

# Internal Newsletter June 2020



# Facilities Management

The COVID-19 health pandemic has brought unparalleled focus and challenges to the teams at all levels due to the continuous requirement to serve our clients whilst adhering to ever changing guidance issued by the authorities. It has been a very testing time for us all but the response to the emerging crisis has been exceptional all-round. The teams are very much at the forefront of this supporting the Armed Forces in staying operational, who in return have been forthcoming with their gratitude for the level of service maintained with those involved being rightfully rewarded for their efforts.

We have seen many measures implemented to allow works to continue safely. Enhanced PPE has been introduced for all tasks; office controls have been implemented to adhere to government guidelines; dynamic assessments have been put in place to flag and restrict access into any area's identified as a possible risk and posters erected to remind all of the very basic measures we should all be following. To support staff, further guidance will be available from Friday 5th June on the COVID-secure section of the SHEQ Portal.

The SHEQ Portal is a new initiative that will provide line managers with the tools to manage and track all areas of contract and statutory compliance. It will provide all staff visibility of their KPIs linked to their individual responsibility and, each area of compliance will be intrinsically linked to everyone's 2020/21 PDRs.

It is an exciting time for the division with a few new faces set to join and some old faces returned. Heidi Abbott has joined our experienced team in the South Region on the 26th of May as an AWS Co-Ordinator. This coincides with implementing Enterprise Asset Management (EAM) software so a great time to be joining the team. Heidi will be fundamental in producing forecasted start and completion data for Project Managers and Regional Manager to enable submission to client. She will be creating job files and update relevant documents associated with project works to enable compliance with health and safety legislation and clients requirements alongside many more duties

We have recently appointed an Office Administrator as a replacement for Marie Waite who has unfortunately left us to pursue a new career in the Care sector. We wish her all the best with her new venture and thank her for all her efforts over the last year.

Last but no mean least we welcome back Hannah Brook from maternity leave who will be returning to Lymstone as Works Co-Ordinator and will also be assisting with the smooth running of Norton Manor Camp. Great to have Hannah back... think she will be glad for the break!



Kris Hastings - Operations Manager

# Mechanical & Electrical

Boden Group has continued its ambitious growth plans with the planned launch of a new Mechanical & Electrical division. This allows the group to offer design, installation, servicing, maintenance and decommissioning alongside its already extensive range of building related services. Boden Mechanical & Electrical will deliver mechanical and electrical installations for new builds and restoration/refurbishment projects alongside existing maintenance and compliance testing services.



The launch of the M&E division has stalled somewhat due to the impact of COVID-19 which has raised many issues, not least impracticalities around recruitment and new starters. We are hopeful that we can recommence recruitment shortly starting with being able to announce the name of the M&E Manager who will lead with the development of the division. Additional electricians and gas engineers are to follow in order to increase the team's capacity, ease current pressures on the team and support growth targets of the business.



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MECHANICAL AND ELECTRICAL

Experts in the provision of M&E Solutions since 2009

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We have a strong track record of repeat business

"Thank you for your brilliant response on Saturday; customer service as it should be"

Mechanical

Providing value for money whilst working with our clients to provide innovative solutions, our project teams are driven to deliver excellence in

Electrical

From design through to commissioning and aftersales support, our specialist project team will work with you at every stage to establish relationships and

(M&E website homepage)

Work has continued behind the scenes on the website, with additional materials soon available such as a new logo for the division, headed paper and icon colour which will be released in new 2020 branding guidelines to all staff when the division goes live. A lot of work across the business has gone into the project so a big thank you to the team for their contributions towards going live with that.





# Fire & Security

Boden Fire & Security are proud to announce that its NSI Systems Silver Approval has been upgraded to PD 6662:2017 (Intruder and Hold Up Regulations) and BS 7858:2019 (UK Employee Security Vetting).

We are continually winning new maintenance contracts and are really pleased with the level of enquiries and new customers switching over to Boden F&S for maintenance and installation works across the South West. Even in the current climate we are managing to get customers signed up for annual maintenance packages which is a real achievement given the current climate.



(Ongoing work at Gayton's Funeral Directors in North Devon)

Whilst we continue to follow government guidelines with regards to COVID-19 it has been fantastic to see the team working with Boden Group to ensure our level of service has not been affected. We are continuing to deliver the core contract and are looking forward to returning to business as usual in the not so distant future and have got a healthy amount of projects to look forward to.

Boden Fire & Security would like to welcome John Burton to the Dorset division who will join Mark Neish and Rob Haynes looking after all aspects of fire and security in the Dorset area. John has over 20 years' experience in the fire industry and we are looking forward to him becoming an integral part of the team.

