

# InSite

October 2024 Issue 24

## Delivering the best for Citypoint

How Contract Support Administrator  
Ameen Ahnien is making a difference

PAGES 4 & 5



HEALTH AND  
SAFETY  
SPOTLIGHT  
PAGES 9-11

EMPLOYEE OF  
THE QUARTER  
PAGE 12

AN UPDATE FROM

# → Will Kendal

Welcome to the 24th edition of *InSite*!

I would like to start by welcoming our new staff members, including our nine new apprentices who will be with us for the next four years as they train to become fully qualified engineers.

Regarding all things Technical, so far this year we have completed 21 specialist maintenance visits in-house thanks to our new HV/LV specialist testing equipment. This is testament to our commitment to improve our service delivery. Our expertise allows us to evaluate our subcontractors' performance during maintenance shutdowns, in some cases recommending a change from one specialist to another or switching to Jaguar's Technical Team.

Our new IPEC ASM-P substation monitor has been deployed, monitoring five HV switchboards so far. This advanced partial discharge monitor provides us with detailed information from the switchgear it is installed at. It monitors for PD around the clock, ensuring we capture any PD occurring within the

high voltage switchgear. Our team set up this non-intrusive equipment and can remotely monitor the switchgear regularly throughout the length of the survey, which is typically four weeks.

Back to this edition of *InSite*, and we meet Ameen Ahnien, Contract Support Administrator based at Citypoint. We get an insight into his role in our Day in the Life feature. Additionally, get to know our Health & Safety Advisor, Garry McHeath in a special H&S spotlight, which highlights the key contributions that they bring to our organisation.

Over the past three months we have embraced various challenges to assist our clients and their chosen charities. Activities ranged from running, cycling and volunteering to our Projects Team organising their yearly golf event to raise

money for Jaguar's chosen charities. Congratulations to all of the participants! Find event insights on **pages 14-15**. Additionally, we are pleased to announce our staff

**“Our expertise allows us to evaluate our subcontractors' performance during maintenance shutdowns”**

promotions and recognise our Employees of the Quarter. Details are on **pages 12-13**.

This quarter, we have placed a significant emphasis on mental health awareness. In support of key dates in October dedicated to this cause, we have been actively promoting mental health awareness through our communications. Recently, we conducted an 'Understanding Suicide Intervention' training session as part of our commitment to supporting mental health. We will be hosting further sessions through Vitality, and we also want to remind everyone of our Mental Health First Aiders, whose contact details can be found on **page 19**.

Additionally, we are excited to announce our upcoming event, 'Making the Most of Vitality,' scheduled for 14th November to assist everyone in maximising the benefits available to them. Find further details on **page 17**.

Lastly, I would like to wish you all the best going into the final quarter of the year. I look forward to catching up with you all at our Christmas party on 5th of December and, if I don't speak to you before, have a wonderful Christmas and a happy New Year. ■

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**Will Kendal, Associate Director, Technical Services**

# New wins, → retenders and losses

Over the last quarter our teams have worked extremely hard to secure some major building wins and retain existing contracts. A huge congratulations to everyone involved!



Lloyd's of London



The Bower - Warehouse



Rathbone Square



25 Cannon Street

## WINS

Our business development team is pleased to announce the win of **1 Rathbone Place**. Located just off Oxford Street, this square is a mix of both retail and residential buildings, as well as Grade A offices.

We have also gained several new occupier contracts across our sites: Block D (Affordable Resi) at **Rathbone Square**, Alantra at **25 Cannon Street**, Storey, L1 West at **2 Kingdom Street**, Intercom at **The Bower - Warehouse**, Stenn at **The Bower - Tower**, and Hines at **Grainhouse**.

## LLOYD'S RETENDER

We are also pleased to announce that Jaguar has retained the iconic **Lloyd's of London** building for a further five-year period after a competitive retender. Located in Lime Street, the Lloyd's building is a Grade 1 award-winning piece of architecture.

Steve Jackaman, Operations Director, said: "We are delighted to have resecured this account. We're proud of the extremely high service levels we've provided to Lloyd's over the past five years and look forward to developing this over the next five."

Lucent



## RETENDERS/ RENEWALS

Over the last quarter, our business development team has worked hard to make sure there's a continuation of the contracts at the following sites:

- London and Regional Portfolio
- One America Square
- Borough Yards
- Paternoster Square
- Lucent.



100 New Oxford Street

## CONTRACT LOSSES

Sadly, we were unsuccessful in continuing our M&E contract at **100 New Oxford Street**. The customer has chosen to proceed with an alternative provider. Thank you to the team at 100 New Oxford Street for all of your work.

## A DAY IN THE LIFE

# Ameen Ahnien

Contract Support Administrator  
at Citypoint

Discover a day in the life of our Contract Support Administrator Ameen and why he's focused on delivering the very best for Citypoint

**Our engineers might do the hands-on work, but it's the meticulous organisation and constant hard work of their Contract Support Administrators, like Ameen Ahnien, that keep everything running smoothly. Having worked at Citypoint for just over a year now, Ameen tells us all about his role and how he finds working within the building services industry.**

### HOW DID YOU GET INTO THE BUILDING SERVICES INDUSTRY?

Before Jaguar, I worked for a property management company with a large portfolio as a Maintenance Coordinator, which I was really enjoying. Due to funding, I was made redundant, but after my experiences in building maintenance I knew I wanted to stay within the industry. I took on a position covering annual leave at Paddington Central before being offered a permanent, static role at Citypoint.

