

The newsletter designed to keep our clients, contacts & suppliers updated on the latest news from across the Ede+Wilkinson Group.

## A message from Andy Wilkinson Managing Director, Ede+Wilkinson

**W**elcome to the first edition of **NE+WS**.

The first thing you may have noticed is an update to our corporate brand identity - we are now operating as the **Ede+Wilkinson Group - ewg**. Our logo has been updated and you will see this reflected across all our liveried vans, letterheads and signage.

In terms of other news, we have successfully dealt with over 3,000 emergency faults this year. All were handled promptly and the feedback we continue to receive from customers regarding our responsiveness is very

pleasing - so a big thank you to the team, and also thank you to our clients for continuing to entrust us with overseeing the maintenance and facilities management of their infrastructures and/or commercial property portfolios. Our aim is to make sure our client's working environments are operating efficiently, meeting the required regulations and are maintained to the very highest standards. We are on call 24/7 to make sure this happens.

Best wishes,  
**Andy Wilkinson**,  
Managing Director



Andy Wilkinson, Managing Director.

## Network Rail Signs New Deal

**W**e are pleased to announce that Network Rail has confirmed a new multi-million pound contract with Ede+Wilkinson Group

for a further twelve months, taking us into our fifth year of supporting the rail operator with its mainframe M&E property contract.

The contract is to provide a high quality PPM service across 2,500 Network Rail buildings at 400 locations. A dedicated **ewg** team will ensure all sites are correctly maintained in order to meet health & safety regulations, and are on call 24 hours a day, 7 days a week, 52 weeks of the year to resolve any faults that need repairing.

Andy Wilkinson, Managing Director of Ede+Wilkinson Group said, "We are extremely pleased that Network Rail has extended its long standing contract with us. We are now entering our fifth year of managing their reactive PPM and property mainframe contract and are proud that they continue to place their trust in our team and services."



## New Corporate Identity Revealed

**W**e are pleased to unveil our new corporate identity, **Ede+Wilkinson Group - also known as ewg**.



Out with the old...



...in with the new

We embarked on the rebrand of our company's look and feel to bring it right up to date for 2011 and beyond. It was almost 20 years ago when the previous logo was devised and although it has served its purpose well, we believe it is time for a change and are pleased with the new look.



## Dedicated Construction Division Launched

We are pleased to announce the official launch of a new construction division here at **ewg**.

It will be lead by Dave Bartholomew and will concentrate on supporting clients in the national construction, civil engineering and groundwork sectors.

We operate across a number of industry sectors, including rail and transport, property management, leisure and retail. We already have a dedicated division specifically for the work we do in the rail sector, however due to expansion we have seen in the civil engineering and construction field, the new division will provide dedicated support to our clients in this field.



## Air Conditioning Regulations

Air Conditioning systems that have an output over 12kW or over must be inspected by a qualified assessor. The inspections are designed to give essential information regarding the energy efficiency of a building's Heating, Ventilation and Cooling system (HVAC).

- From 4 January 2011, an inspection must be completed on all existing air-conditioning systems that exceed an output of 12kW and above
- Inspections must be carried out by an accredited assessor
- Brand new systems over 12 kW (installed after January 2008), must also be inspected within five years
- Air Conditioning Inspection Reports are valid for a total of five years.

## Display Energy Certificates

Did you know that any public authorities or institutions that provide public services to a large number of people and who occupy a building space with a total floor area over 1,000m<sup>2</sup>, a valid Display Energy Certificate (DEC) must displayed at all times:

- Each year, a DEC must be produced for all individual public buildings that are larger than 1,000m<sup>2</sup>
- The first DEC is provided with an Advisory Report that remains valid for seven years
- A DEC provides an operational rating based on the actual energy used
- DEC's must be displayed in A3 format in a prominently visual place

Make sure your public buildings adhere to the latest DEC regulations.

## Meet The Team

In each edition of **NE+WS**, we will introduce you to members of our team and ask them some questions about themselves.

In the first edition, we are taking the opportunity to introduce you to some members of the management team so you can see who is who, and put some faces to names:

**Who:** Steve Abbott  
**Title:** Director  
**Role:** Day to day operations  
**Likes:** Colchester United  
**Dislikes:** Poor communicators  
**Time at ewg?** 17 Years



Steve Abbott

**Who:** Lee Joslin  
**Title:** Senior Estimator  
**Role:** Pricing & quantifying  
**Likes:** Kayaking, walking, cycling  
**Dislikes:** Forgetful people  
**Time at ewg?** 14 Years



Lee Joslin

**Who:** Steve Harris  
**Title:** Southern area Manager  
**Role:** Southern area  
(Sussex & Wessex)  
**Likes:** Golf & Arsenal FC  
**Dislikes:** Untidiness  
**Time at ewg?** 7 Years



Steve Harris

## Stop Press!

Did you know that at **ewg**, we also help our clients install, test and maintain Public Address Systems?

## The Folkestone Warren

Following vandalism to an ornate iron gateway at The Folkestone Warren, the team here at **ewg** were called in to make significant repairs and convert the gate into a powered security systems access to prevent incidents from occurring in future.

