SPOTLIGHT ON A SITE

25 North Colonnade

Meet the expert team keeping things running smoothly at one of our most recent additions

Spanning approximately 390,000 sq ft across 17 floors, 25 North Colonnade is home to a dedicated four-person engineering team responsible for the landlord areas. Jaguar secured the account in March 2026, making the building one of the newer additions to our portfolio.

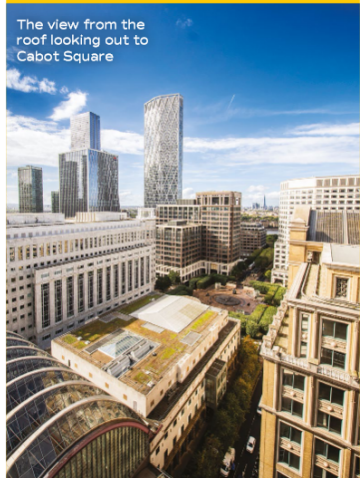
We met Contract Manager Chris Perkins, who joined 25 NC in 2020 during an extensive refurbishment and modernisation programme. Chris advised that, as of October 2026, the building is fully occupied, combining office accommodation with public restaurant spaces and providing a base for several well-known international businesses, including Australia and New Zealand Banking Group (ANZ), Boston Consulting Group (BCG) and BP. The building and surrounding areas are often used in movie shoots, as the area isn't especially busy over the weekend.

Chris said: "At 25 North Colonnade, the cleaning, security and engineering teams all work closely together, communicating effectively, supporting one another and we all share a common goal: delivering the best possible service for the building, its occupiers and our client." This collaborative approach has helped create a positive working environment where relationships are built on communication and mutual respect.

Account Manager David Randall is particularly proud of the team and the way they have taken on the challenge. He said: "They have been superb and embraced the change fantastically. I am lucky to have them on site."

GENERAL BUILDING INFO

Square footage: 390,000 approximately
Number of floors: 17
Size of team: 4
Staff coverage: Landlord areas
Client: Owner: Revantage, Managing agent: JLL
Chillers: 4 Trane chillers
Boilers: 4 Hoval boilers
Generators: 2 generators on site
Electrical supply: 11KV, 2 incomers



The view from the roof looking out to Cabot Square

BEYOND THE BUILDING

The team's commitment extends beyond day-to-day building operations. At 25 North Colonnade, there is a genuine appreciation for the wider community and the environment.

Contract Administrator Ellie has been part of the team for two years and regularly participates in the building's river clean-up initiatives alongside members of the wider 25 North Colonnade community.

The building also features rooftop beehives, supporting biodiversity and bringing an additional environmental focus to the site.

These initiatives reflect an approach that goes beyond simply managing a building. They demonstrate a commitment to creating a connected community, encouraging involvement and taking practical steps to support the environment.

MEETING CHALLENGES

Behind every successful site is a team capable of responding when the unexpected happens. At 25 North Colonnade, that commitment was put to the test when a generator suffered a major mechanical failure.

During a routine generator test, Zak was carrying out the procedure when the impeller came off the shaft as it accelerated towards full speed. The resulting damage destroyed the radiator and breached the generator's safety caging, creating a significant operational challenge.

With the building's resilience and life-safety systems a priority, the team acted quickly to source, coordinate and install a temporary generator, helping to minimise risk to building occupants and maintain essential resilience.

From the initial breakdown to the installation of the temporary generator, the entire operation was completed within just 72 hours.

The work involved running 15 cables through 16 floors, requiring careful coordination, planning and collaboration to deliver the solution safely and efficiently.

It was a significant logistical challenge, but one the team rose to with determination and professionalism. Their response demonstrated the importance of having a knowledgeable, committed team that can adapt quickly and work together under pressure.

THE TEAM:

Christopher Perkins, Contract Manager
Ellie Cloud, Contract Support Administrator
Zak Marrion, Lead Engineer
Max Knight, Multiskilled Engineer (Max was on annual leave during the photoshoot)
Account Manager, David Randall
Roger Starling, Business Unit Head



Lead engineer Zak checks systems

WELCOMING THE TEAM

When Jaguar secured the 25 North Colonnade account in early 2026, bringing the existing team across through TUPE was an important part of establishing a successful partnership.

From day one, building positive relationships and creating a welcoming, supportive environment were key priorities. The team's willingness to embrace the change, combined with a strong sense of collaboration, helped make the transition a positive experience and laid the foundations for the trusted relationships that continue today.

The success of the transition reflects our commitment to welcoming colleagues, recognising the value they bring and ensuring they feel supported as part of the wider team.

It also highlights that a successful contract mobilisation is about much more than processes and procedures. It is about people, relationships and creating the right environment for everyone to succeed.

A huge thank you to Chris, David, Ellie and Zak at 25 North Colonnade for making us feel so welcome, sharing their experiences and giving us an insight into what makes the site such a success. The spotless plantrooms were also some of the very best we've seen!

