

Spring 2007

Smiles all around at first PFI deal

Ian Williams' senior management team expressed delight at the news that it is to enter into the first Private Finance Initiative (PFI) agreement in the company's 60 year history.

Working in partnership alongside the Brent Coefficient Consortium, Ian Williams will be responsible for delivering a full facilities management (FM) service over the next 25 years on behalf of the London Borough of Brent.

The Consortium, which includes Hyde Housing Association, Bank of Scotland and Bouygues UK is responsible for providing homes, while

continued on page 3...

Bid pipeline figures increase by 200% over two years

Building on growth

The New Year has got off to a flying start for Ian Williams with the announcement of impressive major opportunity bid pipeline figures for 2007.

Ian Williams recently announced pipeline figures for 2007 of £930 million. The figures, which reflect contract value for major tendering opportunities, are the highest in the company's history - up

from £290m at the start of 2005 and £610m at this time last year.

"There's no question that 2007 has got off to a great start - something we are now looking to capitalise on," explained Development Director, Mike Turner. "The momentum we've managed to achieve over the past twelve months will undoubtedly help us as we look to expand into new areas, particularly with regard to PFIs."

Mike is also keen to emphasise Ian Williams' firm and ongoing commitment to social housing projects.

Currently these account for approximately 60% of the company's business while most of the remaining

40% is made up of projects in schools, public buildings and commercial properties. Mike believes that this 60/40 split represents an ideal balance for the company.

"We are really happy with the areas into which our existing business and future tendering opportunities are split," continues Mike, "In fact, the proportions are close to perfect. But we have no plans to rest on our laurels. Looking forward, we are very excited about the opportunities afforded by PFIs. Ian Williams believes that partnering has enormous potential and we are looking forward to developing this side of the business in the future. However, it's important to remember that PFIs are necessarily a long-term undertaking and that the company's expansion into this area will not involve a sudden change but a steady evolution."



Mike Turner,
Development
Director

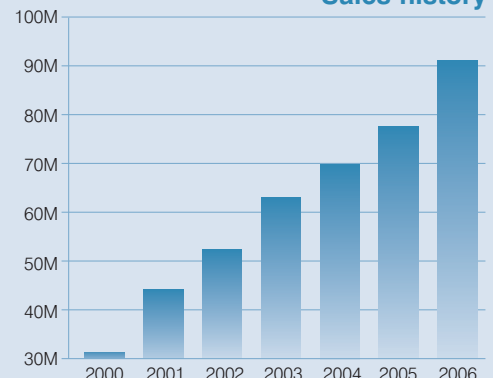
Getting results

Alan Soper, Managing Director, on the facts behind the figures

Last year's figures reveal turnover at Ian Williams Ltd increased by more than 17% in the year to 2006 on the back of steadily rising sales figures.

Sales were up from £78.7 million to £91.5 m and order book growth also rose by 30%. "I'm delighted with the results," says Managing Director, Alan Soper. "The company made a £2.5 million profit last year - that's up 20% on the year before. However, the good news doesn't end here. The first two months trading in 2007 has seen further growth in sales - up 9% on the same period last year."

Sales history



Housing Association update...

New Partnering Agreement: Plymouth Council signs on the line!

Plymouth City Council and Ian Williams have entered a three year partnering framework agreement, with potential for a fourth year extension, as part of the Council's new Corporate Construction Framework. The Council has so far awarded Ian Williams two contracts under this agreement following a "mini competition" in each case based on price and quality within their value band to select the suitable partner.

Under one of these contracts, Ian Williams will be responsible for delivering "reactive" maintenance projects across the City of Plymouth - including work on corporate buildings, social services buildings and potentially school buildings. The variety of end-users pose some unique on site challenges, for example, social services will have important security needs while schools may require maintenance work to be carried out with a particular emphasis on safety and minimising disruption. Meeting these various challenges successfully will require the breadth of experience and understanding, on which Ian Williams prides itself.

Stuart Weddle, Ian Williams' Business Manager in Plymouth, explains, "strategic working partnerships which have evolved from previous project work are becoming more and more common. Using our intelligent approach to project partnering, we are able to add value, decrease costs and minimise risks and pitfalls for corporate clients and end users. This is something that is only possible because of the history of close co-operation between our Plymouth team and Plymouth City Council staff and a commitment to "seamless integration" whereby both organisations are dedicated to finding the best possible solutions to each project's needs."