### WHAT IS A TYPICAL DAY FOR YOU?

When it comes to my workday, I get in around 7am on my motorcycle to give myself time to grab a coffee and chat to the engineers before I start my day at 8am. My day-to-day at work varies from client meetings to taking phone calls, supplier visits and organising the operations of the day. I can handle anything from 40 to 60 permit requests from our engineers and up to 30 from our client in any given day. I work closely with our team of engineers and have built up a great rapport with them.

### WHAT DO YOU ENJOY MOST ABOUT YOUR JOB?

I enjoy a challenge so finding a system that works for us as a team at Citypoint was something I really liked doing. This involved creating a system which makes

**“Everyone I've encountered has been extremely supportive”**





Ameen and Engineering Account Manager Tony Knight

**What do you like doing in your own time?**

In my spare time, I love taking my motorcycle out for long periods and riding through the countryside. I also spend a lot of quality time with my family and friends, making sure they are all well and enjoying their company.

**What's something no one knows about you?**

I aspire to own a pilot licence and fly single prop aircraft with hopes of owning one of my own.

**What did you want to be when you grew up?**

I wanted to be an airline pilot for Emirates.

**If you could trade places with someone for a day, who would it be?**

I would trade with a captain of Emirates and fly internationally, taking on big responsibilities and tasks of calculating flight load and scheduling future passenger flights overseas.

**Favourite film?**  
*The Batman* starring Robert Pattinson.

**What's your favourite type of cuisine?**  
Korean fried street food or hotpots. I also go for other Asian street foods otherwise it'll be the homemade Moroccan tajines my mum makes.

the operations on-site run efficiently. I enjoy organising the logistics of our 12 engineers and finding new methods of being productive.

I also find the mechanical and engineering side very interesting, so I benefit from getting to know the engineers and finding out details about how our assets work and what's required to keep them maintained. This also involves asking our specialist subcontractors questions about what's involved in the servicing they are carrying out. This is all without having to pick up a tool myself, as I prefer the IT side of the job!

I've also really got to know people within Jaguar, and everyone I've encountered has been extremely supportive, particularly Ruby and Georgia on the CAFM team.

**WHAT ADVICE WOULD YOU GIVE TO YOUR YOUNGER SELF?**

I would tell my younger self to focus on the things you love, regardless of what other people expect of you. Follow your passions because it is what you do best and remember that you can integrate them

into your future career to find something you will enjoy for life.

**WHAT ADVICE WOULD YOU GIVE TO SOMEONE WHO WANTS TO WORK IN THE INDUSTRY?**

I would recommend learning/having some background information on the building services industry before or as you enter it. Also, try to develop your administrative skills and become tech savvy. Work closely with your team and understand your clients' needs and try to be adaptable, as new tasks and challenges arise all the time in building services. ■



## SPOTLIGHT ON A SITE

# Rabobank → at Thames Court

### GENERAL BUILDING INFO

**Square footage:** 325,000 ft<sup>2</sup>

**Number of floors:** 7

**Size of team:** 6

**Staff coverage:** Tenant contract

**Client:** Rabobank

**Chillers:** Landlord but they are currently being replaced with heat pumps

**Boilers:** Landlord but they are currently being replaced with heat pumps

**Generators:** 1 shared set on the roof

**Electrical supply:** 2 x 11,000 volt supplied from substation 419265 bankside grid, as provided by the landlord

**Jaguar secured the contract with Thames Court to begin maintenance services in January 2021, and this included a contract with its tenant, Rabobank. Rabobank occupies two of the seven floors within the building and shares another two.**

Across this site there is a six-strong team made up of Site Supervisor Leroy Corbin, Mechanical Technical Advisor Alan Hopkins, Mechanical Shift Technician Daylan Cummings, Electrical Shift Technician Haftom Abrha, Contract Support

Administrator Deborah McNamara and Apprentice Liam Cox. Lee Tristram is the Account Manager for this team, with Tom Amos as the Business Unit Head.

The 325,000 square foot building is located right on the edge of the City, with its north side facing the busy highway and its south giving a sense of serenity, overlooking the River Thames.

Thames Court was completed in 1998 and it has been designed to be a prime working environment with spacious open plan floors providing plenty of natural light. It also has a fabulous roof terrace that has views of St Paul's Cathedral, The Shard, The Tate and the Globe Theatre, as well as plenty of greenery including pear, olive and grape trees. It is certainly considered a landmark office building.