GET TO KNOW THE TEAM

What was your first job?
Chris: I was a printer I worked for Her Majesty's Stationery Office
Ellie: Sainsbury's bakery, age 16
Zak: Christie's auction house

Where's your favourite place in the world?
Chris: Mexico
Ellie: A beach in Sardinia
Zak: New York

What's the last series you watched?
Chris: *Mobland*
Ellie: *Desperate Housewives*
Zak: *Kill Jackie*

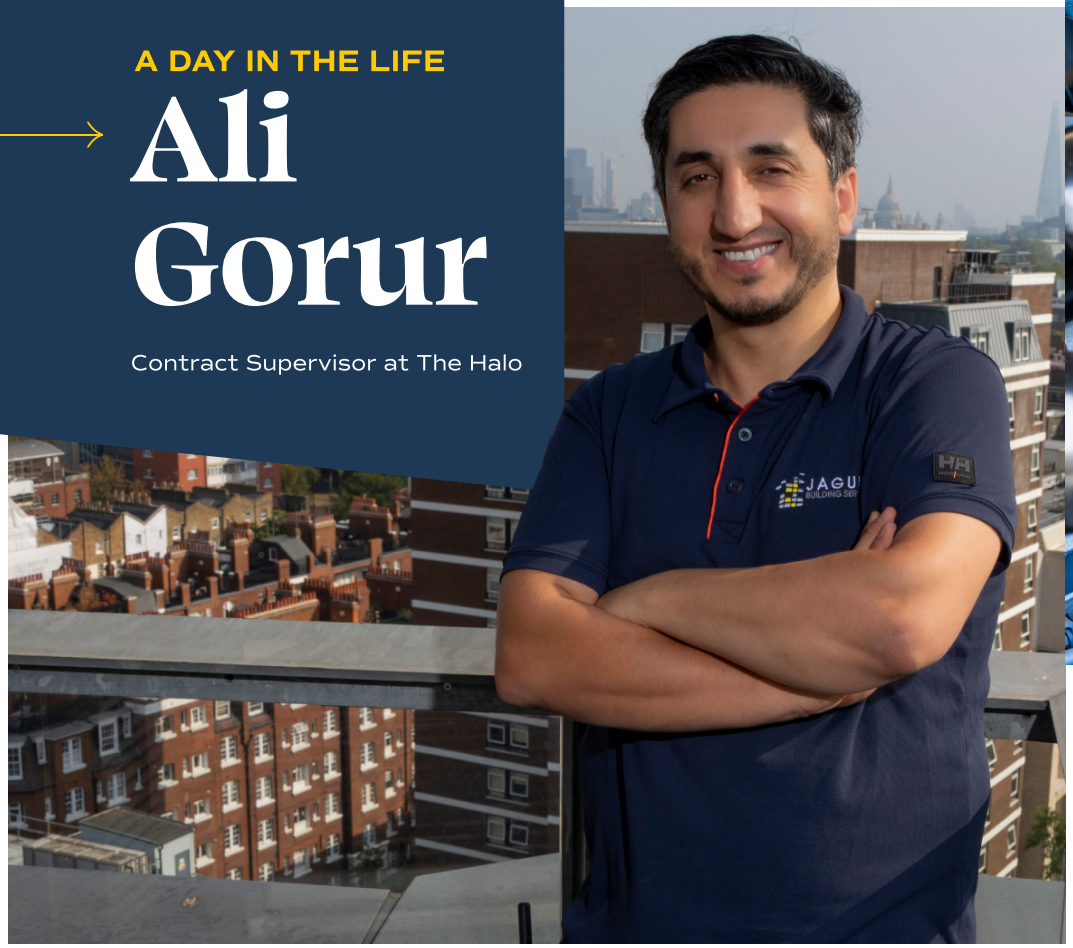
What's your favourite way to unwind after a busy day?
Chris: On the sofa with a glass of wine
Ellie: PJs and a movie
Zak: Relaxing with the family

If you could trade places with anyone for a day, who would you choose?
Chris: Lord Mayor of London so I could cancel the Blackwall tunnel charges
Ellie: Kim Kardashian
Zak: I wouldn't want to trade places with anyone else for the day but I would love to meet Sir David Attenborough

A DAY IN THE LIFE

Ali Gorur

Contract Supervisor at The Halo





Ali Gorur joined Jaguar three years ago at Premiere Place and has been based at The Halo since January 2025. We caught up with him to find out more about his experience and what it takes to manage one of our most technically critical buildings

The Halo Building, located at 1 Mabledon Place in Kings Cross, is the flagship facility for Health Services Laboratories. It provides pathology and diagnostic services to several major hospitals and trusts in and around London.

The Halo is a particularly interesting site for Jaguar, as it's one of our few life sciences locations. The building supports critical laboratory operations, with specialist equipment and systems playing an essential role in preserving medical samples and supporting laboratory testing. Reliability is therefore key, and the engineering team has to be prepared to respond quickly when issues arise.

MORE ON THE HALO

The engineers' office is located directly opposite an underground car park used by TDL Collect's medical courier network, where a fleet of dedicated courier mopeds is based.

TDL Collect is an in-house medical courier service responsible for scheduled and ad-hoc collections from hospitals, clinics and private practices across London and the M25 area. Samples are carefully packaged in controlled and tracked transport boxes before being transported to The Halo for laboratory testing.

Ali showed us around the area and explained how the different elements of the operation work together. It was a great insight into the wider role The Halo plays, from the initial collection of medical samples through to their arrival at the laboratories.

With such a critical operation taking place around the clock, Ali and his team play an important role in ensuring the building and its specialist systems remain safe, reliable and fully operational.

WHAT DOES A TYPICAL DAY LOOK LIKE FOR YOU, AND HOW OFTEN DOES IT ACTUALLY GO TO PLAN?

The first thing I do each day is review the handover notes from the previous shift, check emails and respond to any urgent matters. I also spend time supporting and supervising my team of engineers, ensuring they have the resources and guidance they need to carry out their work safely and effectively. While I start each day with a plan, it rarely stays that way for long. We operate in a busy and highly reactive laboratory environment, where new issues can arise at any time. Because the building supports critical laboratory operations, any faults or equipment failures need to be addressed immediately to minimise risk and prevent disruption. A swift response is essential, as delays could have an impact on the integrity of time-sensitive blood samples and other laboratory processes. This means priorities can change quickly, and being adaptable and able to make decisions under pressure is a key part of the role.

> "We operate in a busy and highly reactive environment where issues can arise at any time"

HOW DO YOU PRIORITISE COMPETING CLIENT REQUESTS?