Stuart Weddle: "Seamless integration between our Plymouth team and Plymouth City council helps add value and minimise the risk and pitfalls."

Constructive approach to sensitive issues



Visitors to the Ian Williams stand at the conference

Through its work with housing associations, Ian Williams has gained considerable experience in dealing with the often sensitive issues surrounding minority and ethnic groups. The company therefore warmly welcomed the recent opportunity to explore these issues with other experts in the field at the Welsh Transnational Conference at Cardiff's Millennium Stadium.

The conference, the third of its kind, sought to raise awareness of the challenges facing minority and ethnic groups. Representatives from Holland, Spain and Finland, joined delegates from Wales and other parts of the UK not only to discuss the difficulties disadvantaged communities face but also the success of various strategies designed to address these problems at both a national and international level.

As the only property service provider at the event, Ian Williams joined representatives of special interest groups including the Black Environment Network (which campaigns for better employment opportunities and training for ethnic minorities) and the Minorities Ethnic Women's Network - which promotes a better understanding of the specific problems facing women in work. Working in partnership with the All Wales Ethnic Minority Association, the Lead Partner at the conference, Ian Williams was able to actively contribute both as an experienced employer of members from various minority communities and also

as a company with considerable experience of maintenance and refurbishment projects across all market sectors, with special expertise working closely with black and minority ethnic communities. Ian Williams viewed the conference as a great opportunity to learn more about different groups and how best to address their needs and the specific difficulties they face.

Ken Jones, our manager in Cardiff is keen to explain: "As a company, we are committed to respecting the needs of all our customers and employees. We don't wish anyone to feel alienated. Ian Williams made a useful contribution to the conference at several different levels. We also came away from the conference with a better understanding of the problems minority groups face and a renewed sense of the importance in finding solutions to these problems."

Smiles all around at first PFI deal

...continued from page 1

Ian Williams will provide full FM services to the homes once they are built.

Ian Williams' role will be to provide full facilities management: telephone helpdesk and round-the-clock responsive maintenance service, cyclical maintenance, soft FM (including cleaning and grounds maintenance), stock condition surveys as well as an asset renewal programme. Operations are scheduled to start in 2008 and, over the course of its 25 year lifetime, the partnership is expected to be worth around £22 million to Ian Williams.

Although the agreement marks an expansion into new territory for Ian Williams, it should also be seen as a natural extension of the partnering relationships the company has long championed. Historically, housing stock has been managed, almost exclusively, by Local Authorities and Housing Associations. Over recent years, however, Ian Williams has emerged as one of the housing industry's leading advocates of the benefits of PFIs over traditional contractual arrangements.

"Our enthusiasm for PFIs reflects our belief in the importance of creating relationships where customers and suppliers work together," explains Managing Director, Alan Soper. "We believe PFIs have a key role to play in achieving improved asset management and delivering long-term benefits to both customers and their partners. Consequently, this is a hugely exciting project for the whole company."

Conference call on PDAs

Ian Williams was invited to address the 2006 UK Mobile Communications Conference in London to describe the company's experience following the successful introduction of Personal Digital Assistants (PDAs) among technical support staff. The aim of the event was to give an insight into creating a fully supported mobile infrastructure designed to deliver flexibility within a business, regardless of location.

Ian Williams was represented at the conference by Operations Support Manager Rob Lomas and IT Manager Stephen Harvey. They delivered their presentation to a packed audience, which included delegates from John Lewis Partnership, PricewaterhouseCoopers and major Housing Associations. As well as looking at the implementation of handheld technology in the delivery of asset management services, they also described the challenges Ian Williams encountered during the initial stages of the project and the selection process which was used to choose the right handheld device for their technicians.

Ian Williams' decision to use mobile technology has already brought about real and measurable benefits to its customers by generating a 30% improvement in efficiency across its mobile work force.

The use of PDAs has enabled technicians to download their daily schedule, rather than having to go into the office each morning. This now means technicians often arrive for their first job early and remain punctual for all their appointments during the day. Clients can now access and track any job online, view the status of work, look at due dates and even log a repair.