The team at Rabobank all value each other and work together well, almost like a family with many of





Top row, left to right: Liam Cox, Leroy Corbin  
Bottom row, left to right: Lee Tristram, Debbie McNamara, Alan Hopkins



**What was your first job?**

**Leroy:** Paper round, aged 12  
**Debbie:** Saturday job as a waitress  
**Daylan:** Apprentice engineer  
**Haftom:** Assistant fabric technician  
**Liam:** Apprentice engineer with Jaguar  
**Alan:** This - thanks to TUPE I have worked in continuous employment at Thames Court for 52 years

**Where is your favourite place in the world?**

**Leroy:** It was the World Trade Center, which unfortunately is no longer there, but I quite like a cruise  
**Debbie:** Either the elephant sanctuary in Thailand or the dolphin rescue centre in Mexico  
**Daylan:** Home  
**Haftom:** Africa  
**Liam:** Fishing lake  
**Alan:** Either London or Barbados

**What is the last TV series you watched?**

**Leroy:** *Tracker*  
**Debbie:** *The Perfect Couple*  
**Daylan:** I don't watch TV  
**Haftom:** *Emily in Paris*  
**Liam:** *Young Sheldon*  
**Alan:** *The Umbrella Academy*

**What is your favourite way to unwind after a busy day?**

**Leroy:** Just leaving the office at the end of the day  
**Debbie:** A nice cup of tea  
**Daylan:** Sleeping  
**Haftom:** I'm a new dad, so playing with my beautiful daughter and wife  
**Liam:** Meet my friends  
**Alan:** A rum and coke and making and painting miniature figures

**If you could trade places with anyone for a day, who would you choose?**

**Leroy:** John Stone in the Euros final 2024  
**Debbie:** Anyone from the National Crime Agency  
**Daylan:** Jesus  
**Haftom:** My daughter  
**Liam:** Jordan Pickford  
**Alan:** One of my cats or a pilot of a small plane

**“Thames Court was completed in 1998 and it has been designed to be a prime working environment with spacious open plan floors providing plenty of natural light”**

them having been there for several years. Alan Hopkins has been a part of Thames Court for 52 years!

Meanwhile, Liam Cox has only been with them as an apprentice since the beginning of September, but he is already a well-respected member of the team and highly praised by his colleagues and our customer at Rabobank.

It was a pleasure to meet the team and get an insight into what life is like at Thames Court. ■



# Projects

# Update

## FLUE LINER INSTALLATION - KINGS PLACE

**Building name:** Kings Place,  
90 York Way, London, N1 9AG

**Client:** Savills

**Project duration:** One month

**Jaguar Projects was tasked with the full design, programming, installation and commissioning of the new flue liner located in the boiler room at Kings Place.**

Following a previous project it was discovered that the vertical flue had developed a leak, allowing condense to leak into the boiler room from the bottom end of the flue.

A scaffold tower was erected on the roof to allow the flue liner to be lowered down into the existing duct. Due to the nature of the site, a crane was utilised to lift the scaffolding onto the roof and remove it once works were completed. In total, two road closures and crane lifts

were undertaken just next to Kings Cross Station over weekend periods.

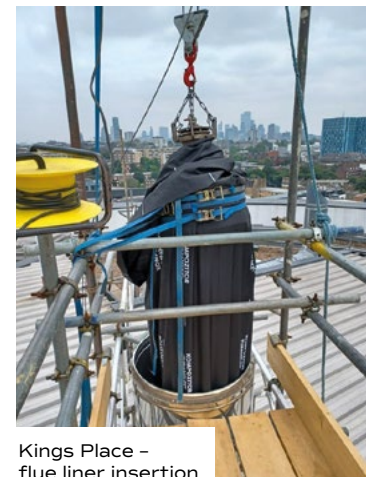
The biggest task was to maintain building operations effectively without causing any disruption to the tenants during normal working hours due to the downtime on the boilers. Using temporary boilers to maintain hot water for tenants and keeping noisy and intrusive works out of hours meant disruption to the building and those nearby was minimised.

Despite facing challenges with delays of the bespoke flue liner and the temporary boilers failing, Jaguar Projects was able to complete the project successfully, on time and within budget.

Well done to everyone in the team on another exceptional job! 🟩



Kings Place - crane lift



Kings Place - flue liner insertion



South Quay Building - old condenser pumps pre strip out

## CONDENSER PUMP REPLACEMENT - SOUTH QUAY BUILDING

**Building name:** South Quay Building,  
77 Marsh Wall Road, London, E14 9SH

**Client:** Savills

**Project duration:** Three months

**Jaguar Projects was tasked with replacing two condenser pumps at the South Quay Building while it remained fully occupied.**

Ensuring the building remained fully operable, we carefully planned and communicated with the site team to minimise disruption to the occupiers. The existing 90kW pumps, which were installed during base build, were replaced with more energy-efficient, inverter-driven 45kW pumps. With advances in modern technology, they provide considerable energy savings to our client.

We approached the project replacing each pump set one at a time to ensure that cooling to the building continued

throughout the replacements. A short proving period between pump replacements was deployed to ensure there was a full operation of the new system before moving on to replacing the second pump. Renewal and modification of power supplies were installed for both pumps and local pipework modifications were undertaken to suit the new pump connections. Following completion of the pipework installation and before finishing the project, disinfection was carried out followed by microbiological sampling. Along with this, the differential pressure switches were replaced along with new field wiring and the control strategy was recommissioned to ensure appropriate changeover operation.