A key part of my role is balancing compliance obligations, urgent health and safety hazards, and reactive maintenance issues that may disrupt a client's business. This requires assessing priorities, making informed decisions and finding effective solutions in situations that can often be complex and demanding.

CAN YOU TELL US A LITTLE BIT ABOUT SPECIALIST EQUIPMENT IN THE HALO?

One of the most critical plants we maintain in our building is the diesel rotary uninterruptible power supply (DRUPS) unit, which protects the building in terms of mains electrical supply. It is an integrated, heavy-duty power protection system used by mission-critical facilities such as our building or banks or data centres. This ensures that should there be any reason for a loss of power within the building, no one would ever know the system had gone down as this piece of kit runs 24/7.

We also have a reverse osmosis (RO) water purification system, which is an advanced water treatment technology that removes up to 99% of impurities from mains water. This system is just as important and critical as the DRUPS and the backbone of the building. It works by using high pressure to force water through a semi-permeable membrane, separating pure water from contaminants on a molecular level. Our client uses this purified water in labs to carry our different tests on blood samples. It cannot be used for drinking water as it is stripped of all the typical minerals that tap and bottled waters contain.

WHAT SKILLS HAVE BEEN MOST VALUABLE IN YOUR CAREER?

I would probably say that people skills have been the most valuable. In my current role, I supervise a team of 11 engineers, each

"Developing effective communication, listening and leadership skills has helped me build positive relationships"

with their own personality, background, experience and way of working. Understanding what motivates each individual and adapting my approach accordingly has been essential in building a strong, productive team. Developing effective communication, listening, and leadership skills has helped me build positive working relationships not only with my team but also with senior management and our client.

A large part of my role involves managing expectations, resolving issues and ensuring everyone is working towards the same goals, which requires trust and collaboration from all parties.

I have been fortunate to receive excellent support and guidance throughout my development, particularly from my Site Manager, Alex MacDonald, and Account Manager, Lee Walker. Their mentorship and confidence in me have played a significant part in helping me grow as a leader and strengthen my people management skills. The support they have provided has enabled me to develop both professionally and personally, and it continues to help me get the best out of my team while delivering a high level of service to our client.

WHAT'S A CHALLENGE YOU'VE FACED RECENTLY AND HOW DID YOU OVERCOME IT?

The summer heatwave placed considerable strain on the building's cooling infrastructure, resulting in all three chillers failing one after another. To minimise disruption, we arranged for a temporary chiller to be installed while the permanent units were being repaired.

WHAT'S YOUR PROUDEST ACHIEVEMENT SO FAR?

Being successful in my job by finding the right balance between people, performance and the client's needs. It's about leading my team effectively, making sound decisions under pressure and ensuring the building remains safe, compliant and fully operational. When my engineers are supported, the client is satisfied and we've overcome challenges as a team, I know I've done my job well.

WHAT ADVICE WOULD YOU GIVE SOMEONE CONSIDERING A CAREER IN BUILDING SERVICES?

Building services is an industry that is constantly evolving, with new technologies, sustainability initiatives and smart building systems creating exciting opportunities to learn and develop. For those who are willing to work hard and continue learning, there are clear pathways into leadership and management positions. For this reason, I would highly recommend a career in building services to young people who enjoy solving problems, working with a variety of people and making a real difference every day. It's a career that offers excellent opportunities for growth, whether you start as an apprentice, engineer or technician.

WHAT'S ONE TOOL, HABIT, OR ROUTINE YOU COULDN'T WORK WITHOUT?

I wouldn't say there's a particular tool or routine I couldn't live without, but if I had to pick one, it would be a tea break. It gives me a chance to reset, reflect on priorities and prepare for whatever challenge comes next in a fast-paced environment.

THANK YOU, ALI

A big thank you to Ali for taking the time to speak with us and share an insight into his role, his experience at Jaguar and the work carried out by the team at The Halo. His perspective highlights the variety and responsibility involved in building services, particularly within a specialist life sciences environment.

FUN FACTS...

Favourite destination/ holiday?
Bodrum, Türkiye. It has everything I look for in a getaway: warm weather, stunning beaches, crystal-clear waters and a relaxed atmosphere. With sunshine for most of the year and plenty of excellent yet affordable places to stay and eat, it's a destination I always enjoy returning to

The best series you've ever watched?
Friends

How do you unwind after a busy day?
With more tea or coffee!

If you had to eat one meal every day for a year, what would it be?
Probably jacket potato with cheese and beans



Promotions

Recognisng and rewarding our colleagues' success

As always, we're delighted to celebrate several promotions across the business. It's fantastic to see our colleagues progressing in their careers and we look forward to seeing this continue into 2027.

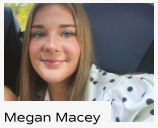
Alex McDonald has been promoted to Account Manager within Business Unit 2.

Alex said: "Thank you to Tom and Ed for this promotion and for the trust and confidence they have placed in me. I truly appreciate the opportunity and look forward to taking on new challenges and responsibilities."

Junita Charles has been promoted to Temporary Contracts Support Supervisor at Head Office, Frankie Falzone to Electrical Engineer at Moor Place, Megan Macey is now Contract Support Administrator at Warwick Court, and Daniel Greenberg has been made Contracts Manager at St Katharine Docks.


Alex MacDonald


Junita Charles


Megan Macey

FANTASY FOOTBALL UPDATE

Another season, another Jaguar Fantasy Football League; this year we have 71 entrants trying to get their hands on the number one spot, bragging rights and, most importantly, the £100 prize.

Sitting at the top is Luke Taperell on 374 points. Just seven points behind in second place is Matthew Dillion and 11 points behind him is Dan Fallon in third.

It's ridiculously close, with just 53 points separating first and 20th.

