



April 2018 Issue

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With new project announcements and completions, promotions and recruits, it is safe to say 2018 is off to a terrific start. It gives me great pleasure to share these details with you in our latest quarterly newsletter.

As part of our controlled expansion plan, I am very pleased to report the attainment of two new clients, Berkeley Homes and L&Q. We are delighted to have such fantastic clients on board as part of our ongoing efforts to secure more orders. In line with this, we are pleased to continue working with Telford Homes Plc on the Chobham Farm development, having now secured the second phase of this project. We have also been working with this client on the Broadway Chambers development, and we are happy to announce that Broadway won the Residential High-rise Development UK award at the International Property Awards. Speaking of awards, we are thrilled to have won Barratt London's Health and Safety award for the Harrow Square project. This is evidence that our comprehensive efforts to ensure quality control throughout all our processes does deliver. My thanks to everyone involved in these high profile projects amongst others – I am proud of your work.

Secondly, I am delighted to welcome new management personnel to the team. This is with a view to ensuring all our projects are delivered to the highest level, and our excellent standard of customer service and satisfaction is sustained. It also ensures we have the right number of people in place to manage our planned and steady growth programme. Please see page two of this newsletter for more information.

As part of our continued efforts to deliver a complete range of mechanical and electrical solutions to our customers, Steve Abbott has taken over the role of Managing Director whilst Maz Bashir has taken on the position of Operations Director. Steve is a dynamic credit to our team; an

innovative forward thinker driving the core workmanship and values of our business. He is essentially an exemplary representation of everything Woodford Heating and Energy stands for: quality assurance, respect, efficiency, loyalty and approachability. In conjunction with this, I continue to be exceptionally impressed by Maz Bashir's unfaltering professionalism and work ethic. It leaves me unsurprised that we are generating such impressive results as a company.

We have seen a number of recent promotions throughout the company recently, one of which is for Mark Kench, who has stepped into the role of Commercial Director.

Moreover, there has been a tremendous amount of recent activity with regards to our apprenticeship scheme. Working with 36 apprentices, we offer a full programme of induction and training. This enables our apprentices to develop and build a fantastic career in our industry; from managing full site projects to joining teams such as Estimation. Inevitably, as we win more projects, our search for highly talented apprentices broadens. We look forward to building this pool year on year.

Finally, I would like to take this opportunity to thank all our clients, suppliers and of course, the Woodford Heating and Energy team, who make this company the successful enterprise it is today. I look forward to reporting our next round of achievements in the second 2018 newsletter.



Roy Alderslade, Chairman



Revolutionising internal communications



We are delighted to announce the imminent launch of our bespoke internal communications platform. The purpose of this digital dashboard is to provide the entire workforce with information about all aspects of the company and its various interests; from health and safety bulletins to health blogs, top tips and staff announcements. Themed to the nature of our business, it has been named 'On Tap' and has been split into six sections; 'Woodford Wellbeing', 'Drops of Wisdom', 'Raising the Bar', 'Team Woodford', 'Health & Safety' and 'News Flush'. It is an incredibly sophisticated piece of software which we trust will enhance our employees' experience of working with us. We cannot wait to share it with you.

Building expertise

We are delighted to announce the following management appointments as part of our continuous efforts to ensure we retain top level industry talent.



Mark Kench, Commercial Director

Since joining Woodford Heating and Energy a number of years ago, Mark has significantly contributed to the enhancement and building

of our Commercial Team. He has also improved project efficiencies, strengthening our company-wide communications and supply chain. Mark's background, experience and attention to detail complements the team of Directors and Department Managers. This is why we have decided to promote Mark as Commercial Director at Woodford Heating and Energy. When asked why he joined our company, Mark replied, 'It meant a lot to me to be with a dynamic and growing business with the energy and vision I see within the company. It's great to be a bigger part of this journey as we continue to grow and develop, delivering innovative solutions to our client and project needs.' It's a pleasure to make this promotion and have you on board, Mark – congratulations.