Features and Benefits of PDA Implementation:

- Operatives are able to provide and progress information more efficiently
- Data is live so tracking status and progress of work is possible
- System allows monitoring of van stock, so there is no disruption to projects through lack of materials
- Through SatNav planning, operative arrival time is more reliable
- Ability to transfer data live, so less time and disruption on site and fewer call backs
- Real time confirmation of job completion through electronic signature
- Problems can be resolved quickly by transmitting on-site photographs for more accurate diagnosis

New contract: in the post!

Ian Williams has secured another contract with Royal Mail.

Under the terms of the new contract, Ian Williams will undertake internal, external repairs, refurbishment and redecorations to the Royal Mail's Northolt delivery office in Middlesex.

The contract is the first in the Northolt office and represents a further development

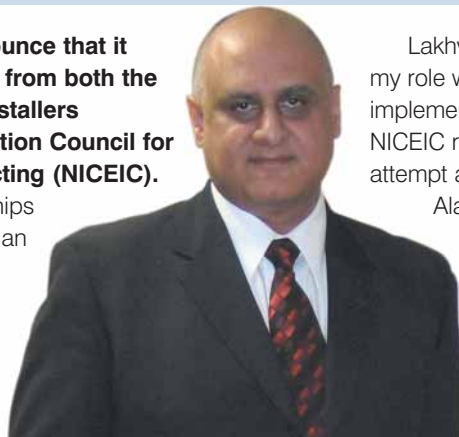
in Ian Williams' longstanding relationship with Royal Mail. The contract's value has subsequently increased by 30% in recognition of our performance.

The success of our work for Royal Mail as testimony to the way in which core skills and capabilities can be successfully transferred to commercial and private sector projects.

Ian Williams gains **CORGI & NICEIC** registration

Ian Williams is proud to announce that it recently gained accreditation from both the Council of Registered Gas Installers (CORGI) and National Inspection Council for Electrical Installation Contracting (NICEIC).

Creating long-term partnerships with clients is at the forefront of Ian Williams' asset management strategy. These accreditations allow the company to offer both of these services direct to the customer.



Lakhvinder Sagoo, Technical Services Manager says: "Part of my role when I joined Ian Williams last January was to implement the strategies needed for us to gain CORGI and NICEIC registration. I was pleased that we passed at the first attempt as the NICEIC assessment is particularly stringent".

Alan Soper, Managing Director continues: "Achieving these accreditations forms part of our planned growth venture. By extending trade skills we can continue to exceed customer expectations, and more importantly, we can offer a wider breadth of service when entering asset management partnerships".

Lakhvinder Sagoo, Technical Services Manager

Apprentice takes centre stage



Ian Williams apprentice Daniel Creed has recently been interviewed by Robin Brooks, a reporter from the Gloucestershire Echo. The interview focused on a 'typical working day' and Daniel shone as he talked about life as an Ian Williams apprentice.

During the interview Daniel said: "The apprentice scheme is my first real job, and to begin with it was a shock having to get out of bed so early to arrive on-site, on time. I soon got used to managing my time though". He continued: "We have to attend college once a week, where we learn various practical techniques such as

cutting in and wall paper hanging. We also have written tests on things like employee rights and health and safety, so in some aspects it is like going back to school".

Becoming an Ian Williams apprentice is a real commitment. The standard NVQ2 students achieve is a two year course, but Ian Williams' apprentices have the opportunity to train for an extra year to attain an NVQ3. By doing this they gain advanced trade skills.

Daniel is already proving that he has all the attributes to become a painting and decorating star!

Michael Mullins joins as Commercial Manager

Ian Williams demonstrates its commitment to growth with the appointment of Michael Mullins as Commercial Manager for Bristol Property Services.

Michael joined on 2nd January 2007 and takes responsibility for the overall commercial activities in Bristol. Working closely with the operational teams, he will also help Product Managers to deliver their budgets. He will also be involved in the development of commercial controls in relation to the planned expansion of the company. Mike explains what interested him about Ian Williams: "I was attracted to Ian Williams because of its plans for growth and equally its commitment to staff and the meaningful partnerships it forms with clients."

If you have any comments, or would like further information, on any of the articles in this issue of **Review**, please fill in the form below:

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