With only five game weeks in, Haaland has already taken an early lead for the golden boot, averaging a goal a game. There have also been a few surprise performers, with Groß (47 points), Tarkowski (43 points) and Bogle (42 points) all leading the total point scoring tables.

Remember there's a £100 cash prize for the winner. That's a decent night out, or about three drinks and a starter in London.

And if you've been sitting on the fence until now, the League Code is **y6ty8z**.

Rank	Team and manager	GW	TOT
1 ▲	**Reece James's 11** Luke Taperell	67	374
2 ▲	**Bum Sqwad** Matthew Dillon	63	367
3 ▼	**UECL Champs 25/26!** Dan Fallon	46	356
4 ▼	**Eze Come Eze Go** Jonathan Walker	44	352
5 ▲	**Set Piece FC** Robert Knebeg	65	350



EDWARD RETIRES AFTER 30 YEARS

We'll be officially saying goodbye to Ed Spencer, Business Unit Head, on Friday 30th October as he retires after 30 years with Jaguar.

Ed joined Jaguar at the age of 28 as an engineer at one of our first contracts, the *Daily Mirror*. He has played a significant role in the growth of the business, helping to establish some of our first systems and processes.

We'd like to thank Ed for his dedication and contribution over the years and wish him all the very best for his retirement, with plenty of well-deserved rest and relaxation!



Technical Question

October's Technical Question is:

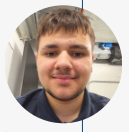
A parameter that quantifies the energy-efficiency of fan air movement system, the acronym SFP stands for what?

Submit your answer via The Gateway by **Friday 8th January 2027** to be in with a chance of winning £20. All correct answers will be entered into a prize draw, good luck!

JULY'S TECHNICAL QUESTION WINNER

July's Technical Question was:

On a schematic drawing showing a pumping arrangement, what does the acronym NRV stand for?



Answer:
Non-return valve

Well done to everyone who answered correctly, and congratulations to our winner, **Ivan Kukov, Apprentice at The Bower**. A £20 voucher is on its way to you via The Gateway!



Stuart monitors water quality to keep supplies safe

50 years of Legionnaires' disease

Stuart Colvin, Jaguar's Water Treatment Consultant and a member of the Water Management Society, highlights the key areas that need to be monitored to make sure we reduce the risk of infection and help keep people safe

This summer marked 50 years since almost 30 people died and around 150 others fell ill following an outbreak of a pneumonia-like disease at the Bellevue-Stratford Hotel in Philadelphia. At the time, the cause of the illness was unknown and the authorities struggled to establish the source of the mystery fever. Around six months later, the bacteria was identified as *Legionella*.

In the half a century since this landmark event happened, we have learnt a lot about *Legionella* yet we still haven't managed to prevent ongoing illness and deaths.

It is wrong to believe we can eradicate the bacteria fully. It lives happily within the environment and is drawn into our water supplies, passing through the water treatment plants, where it can lurk within other microorganisms, hiding from disinfectants. Low levels can make their way into buildings and, when combined with favourable growing conditions, we can end up with unwanted growth.

It is important to understand that while many buildings will have positive *Legionella* results, these are neither "cases" (where people are ill), nor "outbreaks" (where multiple people are ill and it is related to a specific water system).

When we do see positive results, we see common patterns, and these can impact most of our sites, and even our own homes. Below are some of the high-risk items associated with the bacteria.

Expansion vessels are often associated with positive results, mainly on water heaters where the water in the vessel isn't exchanged as part of the normal operation of the unit. This can be due to a failed membrane inside the vessel, or incorrect set-up. Insufficient charge pressure will result in the vessel being waterlogged and this stagnant water re-seeding the water system with bacteria with minor pressure fluctuation. Even when they are correctly charged, poor placement can result in excessive pipework length between the vessel and the system, which will also give rise to poor results.

Thermostatic mixing valves (TMVs) present multiple challenges, with the obvious one being that the mixed water is not hot enough to kill bacteria, therefore we can allow Legionella to grow in any pipework past the valve. There is an increased risk when this length of pipe is excessive, such as one TMV serving multiple outlets, or being placed in a remote location. Servicing of TMVs is important, however we're all familiar with TMVs that have been placed in truly inaccessible places that prevent routine maintenance. A rarer issue is backflow. This is where the internal non-return valves do not hold up and allow the CWS to enter the HWS or vice-versa. The first sign of this can be toilets steaming with hot water following flushing.

> "We've learnt a lot about Legionella yet we still haven't managed to prevent ongoing illness and deaths"

Jaguar is looking to introduce a training course in 2027 covering both TMVs and expansion vessels to improve knowledge at site level and help with servicing.

Flexible hoses are often associated with poor results. They are a necessary evil, however, they have been over-used and often under-maintained. The rubber can break down and harbour bacteria, especially when exposed to heat cycles. If outlets return positive *Legionella* results, one of our first recommendations is to assess the hose and replace it if it's aged or its providence can't be established. Hoses should be marked as WRAS, which shows that they have been tested and meet a minimum standard. Hoses are also present on shower heads and should be replaced on a regular basis.

Deadlegs can form when equipment is removed and the supply pipework not cut back sufficiently. They are often a result of making the most of a bad situation when replacing assets, which are not a direct fit, and changes need to be made which result in redundant pipework. Removal of deadlegs can be problematic as it often involves cutting back further into the system.

Cooling towers themselves are rarely associated with positive *Legionella* results, however when they are, it's often the associated equipment such as pumps, bypasses and balance lines and their lack of use. A recent outbreak in Westminster was linked to standby pumps which were not being operated. It's important to review where all the condense water flows in a cooling tower circuit, and what items of equipment interact with it and need regular operation.

> "We're not currently seeing problems but as we inherit more systems and existing ones age, we may see issues"

WHAT DOES THE FUTURE HOLD?