The project was completed smoothly and successfully on time over three months. Great work from the whole team! 🟩



# Health & Safety Update

This life-saving law has made the workplace safer but there's still much more to do

## THE HEALTH AND SAFETY AT WORK ACT 1974

**On July 31st, 2024, the Health and Safety at Work Act (HASAW) 1974 celebrated its 50th anniversary.**

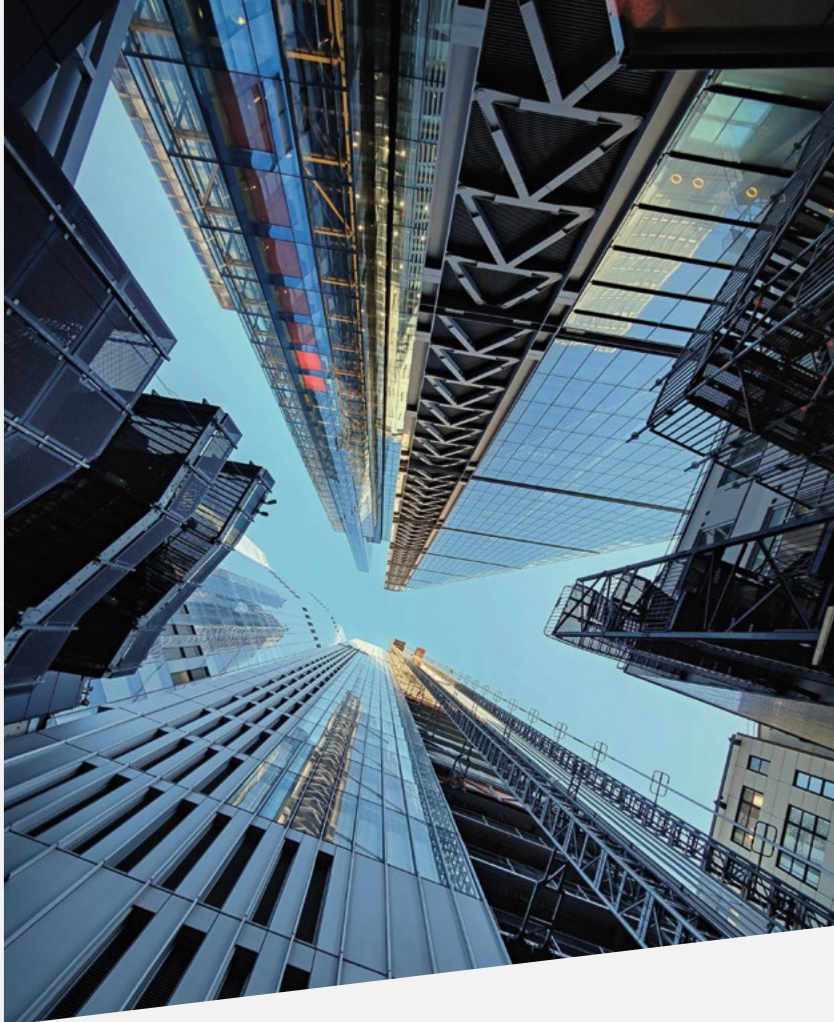
Since its introduction, workplace fatalities in the UK have dropped from around 1,000 per year in the 1970s to 135 in 2023, and non-fatal injuries have fallen by more than 80%.

The Act introduced a risk-based, goal-setting approach to workplace safety, encouraging employers to manage hazards in their own

environments. It also established the Health and Safety Executive (HSE) and led to standardised incident reporting via RIDDOR.

Though workplaces have changed dramatically over the years, from heavy industry to the digital age, HASAW remains relevant, adapting to new challenges such as mental health and remote work. Its influence continues to shape health and safety standards in the UK and even abroad. ■

**“Workplace fatalities in the UK have dropped from around 1,000 per year in the 1970s to 136 in 2023, and non-fatal injuries have fallen by over 80%”**



## HEALTH AND SAFETY EXECUTIVE NEWS

**The HSE has released its annual statistics, revealing an increase in workplace fatalities. A total of 138 workers died in work-related accidents in 2023/24, up from 136 the previous year.**

Falls from height remain the most common cause of fatal accidents, with 50 deaths - up from 40 last year. This is followed by 25 deaths caused by being struck by a moving vehicle, and 20 fatalities from being struck by a moving object. Additionally, 87 members of the public lost their lives in work-related incidents, according to RIDDOR data.

Notably, workers aged 60 and over accounted for 34% of fatalities, despite representing only 11% of the workforce. The construction industry reported the highest number of deaths, with 51 fatalities, up from 45 the previous year. Agriculture, forestry and fishing followed with 23 deaths.

These statistics highlight the ongoing risks in high-hazard industries and the need for continued focus on safety, particularly in sectors such as construction and among older workers.



# Health & Safety Update

## A DAY IN THE LIFE

# Garry McHeath

Health & Safety Advisor

We all know how important health and safety is in our day-to-day lives, let alone our workplaces, particularly when surrounded by plant rooms and equipment. We spoke to Health and Safety Advisor Garry McHeath to find out what life is like in this role and how he helps to keep our sites running safely.

### WHAT DO YOU DO FOR THE HEALTH AND SAFETY TEAM?

My role as a Health and Safety Advisor mainly involves going on health and safety audits and inspections, visiting the sites to have a walk around their plant rooms, checking the housekeeping is up to date, looking through health and safety logs and checking that the site is compliant with current regulations. By being there, people can bring their concerns straight to me and we can help to come up with a solution. We go on site visits usually two or three times a week but day to day it's generally dealing with Site Managers and Account Managers for general health and safety concerns or working on noise assessments, risk assessments and method statements when required.