Salman Khaliq, Technical Director

Working with some of the largest construction companies in the UK, Salman will manage the Mechanical Design team, and provide technical services for our traditional and D&B (design and build) residential projects. He will also be working closely with selected consultant partners to produce various technical design reviews and critiques; energy efficiency reviews and Point Cloud Surveys. Salman will be coordinating leads, and ensuring design optimisation as well as technical compliance. When asked why he joined our company, Salman replied, 'Woodford Heating and Energy is one of the specialist energy companies designing and building low carbon energy networks in the UK. Energy centres are complex and challenging products that require years of knowledge and expertise. Joining the company will equip me with added skills and experience I need to further advance my career.' It is a pleasure to have you on board Salman – congratulations again.



Chris Young, Training Manager

Previously a Supervisor in our FM (Facilities Management) department, Chris has extensive experience in mentoring and training our staff at all levels of mechanical works; from first year apprentices to highly experienced plumbers and heating engineers. He will work closely with our apprentices and related management, including our Apprentice Manager and Quality Manager, to ensure performances and results on both sides align with various college requirements. Moreover, Chris will hold regular site-based workshops to ensure Woodford Heating and Energy employs consistent installation methods across all our live projects. Many congratulations again to Chris; this is well-deserved and we look forward to working with you in your newly assigned role.

Utilising leading technologies



Woodford Heating and Energy is trialling the cloud-based SaaS (Software as a Service) employee attendance management smart system, 'uAttend', on our project site Gascoigne Estate. Collecting and processing real time data, uAttend's ability to record holiday usage, sick days and overtime contributes to more effective tracking. In more detail, it significantly increases the speed and accuracy of payroll processing making for a more efficient HR protocol. The project's Site Manager, Bob Harding claims this technology is simple, intuitive and effective at collecting results.

Raising the bar

We are proud to have been awarded Barratt London's Health and Safety Award for February 2018. This is with regard to the supplementation and installation of full mechanical works for 318 dwellings at the Harrow Square residential development, 51 College Road. We would like to thank Duncan Garret, Senior Site Manager at Barratt London for this kind feedback in connection with our operations at this site: 'The guys were absolutely superb today from start to finish despite the very low temperatures and diabolical weather.' Well done team and special thanks to Mark Burchett who is the Contracts Manager for this project.

In photo (from left to right): Calum Kidd (Project Manager, Barratt London), Andrius Jurgaitis, (Site Foreman, Woodford Heating & Energy), Jason Vasilakis, (Chargehand, Woodford Heating & Energy) & Peter Hodgson (Chargehand, Woodford Heating & Energy).



FM Expansion

Formed in 1993, Woodford Heating and Energy now turns over £35M annually. Delivering for the major developers, its vast range of services span from creating comprehensive HVAC solutions to the installation of complex energy centres.

Initially, Woodford FM's (Facility Management's) role was to provide post sales services such as call outs, remedial works and planned preventative maintenance. However, due to impressive, exponential growth, Woodford FM now holds its own identity, taking on not only Woodford Heating and Energy's client base, but separate commercial sector bodies whose equipment has been installed elsewhere.

Woodford FM manages its own team of directly employed Contract Managers and Mechanical Engineers. These individuals are fully trained and certified in their required skill sets. This ensures that any mechanical service requirement is exceeded and completed to the highest of standards.

With a 24 hour/365 days per year call out service, a minimum disturbance to operations is guaranteed. Therefore, there is always someone on hand to provide an extensive range of services, from repairing an existing piece of equipment to installing a VRV air conditioning system comprising of multiple fan coil units. To find out more, please visit the Woodford FM section of our website www.woodfordheating.com/fm-division.

Broadway Chambers

Winner of the Residential High-rise Development UK award at the International Property Awards, Broadway Chambers in Stratford is due for completion at the end of the first 2018 quarter. Working with Telford Homes Plc, this 34-month project involves a full mechanical installation of the energy centre, infrastructure, and fit-out of two apartment blocks.

In more detail, this consists of CHP and Gas boiler installation, as well as the advancement of the LTHW network up to and include HIUs, complete wet riser system, conventional radiators and wet underfloor heating. Woodford Heating and Energy further implemented a BMS control system, cold water boosting, heat meters, M-Bus network with pre-payment system, and public health, in addition to the supply and installation of sanitaryware. We also supplied air conditioning to the pent houses, communal areas and gymnasium.