Ian Macbeth has been successful in his application for the role of Fire and Security supervisor. Ian has worked for Boden F&S from the beginning so it is fantastic to see him move into a supervisory role and I am sure you will all join me in wishing Ian all the best in his new role.



# Construction

Well what a challenging couple of months it has been. Due to the current climate, the Construction division has had to furlough a few of its staff due to the inability to access sites and with the drop of in core work order numbers. We are now starting to see sites reopen and work levels within the core contract increase so hopefully we can bring the team back ASAP and return back to some normality.

Throughout however, opportunities have arisen and we were delighted to be able to support the NHS during a time of increased pressure by refurbishing old wards at the Hospital in Honiton. The team provided their services including Painting and Decoration and some M&E works to enable the wards to be used in expected peak times. This supports NHS England's initiative to make more hospital beds available for the treatment of COVID-19 patients throughout the country. Boden Construction were more than happy to help and completed the work ahead of schedule taking the pressure off the larger hospitals.



(Lyndon Pegg & Nick Doyle getting their hands dirty)

Whilst the work has slowed within the commercial sector the Construction department has been working hard alongside the Core team completing various tasks from response to Project works. Even I got my hands dirty at Bickleigh when we got an urgent job to cut up and remove lighting columns after they became a danger to others.



Lyndon Pegg - Construction Manager

# Message from the Directors

Following on from the contract extension announcement in our last quarterly newsletter we are pleased to confirm a further extension securing our position up to March 2022 in line with Amey Defence Services contract with DIO.

This news comes at a time when the business is formally recognising a restructure that has taken place over the past 12 months. As the company has developed there has been a need for Steve Boden to adapt his role with an ever-increasing focus on business development and strategy. This change has led to an inevitable step back from day to day business functions with Andrew Beagley taking on many of those associated responsibilities. To acknowledge this change Steve will now act as a Chairman for Boden Group with Andrew taking up the position of Managing Director.

We were delighted to be able to deliver on our commitment to make a Bonus for 2019/20 in recognition of everyone's achievements with an average payment of 3.8% of basic salary. It is because of your hard work throughout the year that we were able to make the payment happen despite the influence of COVID-19 so thank you!

The Business is looking to roll out a similar scheme for 2020/21 again linked to the PDRs however, feedback on the PDRs was that they were onerous and not personal enough. With that in mind we have streamlined them for this year and added more definitive objectives for staff. You should shortly be asked to attend a meeting by your Line Manager to kick them off. Recent events have shortened the PDR year meaning mid-term review periods will be discussed with you at your PDR.

COVID-19 continues to influence our personal and professional lives, increasing pressure on individuals and influencing our behaviour. We have unsurprisingly identified a significant impact on holiday requests from employees with reduction in holiday taken down by 20% when compared with the same period last year. It is important we all get time away from work to recharge and we are concerned it could prove difficult to manage individual and business needs if our current holiday policy remains unchanged. To avoid this situation, we are looking to initiate a consultation process to help both the business and employees develop a solution that will allow employees the opportunity to utilise holiday entitlement without adverse effects on the business.

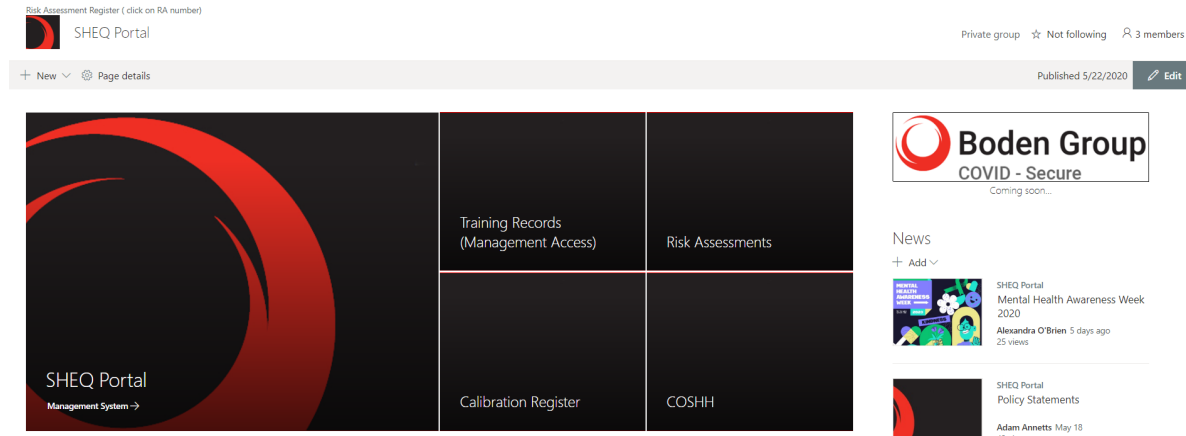
We are currently on track to introduce our new Enterprise Asset Management System (EAM) to the organisation in June. Phase one will involve the mobilisation of all works associated with Fire and Security, the Mobile Team, Purchasing & Projects. The introduction of EAM will provide greater visibility and control of business procedures whilst providing our customers with more detailed information and services. Phase 2 date will be announced nearer the time and will involve Core delivery teams.