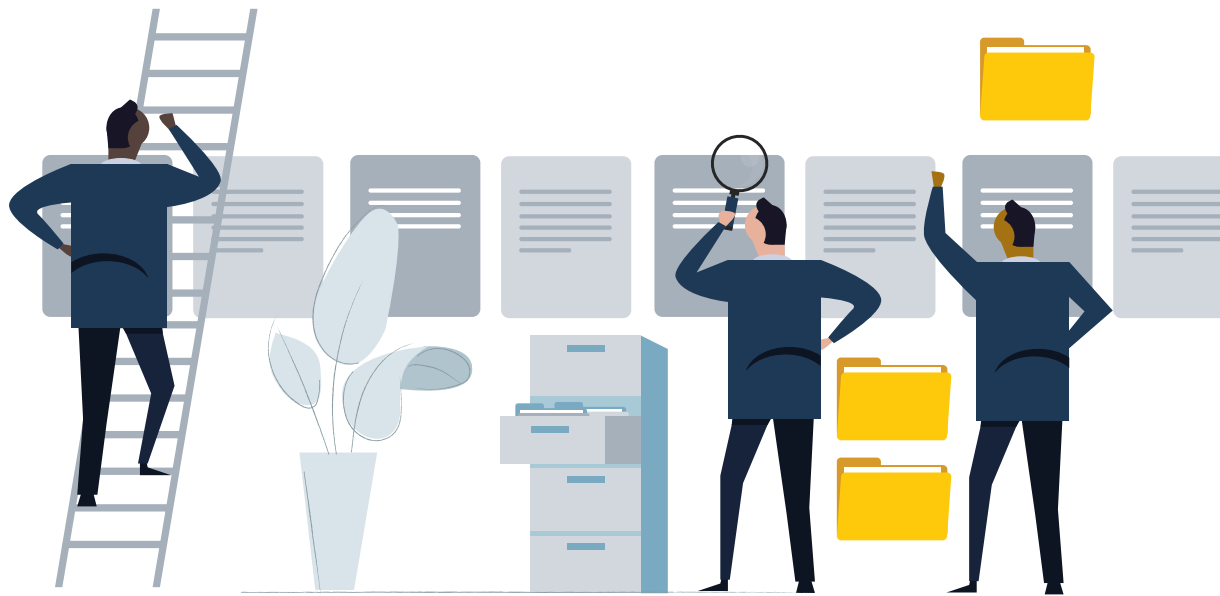
### WHAT IS THE MOST IMPORTANT ASPECT OF THE JOB?

The health and safety audits and inspections that we carry out. Keeping our on-site teams as safe as possible while they carry out their duties is extremely important. During the inspections, we can identify any concerns and address them in our audit.

### AS THE HEALTH AND SAFETY RULES CHANGE, HOW DO YOU KEEP ON TOP OF THEM?

We do this through the Health and Safety Executive. They will update us if there are any changes to the regulations, but we just generally check through their website daily. Keeping up to date with this makes it easier when relaying any information to site or helping with their concerns.

**“Health and safety is there to help you, not to make your life harder”**



### HOW DID YOU GET INTO THE HEALTH AND SAFETY INDUSTRY?

Before Jaguar, I was working for the Department of Health and Social Care and I had to work from home for two years during lockdown, helping to take PPE to the hospitals. During that time, I paid to complete my health and safety NEBOSH qualification because I knew I wanted to go down a health and safety career route. It's a role you need in any company or industry, and you can see within Jaguar it is constantly expanding, slowly becoming more accepted on sites. It's there to help you, not to make your life harder.

### WHAT WOULD YOU SAY IS THE MOST INTERESTING PART OF YOUR JOB?

Meeting different people out on site. I go to so many sites and you meet all different characters. You meet a large portion of the people who work for Jaguar, and it's a much larger team than you may realise!

### WHAT DO OUR SITES DO THAT HELP YOU WITH YOUR ROLE?

Good communication! Sites can help us by having a Site Manager available during audits and inspections because then you have a lead person to speak to for any queries. But the main priority is communication. We want to build and maintain a good relationship with our on-site managers as it keeps a good culture, and we know we can go to them for anything. ■

If you know of anyone who is particularly H&S conscious or see excellent examples of good practice on your site, please let our H&S Manager Louise Davies know at [ldavies@jbs-ltd.co.uk](mailto:ldavies@jbs-ltd.co.uk)

We are still running our H&S Champion programme, and we would really like to hear from you!



#### What's something no one knows about you?

If I told you this, everyone would then know

#### What did you want to be when you grew up?

Footballer

#### If you could trade places with someone for a day, who would it be?

Lionel Messi

#### Favourite film?

Snatch

#### What's your favourite type of cuisine?

Italian (pizza)



# Employee of the Quarter

A huge congratulations to our winners and runners-up for October's Employee of the Quarter. We received some incredible examples of work where our members of staff have gone above and beyond and they all deserve to be celebrated!

