

Who we are

▶▶ **Whitehead and Newport – building for the future**

Celtic Manor

Like Whitehead, Newport is growing and has a clear vision of where it is going to be in the future. Although times are tough for us all, both Whitehead and Newport are forging ahead.

With the support of our partners, Whitehead has won several new prestigious contracts which are ready to start. Our success is based on providing great value for money high standard services – qualities that we are very proud of. Likewise, Newport is also experiencing success.

Recent Experian surveys ranked Newport as the seventh fastest growing economy in the UK, up there with Manchester and Edinburgh and of course let's not forget that Newport is also home of the Ryder Cup 2010, one of the biggest tournaments in the world. We are very proud of the work Whitehead has completed to help the Celtic Manor Resort prepare for the Ryder Cup. We at Whitehead look forward to working on future projects with the Celtic Manor and cheering on the European team to victory.

▶▶ **The Public sector – a growing market for Whitehead**

LC2, Swansea

Working with the Public Sector is nothing new for Whitehead – we have been doing this very successfully for years. For example, we have completed an extensive range of prestigious contracts for Swansea City Council, South Wales Police, Gwent Health Trust, Carmarthen County Council,



LC2, Swansea

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« **The public sector – a growing market for Whitehead. Continued from overleaf...**

the Welsh Joint Education Committee, Rhondda Cynon Taff County Borough Council, the Welsh Institute of Strategic Planning, Bristol Port Authority and the Welsh Assembly Government. To fulfil these contracts we have provided an extensive range of mechanical, electrical, design and installation services, all of which are supported by our managed services.

Environmental good practice is very important to almost all Public Sector

works. We recently completed work on the flagship Queen Elizabeth High School in Carmarthen, Mid Wales, where sustainability was a key factor. The award winning scheme included solar panels, photovoltaic panels and a rainwater harvesting system all of which will help to preserve natural resources and educate children.

Considering most of these projects were open to the public throughout the contract period, detailed planning with clients and rigorous Health and Safety procedures were also of paramount importance and are areas that we have always put at the top of the agenda.

What we do

»» 2008 Round Up

Working closely with our partners we have completed an extensive range of high quality contracts, both in the private and public sector markets. I am happy to say that our order book for this year is looking healthy with a number of projects in progress and a pleasing number of new contracts about to be started. Once again we have featured in the H&V News Top 30 M&E contractors' survey, which is a positive testament to the high quality work we produce and the strength of our industry partnerships.

All in all a year to be proud of, but not one we will spend time dwelling on. Our business plan for 2009 is ambitious with strong growth at the top of the agenda. With the support of our existing

partners, new partners coming on board and a solid financial base that underpins everything we do, we are confident our objectives can be achieved. Hard work and the continued delivery of our trade mark high quality service is must, as is our ongoing investment in providing the best health and safety support for everyone involved with a Whitehead project. 2008 was a year we are proud of, but believe me 2009 will be even better and everyone at Whitehead looks forward to working with our highly valued customers.

Whitehead – safe hands, with thirty years in the business and a promise that we will not let our customers down.

Rhys Morton, MD Whitehead BS

2008 Project overview

Just a few of our projects successfully completed during 2008...

» Public

• **Bettws High School**
Design and installation of all electrical mains, lighting, power, fire alarm, security and electronic teaching systems.



• **Swansea LC**
Major electrical work costing £2.2 million as part of a massive £32 million refurbishment project at the former Swansea Leisure Centre



• **Queen Elizabeth High School**
Substantial mechanical and electrical services for new School and Leisure Centre. Part of a major 2 year redevelopment project.

• **Penyrheol School, Swansea**
Mechanical and electrical design and installation including rainwater harvesting, solar panels and photovoltaic systems.

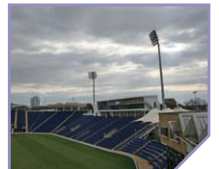


• **Carmarthen Leisure Centre**
Design and installation of complex and integrated mechanical and electrical systems including building management.

» Private



• **Parc y Scarlets**
Substantial electrical work at the Rugby team's new home and one of Wales' biggest sports development projects costing £24 million.



• **Glamorgan County Cricket Club**
Major mechanical and electrical installation to the brand new SWALEC Stadium in Cardiff, home to Glamorgan County Cricket Club.



• **Media Wales**
Complex electrical and mechanical services installation at the new Media Wales HQ, located in Cardiff City Centre.

• **Welsh Institute of Strategic Planning**
Major mechanical and electrical services project including heating and cooling, BMS and smoke extraction systems.