# SHEQ Update

In recent weeks you hopefully would have seen references to the SHEQ Portal. The SHEQ Portal is an internal website designed to make your life easier.



As we move into making the organisation more efficient, a large part of efficiency is to make things quicker and more accessible, this largely means moving away from archaic paper based system and move to more automated and electronic administration. We have so far digitalised;

- Training Management
- Calibration Management
- Generic Risk Assessment access and management
- COSHH access and management
- Toolbox talks

And we are still continuing to add more functionality as the weeks go by, including:

- Boden Management System containing policies and procedures
- Communication/memos
- Site inspections such as ladder inspections using electronic forms smartphone apps
- HS audits using electronic forms smartphone apps
- Accident Notifications using electronic forms and smartphone apps
- Don't walk by using electronic forms and smartphone apps

In the coming weeks the various different versions of the above, will cease to exist on the K drive. I would encourage everyone to set their internet home page to the SHEQ intranet as the resource and tools this site will provide you will be invaluable to your day job.

## A word on COVID19

We have taken the governments guidelines and produced a thorough site gap analysis to determine the controls needed by us, our client and the end user.

As part of Bodens COVID19 response, we are in the midst of developing a COVID Secure internet page which will give you:

- Up to date guidance on COVID19
- COVID19 Risk assessments
- COVID19 site information packs including posters
- COVID19 site inspections – using electronic forms



The ramifications of COVID19, such as social distancing, hand hygiene etc appear to be with us for the foreseeable future, it is important that when the website launches everybody familiarises themselves with it.



## Behind the Scenes - HVAC & Catering Team

Photo of Gael Burns, David O'Meally, William Traverso, Krista Wragg, Keith Urwin and, John Head

### Who are the HVAC Team?

David O'Meally started the HVAC team back in December 2018 as lead engineer. With the expansion of the company David was promoted to HVAC and Catering Service Manager in April 2020.

William Traverso started January 2019 as HVAC engineer;

Keith Urwin started mid 2019 as HVAC engineer;

John Head started beginning 2020 as HVAC engineer;

Kristan Wragg started Beginning 2020 as HVAC engineer;

Gael Burns started beginning 2020 as Works Co-Ordinator.

Ian Marvin, Catering Supervisor who joined us late May from Bartlett's with many years' experience within the sector looking for a fresh challenge. Ian joins us with the objective of building a team capable of delivering all our current catering needs in house and expanding out into other sectors by increasing the team and clients - Welcome to the Team Ian!

### What does the HVAC Team do on a day to day basis?

The HVAC team cover the service, maintenance, breakdown cover and installation on a wide variety on HVAC equipment. The team's standard day consists of monthly HFM task covering planned preventative maintenance (PPM) on a air handling unit (AHU) where they will maintain the unit to manufacturers standards this will help keep the efficiency and cleanliness of the unit, which at this moment is of high priority. If defects are found the engineers will make note and inform site. This information is then passed on to me where I quote for the defect to be repaired.

### What is special about the HVAC Team?

The HVAC team is the one most diverse divisions in Boden, with engineers of all ages and international and ethnic backgrounds. We have a team that travelled the world from Caribbean to Poles to rave with Penguins. Raised or raising families, dog lovers, motor sport lovers and just plain nutters! For a group of individuals that have only been working together for just a few months they have jelled into a well-oiled HVAC machine, that love the challenges that our industry throws our way.



(William & Keith working together on an install)



# THE BODEN QUIZ



Test your knowledge of random facts and Boden facts with the Boden Quiz. Answer all the questions below correctly and your name will be entered into a hat to win a £50 Amazon voucher!!!

## Quiz Questions:

1. How many beaches are there in Cornwall?
2. What was the theme for Mental Health Awareness week this year?
3. Which Hospital did Boden Construction recently refurbish?
4. What does HVAC stand for?
5. As of the 30th April, how much money has Captain Tom Moore raised for the NHS?
6. Picture Round - What is it? MAGNIFIED FOOD EDITION

A



B



C



Please submit your answers to [alexandra.obrien@bodengroup.co.uk](mailto:alexandra.obrien@bodengroup.co.uk) before the end of the day on 8th June 2020. The winner will be announced the following week.

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