## WINNER

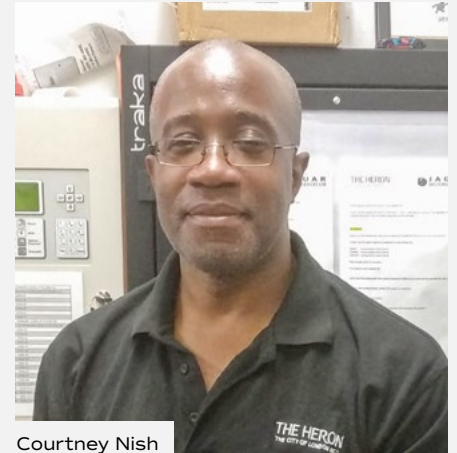
Our winner this quarter is **Courtney Nish** from The Heron, who was also recognised by everyone in his building, becoming The Heron's 'Half Year Hero'. There are many reasons supporting Courtney's nomination, including dedication to his job (which was noted when he came into work on his birthday and attended a late-night call-out that same night), all his day-to-day hard work and going the extra mile to help his colleagues and the building management team. We also felt he was a very deserving winner. Well done, Courtney!

## RUNNERS-UP

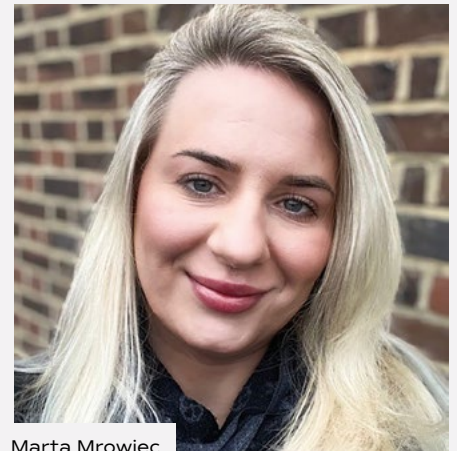
Our first runners-up are **Yassine Houssain** and **Jerry Anderson** from 123 Victoria Street. With plenty of great customer feedback about the work they have done since taking over the site, some standout moments have included stopping a leak which had been happening for around 13 years within a six-month period and re-uploading the fan coil unit strategy after a power failure in the building without needing to call out the BMS specialists or disturbing the tenants.

We also want to congratulate our second runner-up, **Marta Mrowiec**, who as part of the Landsec Portfolio has used her knowledge of all JBS systems to get the administrative side of the contract going while also showing an amazing level of support with the new Jaguar staff who have transferred via TUPE.

Working tirelessly with the specialist subcontractors to achieve a high level of on-time completions, creating a huge reduction of Riskwise actions, she has taken a lead role within the Victoria Workplace Engineering management to ensure that all their requirements are met and delivered on time, no matter what. ■



Courtney Nish



Marta Mrowiec

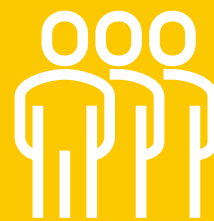


Yassine Houssain and Jerry Anderson

## NOMINEES

We would also like to recognise and celebrate the hard work of those who were nominated for an award this quarter.

- **Danny Collings**, Electrical Technician, **Jack Cook**, Apprentice, and **Chris Cook**, Site Manager at Moor Place
- **Julia Marzec**, Contract Support Administrator at Belgrave House
- **Joseph Kilduff**, Contract Support Administrator at Carnaby Estate
- **Ni Andersen**, Site Manager at Alphabeta
- **Dean Cook**, Support Engineer Supervisor for various sites
- **John Russell**, Shift Leader Electrical Technician at Citypoint.



Vote for your next Employee of the Quarter

Voting has now reopened! Please nominate your Employee of the Quarter via The Gateway: Gateway – Reward and Recognition. Please submit all nominations by **Friday 10th January 2025** for your vote to be counted.

# → Promotions

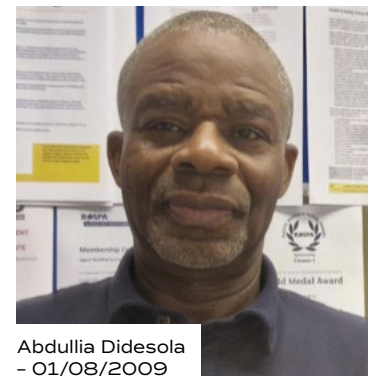
## LONG SERVICE

### CELEBRATING 15 YEARS AT JAGUAR

Over the last quarter, three members of staff celebrated 15 years with us! All starting in 2009, they have reached a significant milestone in their careers here at Jaguar.

Congratulations to Abdullia Didesola, a Support Engineer under Business Unit 1, Mark Richardson, Compliance Manager at Head Office, and Michael Berry, Site Manager at Ibox House.

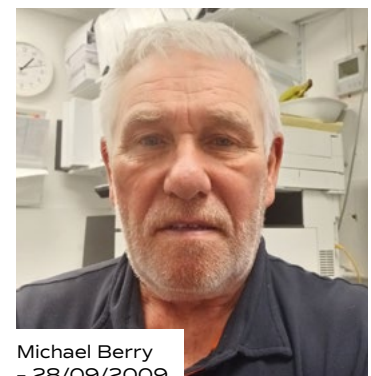
Here's to another 15 years of service!