Q1 Projects

Amongst a number of other projects, Woodford Heating and Energy is pleased to share the following engagements with you. It gives us great pleasure to confirm we have secured the White City, phase one project with St James (part of the Berkeley Group). Phase one is a 30-month programme consisting of 406 apartments across 5 blocks. Our scope is all mechanical and inclusive of the Energy Centre, infrastructure and fitout of the 406 apartments. This includes supplies to the mixed use and leisure/fitness area too.

In addition to our current work on phase one of the Chobham Farm Development, we are delighted to share we will be also working with Telford Homes Plc on phase two of this project. Phase one consists of the installation of 276 apartments, energy centre & full infrastructure, while phase two involves the installation of a further 195 apartments and full infrastructure.

One of our recent securements is a supply and installation project of 387 plots for our new client, L&Q. The Hyde, Hendon requires an array of services including BMS control system installation, LTHW distribution and m-bus system installation - all of which we will be delivering. The length of the project is 110 weeks and we very much look forward to commencing work on this.

We were delighted to receive the following comments from Hills Partnership's M&E department regarding our performance on the Stonebridge Estate: 'Excellent, very impressive and rare to see this level of attention being implemented.' This was followed by Project Manager Stephen Pinner's feedback: 'It makes a change that we are receiving evidence that a mechanical contractor is checking/auditing their own work!' Many thanks all for your kind comments and we look forward to continuing to build on our strong working relationship with Hill Partnership moving forward. For reference, this is a services partner agreement facilitating 287 new homes.

The Woodford Way

At Woodford Heating and Energy, we have combined a recognised Quality Management and Service Improvement programme to produce 'The Woodford Way'. This is our way of ensuring we not only deliver impeccable service to our clients, but that our team operates in fair working conditions. The backbone of The Woodford Way is our bespoke Customer Satisfaction Programme. Within this programme our senior managers consult clients before, during and post projects to ensure we fully understand your priorities, fulfil your objectives and exceed your expectations.

START Training

All 50 members of operational staff have undergone START training, a supervision programme devised to ensure correct codes of practise and professionalism are exercised across all areas of business. The programme explores an array of topics including the number of ways success can be measured, the cost of accidents, mental health, and being responsible for safety and quality. As a company passionate about building on our excellent quality and safety standards, we have found SMART Training to be a reassuring, positive and informative experience.

Well done team!

We are delighted that the £1056 (plus vouchers) Woodford raised helped provide 1,400 underprivileged children with presents at Christmas. This is part of Time FM's 'Give a child a Christmas', an appeal for listeners and local business to donate to this wonderful cause. As a result of the community's efforts, for the first year, every child included in the cause received three toys each. Special thanks to Cathy Laine, our Apprentice Manager who organised this; and of course, many thanks to everyone at Woodford Heating and Energy for your kind contributions. A portion of the total funds raised for this stemmed from our 2017 'Best Christmas Jumper Competition'. Congratulations again to Billy for winning this 'prestigious' award.



Key Contacts

Roy Alderslade Chairman
roy@woodfordheating.com

Steve Abbott Managing Director
steveabbott@woodfordheating.com

Maz Bashir Operations Director
maz@woodfordheating.com

John Hodgson Contracts Director
john@woodfordheating.com

Chris Napthine Contracts Director
chrisn@woodfordheating.com

Sarah Chapman Sales Director
sales@woodfordheating.com

Estimating
estimating@woodfordheating.com

Procurement
purchasing@woodfordheating.com

Accounts
tracy@woodfordheating.com

HR & Recruitment
recruitment@woodfordheating.com

Apprentice Programme
claine@woodfordheating.com

Marketing
HShepherd@woodfordheating.com

24 hour service call out hotline
020 8498 2073

Mark Wood FM Director
markW@woodford.fm

Simon Aldridge FM Service Manager
simonA@woodford.fm

Anthony Kearney Service & Maintenance Manager
anthony.kearney@woodford.fm

Customer Care
callouts@woodford.fm

Head Office – 020 8531 0004

First Floor, Oakwood House, Oakwood Hill
Industrial Estate, Loughton, Essex IG10 3TZ