The Folkestone Warren country park is set within the 'White Cliffs' countryside between Dover and Folkestone and provides fantastic coastline walks and views. It also includes the Warren Halt train station, which used to be operational in the early 1900s and so Network Rail continues to maintain areas of the land.

The entrance gateway into the Warren was designed to show the heritage of the area, including images of the trains that used the Warren Halt station. The ornate metalwork was however subject to recent vandalism as thieves attempted to steal the metal.

We called in a specialist metalwork sculptor to repair the design, in addition to regalvanising the ironwork, making repairs made to the gate's workings plus the installation of a new security system.



The Folkestone Warren gate

## Quality Comes As Standard

We take real pride in ensuring our business adheres to all the relevant quality standards. We are already accredited to the ISO 2001-2008 standard for quality management systems and are in the process of working towards accreditation of the Environmental Awareness 14001 standard.

## Apprenticeships at ewg

At **ewg** we are great supporters of Apprenticeships and continue to invest in this area with between 2-3 apprentices taken on each year. Apprenticeships are a great way to encourage new talent into our business and industry, ensures our workforce has the right practical skills combined with the right qualifications. It also helps apprentices 'earn while they learn' - a win-win for everyone involved.

Currently we have Tony Clark and Craig Taylor (attending Colchester tech) and Jamie Harris (attending Brighton tech) undertaking an electrical apprenticeship, while Dan Whatford (attending Brighton tech) is focusing on plumbing.

## Charity Golf Day



At **ewg**, we are proud to have sponsored part of this year's Helen Rollason Charity Golf Day at the Colne Valley Golf Club, Essex. We entered two teams with an aim to raise as much money as possible for the Helen Rollason Cancer Support Centres. The event took place on 24 June 2011 and proved to be an extremely successful event for a very worthwhile cause raising over £10,000. A big thank you to all those who participated.

## Raising Funds for Charity

We are pleased to confirm that within the last 12 months, **Ede+Wilkinson** has raised and donated funds for a number of charities, including:

**Help the Heroes** - £2,500

**The Children's Ward at Colchester Hospital** - £1,000

**British Lung Foundation** - £1,000

## First Time Fixes

We strive to achieve First Time Fixes on repairs that we handle at our client's sites and buildings. We aim to keep call-backs at an absolute minimum and do this by ensuring we have a vast supply of stock available at all times. After all, prior planning prevents poor performance!

## Fun Fact

Interesting LAMP fact - ewg handle over 100,000 lamps per year

## Stop Press!

When did you last check your fire safety policies and equipment to ensure they were compliant? Book a fire risk assessment today to make sure you are fully prepared.



## Case Studies (Reactive Works)

Here is a selection of works we have recently carried out for our clients; all highlight the prompt service we provide and the focus on completing the work to our best abilities:

### Cheshunt

A road way barrier had been broken off and to maintain security to their site, an urgent repair was needed. ewg responded to the call within 24 hours and replaced the entrance with a new security barrier.



Before



After

### Colchester

The team received an urgent call-out regarding the failure of the chiller plant at Colchester. Within two hours, the team were on site to make the urgent repairs. It was identified that a new solenoid coil was required. Once fitted, the system was tested to ensure it was fully operational.



### Ashford

A main electronic entrance gate would not close, creating a site security issue. The team were on site within 24 hours and found a fractured plate, which was promptly re-welded, new mounting studs were positioned and secured, in addition to the installation of a new motor.



### Strumpshaw

A fault was logged with a cooker in a staff kitchen area, which meant that due to safety reasons, members of staff were unable to use it. The ewg team attended the site within the designated 7 day period where it was identified that a new cooker unit would be required. This was successfully installed and ready to use that day.



Before



After

## Did You Know...?

- ewg was formed 43 years ago as an electrical contractor
- Today, the business has grown to provide over 20 facilities management services - from electrical, plumbing, heating, lighting, security, to air conditioning, building, water quality and digital signage
- We can manage all or any of the following: design, installation, maintenance, testing and project management of the above services
- We operate nationally and have a workforce of 100 people to support our clients 24/7
- Industries include: rail; transport; national construction; civil engineering; local authorities; retail property; schools; utilities; breweries; and telecoms.

## Stop Press!

Have you remembered to have your water systems inspected?

Companies with five or more employees have a legal duty to operate and maintain water services under conditions that prevent or control the growth of Legionella and other water-born bacteria. Contact us to book a water testing inspection, if you need guidance in this area.

## ewg commitment

- We are highly responsive to our client's needs - on call 24/7
- We focus on delivering on our promises and to exceeding our customer's expectations
- We have earned a reputation for quality, safety and service
- We work hard at maintaining our reputation by employing the best skilled people, investing in state-of-the art equipment and sourcing the best materials available.



NIC EIC Approved Contractor

Electrical Contractors' Association

GAS Safe Register • ISO 9001 Registered

Link Up No. 13664

### Contact Us

If you have any queries about any stories published in the newsletter or any other related **Ede+Wilkinson Group** information, please contact a member of the team at our Eastern headquarters: **01206 213279**.

[www.ewgltd.com](http://www.ewgltd.com)

### Newsletter Items

If you feel you have a news story that would be of interest to our readers, please forward contributions directly to our newsletter coordinator: **theresa.gibbons@ewgltd.com**