Abdullia Didesola  
- 01/08/2009



Mark Richardson  
- 21/09/2009



Michael Berry  
- 28/09/2009



Poppy Redpath



Toby Turner



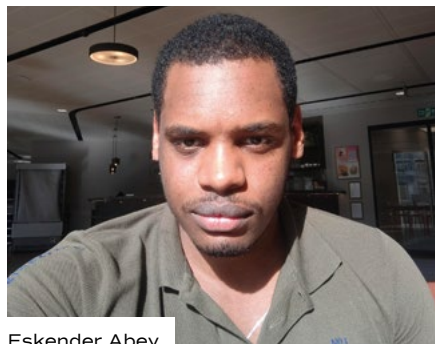
Aidan Radford



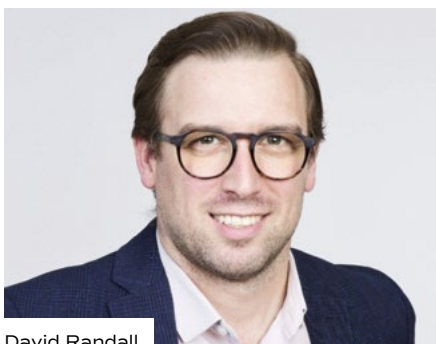
Rogelio Rondero



Liam Virdee



Eskender Abey



David Randall



Jarrel Williams

Over the past quarter, many of our staff have shown excellence and hard work, and we are delighted to share the recent promotions within Jaguar.

**Poppy Redpath** has taken on the role of Contract Support Supervisor of Business Unit 2 Contract Support Administrators in Head Office.

**Toby Turner** has been promoted to Assistant Building Performance Manager at DeepMind and **Aidan Radford** has taken on the role of Technical Services Manager at Arbor Bankside.

We have two new Site Supervisors, **Rogelio Rondero** at Premier Place and **Liam Virdee** at 1 Knightsbridge.

We also have two new Site Managers, with **Eskender Abey** taking on Sancroft and **David Randall** now working at The Stage.

**Jarrel Williams** has also been promoted to Support Engineer Supervisor under Business Unit 2. ■

# An InSite into Our Community OnSite



Our people set the pace on the run

## JLL RUN

This year, 20 of our people took part in the annual JLL 5k run around the beautiful Regents Park. The event, as always, was a great success and an opportunity for us to get together with our service providers, customers and competitors alike.

Congratulations to Catherine Waite for placing second in the women's 'Master' category and to Graeme McSorley for securing third place in the men's.

Graeme McSorley, Bid Manager, said: "2024 marks my third JLL 5k and every year has been a great success! It's fantastic to get together with the



Jaguar team and it's always a pleasure to see so many familiar faces within the building services sector."



Alejandro Perez-Gonzalez,  
Purchase Ledger Clerk

## TOUR DE PAT

In September, Jaguar took part in Tour de Paternoster, a static-cycle challenge to raise money and awareness for Future Dreams Breast Cancer Charity. Future Dreams offers in-person and online support for those diagnosed, as well as funding vital secondary breast cancer research.

As a team, Jag-you-are Fast came second out of the eight teams participating, travelling a total of 193 miles - only three miles away from the Eiffel Tower! We also had the top two cyclists of the day in our team with Stuart Colvin, Water Treatment Consultant, being the fastest man, covering 13.3km, and Emma Ralley, Talent Acquisition Coordinator, being the fastest woman, covering 12.3km.

Associate Director Michael Dodsworth said: "What a challenge! Congratulations to all our Jaguar members who took part."



The golf day was a big success

## PROJECTS GOLF DAY

Our annual golf event, held on 26th September and organised by our Projects Team, raised an incredible £21,161.51. Our business has generously agreed to match this amount, bringing our total fundraising figure to an impressive £42,323.02!

Associate Director and Head of Projects, Richard George, said: "This event has truly evolved into much more than a golf day, bringing together friends, colleagues, and members of our supply chain to support our three charities. I would like to express my deepest gratitude to each and every one of you for your remarkable generosity, thank you all. We are already looking forward to hosting the event next year."



We're proud to help the charity and support all the good work it does

## THE MANNA SOCIETY

Towards the end of last year, our team discovered the Manna Society, a local charity near London Bridge dedicated to providing hot meals and essential welfare services to those in need. The Manna Society has been operating for 42 years, assisting 100-120 homeless individuals daily, and is open seven days a week for 51 weeks a year.

We recently visited the Manna Society to find out more about their work. Paddy Boyle, Administrator has been a part of the organisation since 1986. He told us that most of the dedicated staff have also worked there for over 20 years. Alongside hot meals, the centre also provides essential services including clothing, showers, housing and welfare advice, medical clinics and free internet access.

Bandi Mbubi, Director at the Manna Society said: "We are creating a safe haven for people, we don't ask questions. It is a place of respect, restoring dignity and treating people well."