Cooling towers are becoming less common on new builds as we move to heat pumps, however the domestic HWS side of the new heat pump systems are often less energy intensive than traditional LTHW-supplied HWS. This can result in the water heaters taking longer to heat up and having a lower maximum temperature, along with increased storage volumes to maintain flow during peak periods. We're not currently seeing problems but as we inherit more systems and existing ones age, we may see more bacterial issues.

The summers are getting warmer, resulting in warmer water entering our buildings. We are now experiencing up to a quarter of the year with incoming mains above 20°C, making our key control measure impossible to achieve.

Summers are also getting drier, resulting in widespread hosepipe bans. The pressure to reduce water consumption is juxtaposed with the need to increase flushing to maintain bacterial control.

Legionella remains an ongoing challenge. Outbreaks rarely originate from a novel source, more often it is a well-established source which has not been considered, or existing control measures have lapsed. The changing environment is likely to increase low-level results in domestic systems as the warmer cold water temperatures challenge weaknesses in our control measures. We are likely to see more low-level sporadic results in domestic water systems and it will be important to catch these early and address the cause.

472
CASES OF LEGIONELLOSIS WERE REPORTED IN
2024
REPRESENTING A
22%
DECREASE
COMPARED WITH 2023 AND RETURNING TO LEVELS OBSERVED BETWEEN
2021 AND 2022



Knowing the risk areas can help protect against problems

Project Update

A programme of upgrades has made 6 Gracechurch Street more sustainable and fit for the future

Project duration: 10 Months
Client: Savills
Principal contractor: Jaguar Building Services
Key delivery partner: JBS Projects / Savills
Location: 6 Gracechurch Street, London EC3


New Mitsubishi twin ASHPs


New 3000ltr buffer vessel for CHW thermal storage

Located in the heart of London's financial district, 6 Gracechurch Street is a prominent multi-storey commercial office building with ground-floor retail accommodation. The building serves a high-density occupancy profile, placing significant demands on its building services infrastructure and requiring reliable, energy-efficient environmental control systems.

To address ageing plant and support the client's sustainability objectives, Jaguar Building Services was instructed to undertake a major HVAC plant replacement project. The existing chiller installation was replaced with modern Mitsubishi air source heat pumps, providing a more efficient and lower-carbon solution capable of supporting both current cooling demands and future heating requirements.

One of the key challenges was integrating new plant within a restricted rooftop environment while maintaining uninterrupted operation for building occupants.

The project also included the installation of a 3,000-litre chilled water buffer vessel, new reversible modular air source heat pumps, a complete BMS upgrade and the introduction of a run-around coil heat recovery system through the installation of a new extract fan and refurbishment of the existing air handling unit supply.

The BMS upgrade at 6 Gracechurch Street formed part of a wider building refurbishment focused on improving energy efficiency, operational performance and future decarbonisation.

The existing end-of-life controls system was replaced with a modern Trend IQ5 and IQVision platform, providing a secure, centralised management system for all major building services. Existing Trend and Sauter controls were retained and integrated to minimise disruption and cost while improving overall plant visibility and control.

The new BMS integrates key mechanical plant including three air source heat pumps (ASHPs), chilled water systems, ventilation plant, run-around coil heat recovery systems, existing gas-fired boilers, LTHW distribution networks and comprehensive utility metering.

New control panels and an ethernet-based network infrastructure were installed, enabling local and remote access through intuitive graphical interfaces.

A major focus of the project was the intelligent control and sequencing of the new ASHP installation. The BMS provides duty/standby operation, automatic rotation, fault management, temperature monitoring, pump and valve control and frost protection. The control philosophy was developed to support the building's future transition from gas-fired heating to heat-pump-led operation without requiring further major BMS modifications.

Energy efficiency was enhanced through demand-based control strategies, including variable-speed chilled water pumps, optimised boiler sequencing, variable-speed AHU fan control, dynamic differential pressure regulation, and intelligent run-around coil heat recovery. Self-learning optimum start routines and weather-based plant enablement further reduce unnecessary energy consumption while maintaining occupant comfort.

The system also incorporates extensive monitoring and metering of electricity, gas, water, plant performance, alarms and energy usage. Continuous data logging and trend analysis provide facilities teams with improved operational insight, fault diagnosis capabilities and energy reporting.

Overall, the project delivered a future-ready BMS that enhances plant performance, reduces energy consumption, improves maintenance and operational visibility, and supports the client's long-term carbon reduction strategy.

The upgraded BMS provides centralised control and optimisation of all new and modified systems, enhancing operational efficiency and enabling future building performance improvements. The project has delivered improved system reliability, reduced energy consumption, lower carbon emissions, and enhanced compliance with current industry and relevant Building Regulations.

By implementing future-ready heat pump technology and heat recovery infrastructure, the building is now better positioned to support net-zero objectives while providing a resilient and efficient HVAC solution for years to come.

"The project has delivered improved system reliability, reduced energy consumption and lower carbon emissions"


Office extract AHU fan incorporating RAR coil

Health & Safety Update

KEEPING OUR SUBCONTRACTORS COMPLIANT

At Jaguar, keeping our subcontractors compliant is about more than just paperwork – it's about helping to keep our employees, subcontractors and sites safe.

We currently have 834 subcontractors registered on Focal Point, with 809 that are fully compliant and 25 requiring action.

Associate Director Louise Davies CMIOSH said: "That gives us an impressive 97% compliance rate across our subcontractor network, which is a fantastic achievement that reflects the hard work and commitment of both the SHEQ team and our subcontractors."

STAYING AHEAD

Focal Point automatically emails subcontractors when their documentation expires, requesting an updated H&S policy, insurance policy, accreditation certificate or other required document. If the documentation is not returned, further reminders are issued.

