

Group *talk*

Autumn 2011 Newsletter of CG Group



Welcome...

outperformance
as standard



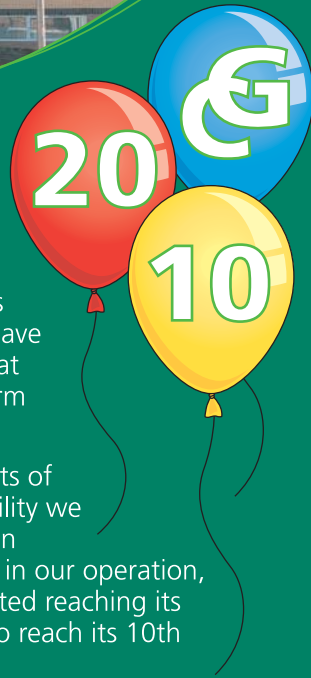
Welcome to the latest installment of our company newsletter, Group Talk.

Despite the recent financial difficulties which have gripped the country it is business as usual for the CG Group. With a continuous commitment to strengthening our company's performance and best working practice we have been able to continue to provide a service that meets the needs of our clients and Outperform as Standard.

By continuing to invest and develop all aspects of our business and sustaining growth and stability we are delighted to announce that 2011 has seen The CG Group reach an important milestone in our operation, with our founding company Cranegates Limited reaching its 20th birthday and CG Interiors Limited due to reach its 10th birthday later on this year.

We would like to take this opportunity to thank all who have assisted us in developing a group of companies focused on improved customer satisfaction, better project implementation and enhanced supply chain integration and look forward to continued successes in the not too distant future.

Robert Beach, Managing Director



Investor in People

The CG Group are delighted to announce that we have once again been accredited to the Investors in People standard.



INVESTORS IN PEOPLE

Investors in People is widely recognised as a methodical, externally verified standard, which demonstrates that staff development is fully integrated into an organisation's development with a view to improving people skills, productivity and innovation.

"The CG Group is fully committed to the training and development of all our staff and the Investors in People award clearly demonstrates how serious we consider this. Effective investment in our staff is key to ensuring we can provide a highly skilled and adaptable workforce at every level to compete and succeed in the competitive market places in which we operate".

Sharon Main, Human Resources Manager

CG Environmental LLP

Due to the increase in demand over the last few years for safer, environmentally friendly and more cost effective forms of renewable energy sources, the CG Group are pleased to announce the formation of our new in-house renewable energy specialist division, CG Environmental LLP.

As of April 2010 Britain has implemented a feed-in tariff in addition to its current renewable energy quota scheme. The Programme, known as the Microgeneration Feed-In Tariff, applies to small-scale generation of electricity, paying a fixed sum for eligible technologies.



Tony Pink: CG Solar Manager
Inspecting recent social housing installation

For each unit (kilowatt hour) that is generated from renewable means, such as solar panels, the property owner gains a generation grant payment. If the unit is used onsite you also do not have to buy the unit

in, and save the cost of buying that unit as well as receiving the generation grant payment.

If the unit is not used on-site and is exported from site into the national grid you will qualify for an export payment of 3 pence per unit. Your specific situation will need to be calculated based on energy usage and the terms of your utility supplier contract.

With the formation of CG Environmental LLP we have also been awarded The Microgeneration Certification Scheme (**MCS Accreditation**) in support of our Solar Panel Installation Service.

The MCS is a product and installer certification scheme which covers all the microgeneration technologies. The MCS Scheme assesses installer company procedures and skills, as well as inspecting microgeneration installations and ensuring that installers offer consumer protection, including complaints handling and a comprehensive performance prediction, to prevent mis-selling.

If you are interested in the merits of solar energy or to discuss the feed in tariff scheme please contact CG Environmental LLP and one of our qualified and experienced solar technicians will be able to provide you with free independent advice on what options are available to you.

Diversity Training Day

As part of a joint training initiative, members of CG Interiors project team along with members of the Sanctuary/Rochford Housing team attended an independent diversity training workshop which was held at the Rochford Disability Centre and focused on dealing with diverse tenant groups and the potential issues.

