

March 2020

# Fact Pack

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One of the UK’s largest privately-owned property services companies, Ian Williams is a leader and pioneer in its field, at the forefront of delivering innovative planned and responsive services to the built environment.

## Our Vision

To be the preferred property services partner who adds value, commitment and innovation through a locally employed and engaged workforce, leading to sustainable growth and profit.

## Our Mission Statement

A company loved by its employees and customers.

## Our Values

To carry out work with honesty, commitment and integrity, behaving to others as we would wish them to behave to us, and to be a good employer who offers safe working conditions, the opportunity to fulfil potential and achieve fair reward.

## Shareholding and Incorporation

Ian Williams is a Private Limited Company and was formed on the 14 January 1946.

Registration No.879464.  
Ian Williams (Holdings) Ltd. Registration No.370249.

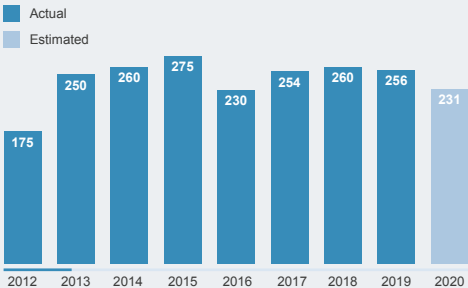
# A Great Place to Work

Ian Williams has a strategy of directly delivering its services wherever possible, recognising that it's our people who define and shape our organisation and sustain growth.

This strategy has been acknowledged by We Invest In People, who awarded Ian Williams the Gold Standard in recognition that it's a 'great place to work.' The company has also been awarded PwC's West of England Business of the Year and is the proud holder of RoSPA (Royal Society for the Prevention of Accidents) President's Gold Awards and won the NHMF (National Housing Maintenance Forum) Best Apprentice Scheme of the Year for its Academy. We enjoy long-term relationships with customers across both the public and private sector and work alongside many leading industry bodies in our fields, such as:

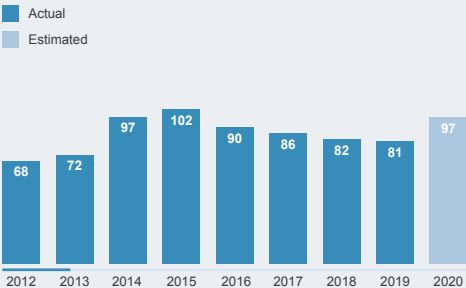


Order Book (£million):



**Note:** Order Book excludes contract extension options

Turnover (£million):



# Directors – Biography



**Andrew Havard**  
**Managing Director**

Andy joined Ian Williams in 1984 and has since built up a wealth of experience in the support, service and maintenance sectors in which Ian Williams specialises. Andy has significant operational leadership and commercial experience. He was formerly Commercial Director before his appointment to MD in 2010. Andy is spearheading the company's expansion within the social housing and public building maintenance sectors across a broadening services portfolio.



**Mike Turner**  
**Development Director**

Mike joined Ian Williams in 2003 as Executive Director. He has significant experience of collaborative working within the public sector and developing framework solutions within the private sector. Mike is a graduate from Cardiff University, a Chartered Engineer and has an MBA from University of Bath School of Management. Mike is a regular conference speaker on outsourcing and procurement, Vice-Chair of the Housing Forum Older Peoples Housing Working Group, Chair of the NHMF Contractors Forum and a judge for the West of England Business of the Year Awards.



**David Sewell**  
**Finance Director**

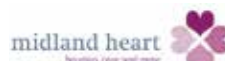
David, a Bristol University Economics and Accounting graduate and qualified Chartered Accountant joined Ian Williams as Finance Director in 2005. David has undertaken leadership roles within a number of market sectors including the automotive, architectural, design consultancy and agricultural industries. David has utilised his significant corporate expertise in the investment in technology, process engineering, commercial risk and procurement alongside the management of our financial performance.



**Zane Poyner**  
**Operations Director**

Zane, a graduate of Swansea University with a BSc and MSc in Business Economics, joined Ian Williams in 2007. A Chartered Management Accountant (CIMA), Zane has a wealth of experience having worked for us as a Business Solutions Manager and General Manager. As the Operations Director, he is now responsible for the strategic direction of our services and has ultimate responsibility for their operational delivery. Zane is passionate about developing a customer focused and innovative service.

# Our Customers



Places to live. Space to grow.



# Our Services

## Planned Maintenance and Capital Works

## Painting and Cyclical Decorations

## Responsive Repairs and Maintenance

### Planned Maintenance and Capital Works

Ian Williams has a proven track record in refurbishment and extensions, structural alterations and passive fire protection. From inception to completion, our specialist teams, with significant experience of working in occupied properties, ensure the focus is always on quality, safety, customer satisfaction and value for money.

### Painting and Cyclical Decorations

As one of the largest privately owned painting contractors in the UK, we are well placed to implement the latest innovations in products and applications, underpinned by partnerships with leading manufacturers including AkzoNobel, Crown Paints and PPG. We have won over 40 National Painting and Decoration Association awards for projects across multiple markets.

### Responsive Repairs and Maintenance

Underpinned by state of the art IT mobile asset management solution iwsys and call centre, iwuhub. Our National responsive repairs and maintenance team undertakes 300,000 visits a year across homes and businesses with building faults including water leaks, heating and electrical, security, windows and doors.



# Our Markets

Social Housing

Public Building and Amenities

Commercial

Education

Major and Complex Loss

Retirement Living

## Social Housing

Working alongside many of the UK's leading housing providers and social landlords, we understand the key drivers to achieve outstanding levels of service for residents, clients and communities.