However, we don't leave it to the system. Matilda Speer, the SHEQ Team Administrator, manually follows up with non-compliant subcontractors every week, helping them get back on track and preventing unnecessary delays to raising POs and completing site works.

WHAT HAS EXPIRED?

One of the most common questions we receive from site teams is: "Why is this subcontractor showing as non-compliant?"

You can check this yourself on Focal Point by following these steps:

Forms → Supplier Database → Search the subcontractor's name or focal point code

You'll then be able to view the subcontractor's documentation and expiry dates, making it easy to identify which document requires updating.

You can also find our 43 Preferred Suppliers listed on Focal Point, all of whom are currently fully compliant.

WHY DOES IT MATTER?

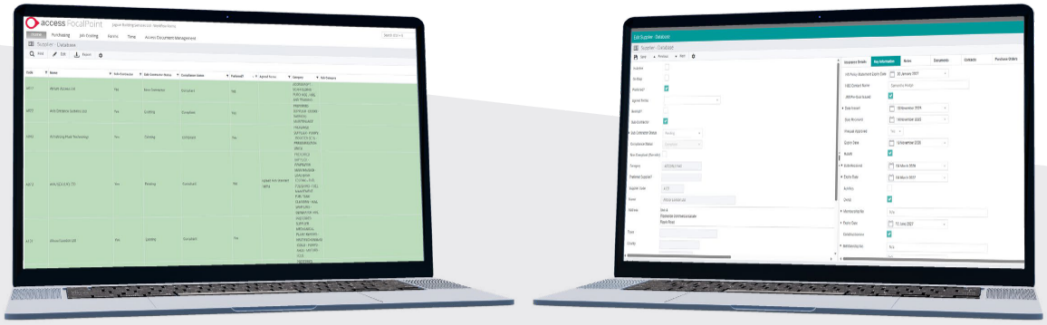
The HSE requires us to verify the competence of subcontractors by checking evidence of essential health and safety documentation. We do this through our Pre-Qualification Questionnaire (PQQ) process, which requires the contractor to submit supporting documentation such as:

- SSIP accreditation certificates, where applicable (SafeContractor, CHAS, Constructionline, etc)
- Company health and safety policy, dated within the last 12 months
- A set of example RAMS, dated within the last 12 months
- Company training matrix or relevant competency certificates
- Public and Products Liability (PL) and Employers' Liability (EL) insurance details
- Company bank details on official letter-headed paper.

These checks help us verify worker competence, support the coordination of safe systems of work and maintain clear legal compliance under the Health and Safety at Work etc. Act 1974.

THANK YOU

A big thank you to all our subcontractors and site teams for continuing to work with us to maintain high standards of compliance. Your cooperation helps us keep our sites safe and compliant!



NOTICEBOARD UPDATE

The H&S team has recently renewed the RoSPA Membership Certificate. This has been communicated to the business via email and is also available to download from the SharePoint Document Library. Please ensure your noticeboards on site are updated accordingly to reflect this change.



SAFETY REMINDER

During the winter months, the business often sees an increase in accidents involving slips, trips and falls reported. Adverse or extreme weather conditions can bring additional challenges to safety, both at work and outside of work. It is fundamental that extra care is taken during these conditions and additional precautions are implemented to reduce the likelihood of injury.

EXAMPLES OF ADVERSE WEATHER CONDITIONS:

- Extreme cold temperatures (including ice and snow)
- Heavy rainfall
- Strong winds.



HAZARDS DURING ADVERSE WEATHER INCLUDE:

- Slips and trips
- Falls from height
- Impact injuries from flying debris or falling objects.

ADDITIONAL CONTROLS TO BE IMPLEMENTED:

- Ensure you are wearing adequate safety footwear while working on and travelling around site. All safety boots should have a rating of S2 or above.
- Postpone activities involving working at height or on roof areas with exposed edges during periods of strong wind.
- Postpone activities which involve working outside when natural lighting is reduced. Complete any works outside during full daylight hours.

Please ensure the H&S RAO20 Weather (Adverse Conditions) Risk Assessment has been read and understood, as this document contains further details of controls that should be considered when working during adverse weather.

If you identify a hazard that has the potential to cause harm, damage or danger to a person or property, or witness unsafe working conditions on site, you must report this to your Site Supervisor, Site Manager or the H&S Team immediately. Always remember that you have the right to stop work if you feel there is a health and safety risk to yourself and anyone else who may be affected by your actions.

HEALTH AND SAFETY CHAMPION

This quarter's H&S Champion Award goes to Technical Services Manager **James Leonard** and **James Batty** and **Volodymyr Muzykya**, Electrical Shift Engineers at Lazard.

Lazard recently received its first Jaguar H&S audit and inspection and made a very good start. For an initial report, the team performed well and, even better, managed to close out all of their actions in under a week.

What stood out during the audit was their open and proactive approach to H&S. They were happy to highlight potentially higher risk areas and talk through how the work is carried out safely, while demonstrating that suitable control measures were in place. Their approach shows a good level of ownership when it comes to H&S and sets a positive example throughout the site.

A well-deserved congratulations and a sincere thank you for your help and cooperation – enjoy the vouchers!

JANUARY – OCTOBER 2026

AUDIT AND INSPECTION STATS

102 audits completed so far this year

29
sites achieved 90% or more

7
sites achieved 95% or more

79.89%
average audit score so far this year

43
sites improved on last year's score

Top three most improved sites:

277 – 75-76 Wimpole Street increased 37.93%

283 – Stonecutter Court increased 36.93%

279 – Northwick Park Hospital increased 36.65%

Employee of the Quarter

As we share our final Employee of the Quarter announcement of 2026, we'd like to thank everyone who has submitted a nomination throughout the year and congratulate all those who have received an award.

It's been great to see so many examples of people supporting their teams and taking pride in their work.