Everyone who attended found the training day to be extremely informative, providing our team with information on how to adapt to a range of scenarios that may arise when working with diverse tenant groups and members of the public.

Tom Griswood Trainee Contracts Manager told us "The training day was very insightful and was actually one of the best training courses I have attended. I am sure the information we have received will be of great use to us for all of our Decent Homes and social housing contracts".

Suppliers Day

As part of our current Decent Homes contract CG Interiors recently carried out a supply chain



workshop which was held at our head office which was attended by members of ours and Sanctuary Housing's project teams and members of the supply chain. The training day provided the opportunity to review key materials commonly used on the contract to assist our client in standardisation and review of life cycle costing.

This approach resulted in assessing key products that are continual maintenance and repair issues such as toilet cisterns, under bath access, type of taps and roof materials. By carrying out this exercise we managed to not only improve the life cycle of certain products but standardised the product range and method of installation thus passing on long term maintenance and repair savings to our client. In addition the main suppliers were able to provide small rebate incentives based on target volumes and spend which could be split as a mutual benefit between client and contractor.

The CG Group have in place an experienced buying team who ensure we receive the best deals from our supply chain. We can approach main suppliers to create partnering relationships with added value benefits such as providing small rebate incentives based on target volumes and spend which could be split as a mutual benefit between client and contractor or contributed to local initiatives.

Maintenance Contracts

Awarded new contracts:

**MAINTENANCE SERVICES
CONTRACTS LONDON &
SOUTH EAST REGION**



CG Interiors are delighted to announce that we have recently been awarded a maintenance services contract on behalf of Sanctuary Housing.

The contract covers the London and South East, Rochford and Essex Regions covering all properties within these operational areas.

The contract involves: Day to Day Responsive Repairs including Emergency Work arising during the normal working hours of the day:

- Void Property Works
- Out of Hours Emergency Service including Out of Hours Emergency Work
- Package Repairs, Maintenance and/or Improvement Works

We look forward to working with the Sanctuary team and continuing to develop our successful working relationship with them.



New Office

With the continued success of our relationship with Sanctuary Housing the CG Group has recently expanded our base of operations within the South East and have opened a new office based in Wickford, Essex.

This new office will enable us to fully support our decent homes contract with Sanctuary as well as the responsive maintenance and voids contract which we have recently secured.

Over the duration of the works we have built up good working relationships with the Sanctuary Housing and the Rochford team and look to them as an important client.

We understand the requirement and standards, and are committed to continuing to deliver the high quality service they have come to expect.

We are also using Eco cars for transportation to the sites that we are working on. This is to show our contribution to the fight towards global warming, and promote a more environmentally friendly form of transportation.



New Starters

As we continue to develop and grow the company the summer of 2011 has seen the CG Group make a number of new additions to our team.

We would like to take this opportunity to welcome the following members of staff and wish them every success within their new roles:

- Tommy Ocelshaw, Contracts Manager (CG Interiors)
- Marcus Stylianou, Trainee Contracts Manager (CG Interiors)
- Vince Foker, Estimator (CG Interiors)
- Richard Caines, Buyer (CG Group)
- Ollie Jarvis, Quantity Surveyor (CG Interiors)
- Rosie Bristow, Asbestos Administrator (Cranegates)



The CG Group Investing in the Future

Aylesbury New School

As part of the contract at the new school Aylesbury, our Health and Safety Manager, Mick Hunt, carried out a site visit and safety talk for the National Skills Academy for Construction, allowing students from Lambeth College the opportunity to visit a live working site.



The aim of the day was to actively engage and inspire young people from the local area and give them an insight into the construction industry. The day was a huge success with excellent feedback from all students who attended.



"A huge thank you to you and your amazing team for organising such an insightful afternoon. The verbal feedback from students was extremely positive, thanks again for taking the time out of your busy schedule to give us such an informative afternoon".

Jan Orlebar, Careers Adviser, Lambeth College

Apprenticeships

As part of CG's commitment to offering development opportunities to our younger staff, in 2011 CG have taken on a further 13 apprentices and trainees bringing our numbers up to 15 in total. We now have 7 office based and 8 site based apprentices and trainees.