• **Ryder Cup**
Design and installation of all electrical systems at the flagship Ryder Cup 2010 clubhouse, Celtic Manor, Newport.



NEWPORT

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How we do it

Processes



Whitehead Building Services has introduced and formalised a set of End2End processes – covering every aspect of how we deliver a project, from estimating, design and procurement right through to handover and defect elimination.

We have defined 21 core processes, each of which now has a process map detailing the activities involved at each step and who is accountable for each activity.

The aim, as we grow, is to ensure rigour

and consistency in the way we deliver our projects – providing the assurance to our customers that we will work systematically and that we will deliver exactly what we say we will do.

The End2End processes have been put together over the last 6 months with involvement from a wide range of managers and engineers within the business. In times of stiff competition, they can help give our customers the confidence that Whitehead Building Services professionalism will provide the best guarantee of a successful job.

Safety

Health and Safety top of the agenda



Let's all get home safely. Every day.

The safety of everyone involved with a Whitehead project, whether they are staff, members of the public or simply visiting the site is paramount. Whitehead has always employed an extensive Health and Safety policy that has been the envy of the industry.

Our ongoing commitment to introducing positive developments to our policies and procedures has been made possible by an ambitious schedule of monthly Health and Safety review meetings in

partnership with one of the UK's leading Health and Safety Consultancies.

By the end of the first quarter of 2009 our Health and Safety Consultants will have trained every member of our staff in the respected ABC/IIF programme. With over 80 people already trained, this programme focuses upon behavioural training to ensure that every member of staff puts Health and Safety as the number one priority.

End2End Processes

- 1 Generating leads and enquires
- 2 Responding to an enquiry
- 3 Estimating and tendering
- 4 Managing M&E design responsibilities
- 5 Moving from estimating to operations
- 6 Ensuring a safe operation
- 7 Starting on site
- 8 Procuring materials and plant
- 9 Planning and managing labour resources
- 10 Evaluating and employing subcontractors
- 11 Managing subcontractors
- 12 Managing operations
- 13 Managing change control (variations)
- 14 Managing commercial issues
- 15 Making payment applications
- 16 Cost reporting and forecasting
- 17 Planning for effective handover
- 18 Testing and commissioning
- 19 Preparing and agreeing final accounts (Whitehead and Subcontractors)
- 20 Managing defects
- 21 Reviewing completed contract

Our People - Our Partners...

30 YEARS OF WHITEHEAD ▶



Charity events & support

Supporting St David's

» Every year, St. David's provides hospice care to over 2,600 people with cancer and other life-threatening illnesses. Whitehead are proud to support this worthy charity and have organised a number of successful events to raise money to help.



A hole in one for St David's

» Whitehead's Amy Thomas recently represented the Company at the St David's Foundation Annual Ball, where she presented a £3,000 cheque raised with money during a WBS Charity Golf Day held in the summer at St Mellon's Golf Club.



Lottery winners

» Whitehead employees Estelle McNally, Keith Taylor and Gareth Davison have all been lucky winners with the St David's Lottery and have all won £10.00 each. The big St David's winner is Marilyn Strangemore – receptionist. On Monday 24 November Marilyn won £1500!



Our Responsibilities

Tomorrow's star employees

The Apprentice Mentoring Programme has got off to a great start for this year's intake of apprentices. Each apprentice has been assigned a Mentor for support and guidance throughout their time. This was brought in this year to not only give the apprentice full support but to aid WBS in gaining a better understanding from a business point of view and to get the best out of the trainee whilst sustaining office based support and help to complete their portfolio and work based training.



Electrical Apprentices

Whitehead Electrical Apprentices Training providers are JTL, for more information log onto www.jtltraining.com

Mechanical Apprentices

Whitehead Mechanical Apprentices Training providers are BEST. For more information log onto www.best-ltd.co.uk

Helping to make the right career choice

Whitehead is supporting the Built Environment Initiative in conjunction with Careers Wales alongside Capita Symonds, Willmott Dixon, Leadbitter and numerous other companies in the Newport area. This initiative is an industry lead practical insight into the construction industry giving children from the age of 13 the opportunity to try practical skills as well as identify subject choice in options that best assist their choice of career.

The Newport Construction Initiative (NCI) is a partnership between Newport City Council, Job Centre Plus and CITB Construction Skills, supported by Whitehead Building Services and a host of other



leading construction employers. The aim of the project is to tackle local unemployment, social exclusion, reduce skills shortages in construction and raise the profile of the construction industry as an exciting and stimulating career option. Whitehead is fully committed to making sure the NCI achieve these laudable objectives.



www.whiteheadbs.co.uk