## Public Amenities and Building

We provide reactive and planned maintenance services to over 1,000 public amenities and buildings each year, across a large range of clients including local authorities, district councils, defence establishments and education and health trusts.

## Commercial

Our vision is to be a partner of choice when it comes to asset management of commercial assets including hotels, offices, leisure facilities, retail centres and industrial parks.

## Education

From primary schools to universities, classrooms to student accommodation, we specialise in finding innovative ways to maintain and improve educational facilities in both the private and public sectors.

## Major and Complex Loss

We work directly for many large insurers, claims professionals and private domestic and commercial clients, where buildings have been damaged through fire, smoke or flood damage.

## Retirement Living

We provide asset management and maintenance services specifically tailored to retirement living communities in both the private and public sector, including care homes, assisted living and managed facilities as well as carrying out adaptations to people's homes.

# Investing In Our People



In the wake of the 'Farmer Review' (The Farmer Review of the UK Construction Labour Model), the principles of recruitment and retention of talent are recognised as being fundamental to industry's future success.

Our multiple award-winning Academy was created to formalise the significant investment Ian Williams commits to training and development of our entire workforce, with a focus on recruiting and managing those enrolled on our large Apprenticeship and Trainee Surveyor Programmes.

Ian Williams continues to be recognised by We Invest In People as 'a great place to work' and the Academy has been described by the CITB as a Best-in-Class approach in addressing severe skills shortages within construction.

In 2018, we scooped the National Housing Maintenance Forum Best Apprentice Scheme. We have also been awarded the prestigious PwC 'Winner of Winners' in the Training and Personnel category.

## Background and Commitment

Ian Williams is a company that recognises people are key to achieving our mission of being a company loved by employees and customers. We offer the very best safe working conditions, achieving RoSPA President's Awards. We are focused on attracting, training and developing the very best talent from our industry and providing people with a long term sustainable future with the company. With many traditional and non-traditional opportunities for talent progression across the organisation, we pride ourselves on giving individuals the opportunity to fulfil potential, nurture them and achieve fair rewards.







# Investing In Our Communities

The Ian Williams Foundation is an employee led team that manages the funding we provide for community investment, charitable donations and supports voluntary work nationally.

The monetary value equivalent of the Foundation's work is £50,000 per annum.

Applications can be made to the Foundation for approval by the committee. Each one is awarded points against a set of criteria, determining the total value awarded. The Foundation team meet quarterly to review funding applications (February, May, August, November).





## 1946 – 1965

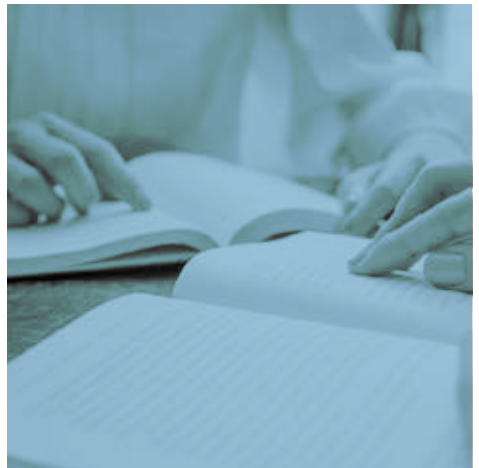
Ian Williams, who had been a surveyor and then manager of a large painting contractor, founded the Company in Cardiff in 1946 and the first office was opened at 59 Queen Street.

## 1986 – 1996

In some ways the misfortunes of others meant that Ian Williams could recruit talent and experience from other employers who had to reduce in size. This would create further opportunity for Ian Williams to expand when the economy grew again.

## 1966 – 1985

There were many businesses failing, but Ian Williams concentrated on growth through the training and development of its workforce, initiating a progressive surveying and management-training programme in 1969. John Laing, the construction giant, was one of the companies with whom Ian Williams joined to train surveyors, supporting new Higher Education construction courses at what was then the South Bank Polytechnic in London.





## 2002 – 2009

This period saw a significant growth in housing related activity as Ian Williams became one of the leading service providers.

## 2014 – 2020

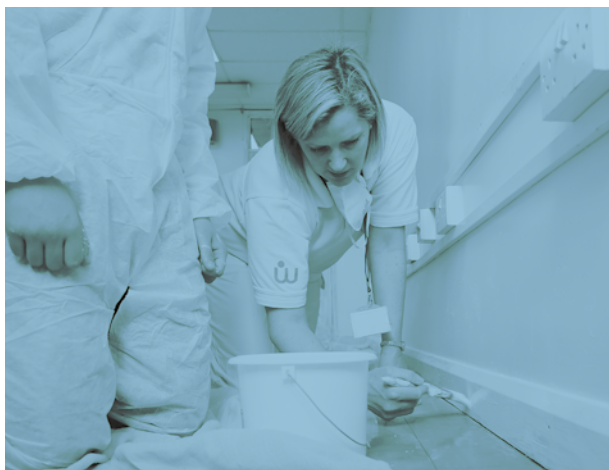
Since then further order book growth took place with respect to reactive repairs. Long-term contracts were secured with Stonewater, Warwick DC, East Devon District Council and Teign Housing. A national Customer Service Centre in Birmingham, iwhub, was introduced in 2013 which today handles all inbound calls from our customers. There are now 17 offices across the UK including Liverpool, Manchester and Leeds.

## 1997 – 2001

The changes in the mix of work brought about the need to reconsider the way the business was structured. In 1995 Plan 2000 was launched and this organised the Company into a number of operational offices under a regional structure. The aim was to bring the business closer to our customers and workforce, and to double the size of the Company. This target was achieved in 2001.

## 2010 – 2013

In 2010 Andrew Havard was appointed Managing Director.





[www.ianwilliams.co.uk](http://www.ianwilliams.co.uk)

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