

Welcome to what we hope will be the first of many Group Newsletters.

As the festive period fast approaches we wanted to take this opportunity to review some of the completed contracts in 2010 and also mention the contracts we will be working on in 2011.

emtec drbuk climatec cal-vent emtec fs

**emtec fs**  
facility services



**emtec**  
electrical & mechanical

It goes without saying that the last two years for the construction industry as a whole have been particularly tough, the effects of which have been felt by Emtec Building Services, with the number of contracts completed this year considerably down when compared with last year. However we have still worked on a number of contrasting

contracts including Craigshill Learning Centre, Fountain House, Dewars – Poniel and the Western Infirmary, Level 9.

2011 looks to be just as difficult, to date we have secured work at SQA Shawfair, Westfield Avenue and Western Infirmary, Level 7.

We also started five new apprentices – Russell Donaldson, Joseph Stewart, Declan Tennent, Simon Hall and Cameron Dougan and have provided placements for 2Tigers – Jason Boyle and Kieran McGregor.



**climatec**  
refrigeration & air conditioning

Climatec completed some interesting Air Conditioning contracts in 2010 – these included the Glasgow Sky Sports offices and interview booths along with the office complex for the Almond Housing Association in Livingston.

Building Engineering Labs and the Dollan Baths complex in East Kilbride.

The team also welcomed Andrew Palmer who was recommended to us through the Tigers Work Experience Training Course. He worked alongside our Engineers for 13 weeks. The glowing reports received from both his Supervisor and the Engineers he worked alongside secured him his 4 year apprenticeship with us.

2011 looks like it's going to be just as diverse with the continuation of the refurbishment work at Strathclyde University, Colville

Has is really been 3 years? Both Ross and Ryan are due to complete the college element of their apprenticeships in May 2011.

Emtec fs have secured contracts with DHL, The Guildhall, Mecca Bingo and Princes Square to name but a few. Contract renewal is upon us and we are confident in the consistent service we are delivering.

## Services Expanded

In line with the planned development of Self Delivery for Emtec fs, we are pleased to announce the launch of our COMPLIANCE DIVISION which will directly undertake a range of what is normally viewed as Specialist Services.

The first of these services will be Water Hygiene, covering all areas of Water Treatment and specialising in the prevention and control of Legionnaires Disease in Water systems.

D. Dunsmuir, fs Director, stated that he was delighted to welcome Mark Wright to head up the first of the Self Delivered Specialist Services.

As well as being a Water Hygiene Consultant, Mark has an Honours Degree in Industrial Chemistry and comes with a wide and varied wealth of experience in the Water Hygiene field.

(Compliance is a state in which someone or something is in accordance with established guidelines, specifications, or legislation).

## New Babies

We have had a number of proud parents in 2010:

- Peter and Laura Jackson (Emtec FS) – a baby daughter Sofia
- Brian and Natalie Glancy (EBS) – a baby son Kaleb
- Ross Perrins and his partner Kelly (EBS) – a baby son Freddy
- Colin and Lynne Hynd (EBS) – two baby sons Lucas and Evan



Twins Lucas and Evan



### Sign of Things to Come

DRB UK Maintenance has been awarded a three year national contract by BP to install and maintain all their Image Sign-ware on company owned, dealer and green field sites throughout the BP estate in the UK and Northern Ireland.

We had previously held the maintenance contract for 75% of the BP network but now are responsible for all matters relating to sign-

ware on the estate which numbers over 1200 sites. Additional staff, crews and equipment have been put in place to manage and carry out the works on this contract which started on the 1st of October 2009 through to October 2012, with the option of an additional 2 years. We are pleased to welcome Allan McGhee, Dave Dalley and Sharon Fernie to the DRB team.

The recent addition of the Electrical Maintenance and Testing contract awarded in April 2009, means that DRB is one of the largest service providers working for BP Retail in the UK.

With the addition of Cal-Vent to the group this now brings the total in-house capacity of Emtec to – Heating, Plumbing, Electrical, Air Conditioning, Refrigeration, Facilities Maintenance and Ventilation.

Cal-Vent bring with them over 20 years of experience within the ventilation and ductwork installation/fabrication sector:



### Energy Saving Initiatives

Throughout 2010 we have been involved in various energy saving initiatives:

- Shell: Installation of LED canopy lighting forecourts and shops including installation of movement detectors
- BP: Installation of LED lighting to chiller cabinets
- BP: Installation of automatic lighting control units
- Moto: Installation of automatic controls and Carbon Foot Print Surveys with cost payback recommendations.



We see this market as a significant growth area within the electrical industry and will be expanding our involvement in this sector in the years ahead.

This year also saw BP present our engineer, Darren Sims, with a Debenhams voucher to thank him for acting decisively and quickly following a very serious accident on one of their forecourts. Darren was driving past on his way to another job when he noticed the aftermath of an accident involving a car. The driver of the vehicle had lost control of his car after it had aquaplaned, resulting in it crashing into a fuel pump. The impact knocked the fuel pump off the platform, exposing the fuel lines. When Darren appeared on site the fire brigade and paramedics were already in attendance, he quickly realised the fuel had not been isolated and so set about securing the site. Incredibly nobody was hurt.

### Congratulations

Go to both Natalie Watson and Colin Hemphill who took part in this year's Great Scottish Run.

### Thank You

Finally we want to take this opportunity to say thank you to you all.

The economic downturn and most recently the adverse weather conditions have all contributed to it being a very tough year.

Your efforts and dedication have not gone unnoticed by us or our clients who have written and emailed to express their gratitude. Their comments have included 'near miraculous commitment', 'exceptional service' and 'a commitment that cannot be questioned'.

So thanks again and we hope you have a great Christmas and New Year break.

### RESPECT

January 2011 sees the launch of our reward scheme RESPECT – Recognising Each Single Persons Exceptional Contributions To the team.

The scheme gives you and our clients the opportunity to nominate individuals who have excelled in service delivery eg; the service is seen as better than our competitors could have offered, the service the client receives is of great value, problems

are identified and resolved without the client being aware of them, the client is made to look good in the eyes of their client.

There will be two winners selected from the nominations each quarter (April, July, October and January). Each of the two quarterly winners will receive a prize of £200 and be entered in the annual draw in January. If they are selected as the RESPECT recipient of the year they will receive a prize of £1000, which will be presented to them at the annual dinner. More detailed information will be issued in the New Year.