Thank you for continuing to recognise these efforts and helping us celebrate the fantastic work taking place across Jaguar.



THE 25 NORTH COLONNADE TEAM

ZAK MARRION, LEAD ENGINEER; MAX KNIGHT, MULTI-SKILLED ENGINEER; ELLIE CLOUD, CONTRACT SUPPORT ADMINISTRATOR; AND CHRISTOPHER PERKINS, CONTRACT MANAGER

Our second winning nomination celebrates the team at 25 North Colonnade, who have continued to pull together and provide excellent support during a period of change within the building, including the arrival of a new managing agent.

Our customer shared the following feedback: "Chris and the team have stepped up and supported while there hasn't been a TSM on site, with Chris reporting in to me daily, ensuring that when I haven't been on site, the service to the occupiers hasn't dipped."

Well done, Zak, Max, Ellie and Chris. Thank you for sticking together, supporting your customer and continuing to deliver a service that everyone can rely on.

OUR EMPLOYEE OF THE QUARTER WINNERS



Stuart Cross



Nadeem Awan



Klajdi Blloku and Mason Thomas

STUART CROSS, ACCOUNT MANAGER; NADEEM AWAN, SITE SUPERVISOR; KLAJDI BLLOKU, ELECTRICAL TECHNICIAN; AND MASON THOMAS, SUPPORT ENGINEER

Sometimes, going above and beyond means stepping in when things are difficult and doing whatever is needed to support your colleagues and customers. Stuart, Nadeem, Klajdi and Mason demonstrated exactly that following a blockage at Central St Giles.

All four played an important role in managing the incident, helping to contain and clean up the sewage to prevent it from spreading further and supporting the specialist contractor brought in to resolve the issue. This meant staying late, responding at short notice and, in Klajdi's case, returning to site after he had already left for the day.

Our customer shared the following feedback about their efforts: "Mason stayed late to help with the clean-up and prevent the sewage from spreading. Stuart and Nadeem arrived on site to help with the specialist contractor. A big thanks to Klajdi who had already left site but came back in and was involved throughout. Nothing was too much trouble for him and he ended up staying all night."

Stuart, Nadeem, Klajdi and Mason, thank you. Your willingness to go above and beyond, particularly in difficult circumstances, is genuinely appreciated.

OUR RUNNERS-UP

JAMES KENNEDY, SITE SERVICE ENGINEER, BEAUFORT HOUSE



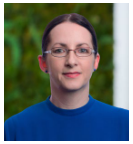
James was nominated by his Account Manager, Mark Stokes, and our customer at Beaufort House in recognition of the exceptional service he consistently provides.

When James attended a callout relating to a major leak in Core 6, which had already caused damage to the building's fabric, he acted quickly to resolve the issue, put measures in place to prevent further damage and kept all relevant stakeholders informed with clear, regular updates throughout.

Our customer praised James's professionalism, attention to detail, proactive approach and the speed with which he responded. His communication ensured that the situation was managed effectively and that the customer felt informed and supported at every stage.

Thank you, James, for the care and dedication you bring to your role. This recognition is thoroughly deserved.

RACHEL THOMAS, MOBILISATION SUPPORT SUPERVISOR, HEAD OFFICE



Rachel has been recognised for the consistent support she provides to colleagues.

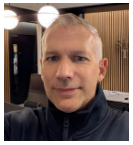
Her Account Manager, Mark Stokes, shared: "Please don't underestimate the positive impact you have. Your willingness to help and proactive approach make my day a little easier, and that means a great deal. Your support goes a long way and is truly appreciated."

It is a reminder that the people who quietly and consistently support others have an enormous impact, even when their efforts happen behind the scenes. Thank you, Rachel, for everything you do.

TOBY TURNER, SITE MANAGER, STB, CITYPOINT

Toby was nominated by our customer at STB, Citypoint, following a recent power-down incident on site that required a significant amount of coordination and teamwork.

What was expected to be a few hours of work ultimately turned into a shift of more than 12 hours, but Toby continued to give his support throughout.



Our customer said: "You were everywhere yesterday. It was tiring but you stuck at it. What I thought would be a few hours turned out to be a 12+ hour shift and you deserve a massive pat on the back for it."

Well done, Toby, and thank you for your incredible effort.

Well done to all nominees

We would also like to extend a heartfelt thank you and congratulations to everyone nominated this quarter. Being nominated is a wonderful achievement in itself and each nomination represents someone taking the time to recognise the positive difference you make.

Our nominees this quarter were:

- **Ellis Bartlett and Jean Bula Mpanzu**, Mechanical Technicians, The Landmark
- **Luke Fisher**, Site Supervisor, 1 Knightsbridge
- **Fernando Amaya Valderrama**, Electrical Technician, and Fadul Fadul, Site Supervisor, 11 Westferry Circus
- **Catherine Waite**, General Office Administrator, Head Office
- **Allan Taylor**, Account Manager, Head Office
- **Amy Marchant**, Purchase Ledger Manager, Head Office
- **Lauren Clayton**, Contra support Administrator at One Angel Court

Congratulations to all our final winners and nominees of 2026 and thank you to everyone for your continued hard work and commitment throughout the year.

Please keep your nominations coming in. You can submit via The Gateway by **8th January 2027**.

SPECIAL RECOGNITION

Several colleagues have also been celebrated in our Special Recognition category on The Gateway. These nominations highlight the dedication and care that makes such a positive difference across our business.

Craig Burridge, Site Manager, and Augustin Lleanu, Mechanical Technician, 70 Gracechurch Street
Craig and Augustin were recognised by the building management team at 70 Gracechurch Street for providing a reliable, welcoming and professional service each day. This takes real commitment and it is wonderful to see their hard work acknowledged.

Thank you, Craig and Augustin. Keep up the fantastic work!