- Jodi Turpin is the latest apprentice to join CG Interiors working towards her NVQ Level 2 in Business Administration and has been a great asset the administration team.
- Toyah Green works within the Accounts Department and is working towards her AAT Technician working alongside Lauren Dooley who is also completing her AAT Technician qualification.
- Tom, James, Ollie and Marcus are all on courses which require day release to College/University working towards Surveying and Contract Manager Degrees.
- Lewis works in our stores and is also on an apprentice scheme.

Onsite we have trade apprentices who are gaining valuable practical experience working alongside skilled colleagues who have many years experience in the trades they have chosen. These include painters, tillers, dryliners and plasterers.

Chairman's Day Presentation



As a clear demonstration of our continuous commitment to the improvement of our business,

the CG Group recently held a Chairman's Day Presentation for all members of staff at the Thurrock Hotel.

The presentation provided the board of Directors the opportunity to communicate our current business plan and where we will be aiming to take the business in the future.



Asbestos License



Cranegates Limited are pleased to announce that following on from our recent *license renewal meeting with the Health and Safety Executive, we have been awarded a new asbestos license without conditions.*

This in itself is evidence of the hard work carried out by our management team and site staff and demonstrates our commitment to the highest of standards within the asbestos removal industry.

ARCA Quality Assurance Award

Cranegates Limited has the pleasure in announcing that we have once again received the ARCA Quality Assurance Award in recognition of our excellent site standards, safe working methods and management systems.



Cranegates have been members of ARCA since 1997 and are committed to driving up standards within our industry and fully support the efforts of ARCA in working with the Health and Safety Executive to raise awareness of the issues surrounding working with asbestos containing materials.

The Royal Household Buckingham Palace Pilot Scheme



Over the years Cranegates have been able to successfully secure long term agreements with The Royal Household carrying out various projects from all Royal residences including Buckingham Palace, Kensington Palace, Clarence House and Windsor Castle. We are the only asbestos removal contractor to have been awarded a Royal Appointment from Her Majesty the Queen for Asbestos Removal.

This summer see's the continuation of this highly successful working partnership with the award of a pilot scheme to be carried out at Buckingham Palace. The works will involve the exposure of the basement floor ducts between the Trade Yard and the Contractors Workshop Corridor for the removal of all asbestos containing materials.

Whilst the works are taking place the building will remain in full occupation and access for the Royal Household staff will need to be maintained through the under stairs lobby and into the adjacent Old Staff Dining Room for the duration of the works.



Odeon Cinema

The Odeon Cinema, Swiss Cottage, 96 Finchley Road, London NW3 5EL has recently reopened its doors to the public following on from a three-



month re-fit that has been carried out through the summer of 2011. The changes include north London's first Imax system - a large, state-of-the-art screen that uses special technology to give viewers a sense of total film immersion. The building works, costing £3million, have also seen an original first-floor bar re-installed and a café area opened to the public.

As part of the works, Cranegates have carried out a large scale asbestos removal programme at the cinema, comprising of the removal of various asbestos containing materials under fully controlled conditions from a variety locations throughout the cinema including:

- **The removal of AIB covering to metal ducting throughout the ground floor**
- **The removal of asbestos from the basement boiler room**
- **The removal of textured coatings from the ceilings and walls**
- **The removal of asbestos floor tiles and asbestos cement flues**
- **The removal of MMMF pipe sectional with Asbestos Paper Lining**



Boasting a giant cinema screen soaring 20 metres high into the ceiling, seats designed for Formula One racing drivers and a bar serving champagne and smoked salmon, the newly revamped cinema which was originally opened in 1937 is a far cry from the flea-pit picturehouses of yesteryear.

"We wanted to bring the cinema up to date and this is a prime location for an Imax. It is the first of its kind in north London."

- Richard Mann, Cinema manager

"Cranegates are still proud to be part of Odeon cinemas supply chain which has been going strong since 1991 and are proud to be a part of this state of the art redevelopment contract. We are also pleased to announce that the asbestos removal package was completed on time and to budget allowing the refurbishment works to progress without any delays"

**- Robert Beach,
Cranegates Managing
Director**

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