Ondrej Levcik, Handyman, The Halo Building
Ondrej was praised for resolving ongoing issues with the lockers at The Halo Building.

Our customer said: "These issues had been unresolved for several years and caused operational challenges. This is an excellent example of going above and beyond, demonstrating initiative and problem-solving skills. Thank you!"

Fantastic work, Ondrej.

Kealey Barnard, Site Manager, The Blue Fin Building
Kealey received excellent feedback from our customer for the high level of support she has provided across a demanding range of M&E-related actions and additional requests. Thank you, Kealey, for your work.

An InSite into our Community OnSite

Over the summer months, our teams have taken part in Tour de Paternoster, a football tournament, our Steptember challenge, the JLL 5k and so much more!

CELEBRATING JAGUAR'S 5TH ANNUAL CHARITY GOLF DAY

Our Projects team hosted Jaguar's fifth Annual Charity Golf Day at The Oxfordshire Golf Hotel in September, bringing together valued service partners for a fantastic day of golf and fundraising.

Over the past five years, the event has helped raise more than £135,000 for our charity partners: Pecan, Manna Society, Bow Foodbank and Ivy Street Family Centre.

Richard George, Associate Director, said: "A sincere thank you to all our service partners for their generosity and support. Together, we're making a real difference and we look forward to welcoming everyone back next year."

Thank you to everyone who helped make this event a success!



MIKE AND GEMMA'S TWILIGHT WALK

Mike Dallimore, Support Engineer Supervisor, will be taking on the Twilight Walk, The Brain Tumour Charity's biggest and most inspiring fundraising event, alongside his partner Gemma.

The 10k sponsored walk brings people together from across the community to raise vital funds and support everyone affected by brain tumours.

This challenge is particularly personal for Mike and his family, as they take part in support of Mike's daughter, Shell. Together, Mike and Gemma are hoping to raise funds to support research towards finding a cure for all brain tumours and to help make a difference for families affected by this devastating disease.

They would really appreciate any support, whether that's a donation or simply sharing their fundraising page with friends, family and colleagues.

If you'd like to support Mike and Gemma, you can visit their fundraising page at **bit.ly/4i8iwTR**







2026 LGN PROPERTY INDUSTRY 5K RACE

In September, our Jaguar team took part in the annual LGN Wellbeing Ltd Property Industry 5k, sponsored by JLL, and it was a fantastic event!

A big thank you to all our team for getting involved and putting in a strong effort.

We were up against some tough competition – including a running club and companies with much larger teams than us – so we were really pleased with our result.

A special thank you also to our one and only supporter and official bag watcher, Michael Dodsworth, Associate Director. Every team needs one!



TOUR DE PATERNOSTER

On Thursday 10th September, we were proud to get back on the bikes alongside the Paternoster Square community and other teams for the Tour de Paternoster, all in support of the incredible Future Dreams Breast Cancer Charity.

A massive thank you to everyone at Jaguar who formed our team, especially our last-minute riders, those who stepped up to take on double slots, and everyone who volunteered their time and supported the team behind the scenes. Your commitment, flexibility and team spirit made a huge difference!

150 CHEAPSIDE TEAM SUPPORTS MACMILLAN

Last month, the team at 150 Cheapside came together for their annual Macmillan Coffee Morning, raising funds and showing their support for Macmillan Cancer Support.

The Jaguar team was proud to get involved, joining colleagues from across the building for a morning of coffee, cake and savoury treats, alongside a fantastic raffle. It was a great opportunity to bring people together while raising money for an important cause.

Our Senior Customer Relationship Manager, Luke Poole, said: "It was brilliant to see everyone getting involved and helping to make this morning such a success. A huge thank you to the building management team at Knight Frank, Jenny Henson and Anna Kazimierczak, as well as our engineers, Krunal Patel and Reece Samuels, for coming together to support Macmillan Cancer Support."

PRESTON RECRUITMENT FIVE-A-SIDE FOOTBALL

We recently had the pleasure of taking part in the Preston Recruitment five-a-side football tournament at Powerleague Shoreditch.

After a strong group-stage performance with two wins and two draws, we secured our place in the knockout stages. The team continued to battle through the competition, eventually reaching the semi-finals. While we narrowly missed out on a place in the final, the team gave it everything from start to finish. A huge thank you to all our Jaguar volunteers who got involved, put in the effort and represented us with great energy and team spirit.

Thank you to Preston Recruitment for another great event!





SUPPORT OUR 2027 LONDON MARATHON RUNNERS!

Chris Cook, Site Manager at Moor Place, and apprentice Joseph Kilduff will both be taking on the London Marathon in 2027, all while raising money for two fantastic causes.

Chris will be running in support of St Luke's Hospice (Basildon and District), while Joseph will be raising funds for North London Hospice.

Taking on 26.2 miles is a huge challenge, and we'd love to get behind them both as they prepare for race day. We'll be sharing another reminder in our next newsletter, but if you're able to spare anything in the meantime, every donation, no matter how small, will make a difference.

Support Joseph:
bit.ly/4yETUbv

Support Chris:
bit.ly/4Bkskmr

A huge thank you in advance for your support, and good luck to Chris and Joseph with the training!

You're invited:

Christmas party 2026

Following the success of this year's summer event, we're delighted to announce that we'll be returning to KERB for our Christmas party this year!

Details

Venue: KERB Sports Bar
Old Spitalfields Market, 4 Horner Square,
London E1 6EW

Date: Friday 11th December 2026
Arrival: 5pm
Dress code: Casual / uniform attire
if you are unable to get changed

Please note that food and drinks will be provided, along with plenty of games to enjoy.

Kindly RSVP via The Gateway by 20th November

We look forward to seeing you!

JAGUAR
BUILDING SERVICES

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

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