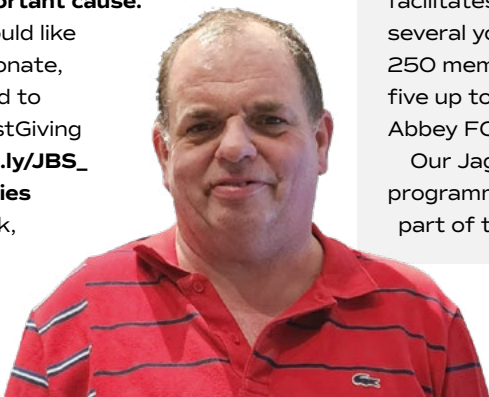
The Manna Society welcomes donations, particularly men's clothing, food and toiletries. If you're interested in contributing, check out their list of needed items: [www.mannasociety.org.uk/wp-content/uploads/2024/09/HF-list-2024.pdf](http://www.mannasociety.org.uk/wp-content/uploads/2024/09/HF-list-2024.pdf) and we look forward to continuing to support the fantastic work that they do.

## SPONSOR PETER JEFFERIES

In June 2025, Peter Jefferies, Fabric Technician at Citypoint, is taking part in the 'March for Men' to raise money for Prostate Cancer UK. This is a wonderful event, raising money for a very important cause.

If you would like to kindly donate, please head to Peter's JustGiving page at [bit.ly/JBS\\_PeterJeffries](http://bit.ly/JBS_PeterJeffries)

Good luck, Peter!



## WALTHAM ABBEY JAGUARS

Jaguar is proud to sponsor the Waltham Abbey Jaguars under 15s again this year.

The Jaguars are a part of the Abbey Youth / Waltham Abbey Football Club which facilitates the training and support of several youth teams made up of more than 250 members. The teams range from aged five up to a potential pathway into Waltham Abbey FC.

Our Jaguars are well into their pre-season programme, and we are delighted to be a part of their journey for the third season.

but not as bad as Ellis Bartlett who is rock bottom.

Game week seven was more than a struggle for Callum Murray, who somehow managed to only score a disappointing 15 points.

Cole Palmer seems to be more than vital at the moment,

being the top points scorer with Erling Haaland, so those with their wildcards might want to play to get him in!

Don't forget to keep on top of your

teams and players. There's a prize of £100 for the winner, so it's all to play for!

If anyone still wants to join, it's League Code: cjuqj9

There's a long season to go so be bold in your captain choices as it might just pay off!

# Fantasy Football

As we complete game week seven into the Premier League season, the Jaguar fantasy football league is starting to take shape!

There are a whopping 58 teams in the Jaguar league and currently sitting in first place is Paul Stevens with 487 points, followed by Darron Meredith with 463 points.

It's pretty tight at the top though, as there's only 53 points in it between first and 15th place. Previous winner, Iain McDougall, seems to have lost his touch as he lingers around the 10th place mark,



Rank	Team and manager	GW	TOT
1 ●	S.T.E.V.O Paul Stevens	55	487
2 ▲	Moosh Darron Meredith	42	463
3 ▲	Crescent moon Fadul Fadul	63	461
4 ▼	Potts and pans Neil Askew	36	459
5 ▲	Auto Pick Robert Knebeg	75	457
6 ▼	Just gimme de Ligt Steve Wright	47	455
7 ▲	Delboy FC Derrick Faulkner	65	442
8 ▲	UdogieStyleee Lauren Jackaman	53	441
9 ▲	Yoro Wizard Harry Mark Williams	62	440
10 ▲	iCanSeeYourArsenal Iain McDougall	61	439



We're sponsoring the team again this season

## TECHNICAL QUESTION WINNER

Thank you to everyone who entered for this quarter's technical question. We love seeing everyone's responses coming in and well done to everyone who has answered correctly!

As a reminder, July's technical question was:

Assuming a unit cost of 0.22p per kWh, what would cost the most money to run?

- A 60W lightbulb for 12 hours
- A 3kW kettle for five minutes, four times per day
- A 10kW electric shower for five minutes

Answer: **The kettle**

- 60W lightbulb for 12 hours: 16p
- 3kW kettle for five minutes, four times per day: 22p
- 10kW electric shower for five minutes: 18p

Congratulations to **Eduart Kushi**, Electrical Shift Technician from Nova Victoria, for submitting the correct answer! A voucher is on its way to you via The Gateway.



## TECHNICAL QUESTION

OCTOBER'S TECHNICAL QUESTION IS:

**Q. What does FLC stand for?**

Log in to The Gateway and send us your answer by **6th January 2025** to be in with the chance of winning. All correct entries are submitted into a prize draw and the winner is picked at random. Anyone can enter, even if you're not an engineer – just answer the question and submit!

# The end of an era as Joao bows out

## JOAO CABACINHA IS RETIRING FROM THE BUSINESS

**This October, Roving Engineer Joao Cabacinha is hanging up his (work) tool kit and retiring from the business.**

Having started with Jaguar in 2011 at 33 Cavendish Square, he stayed here for eight years until he first retired in 2019. Due to Covid-19 and a number of other reasons, Joao was welcomed back in 2021 and has been with us ever since.

Joao said: "I used to work with NG Bailey, Norland Managed Services and Carillion as an electrical engineer, but JBS is the place where I felt fulfilled as a professional in my career. I have really enjoyed my time working at Jaguar."

Joao is planning to move back to the town in Portugal where he was born and where he and his wife have a property close to the coast and countryside.

He intends to spend time looking after his grandchildren, both in Portugal and London when he comes back to visit England. His wife was born in São Tomé and Príncipe, West Africa, and they hope to visit their home

out there once a year too.

Joao's retirement is long-awaited and after many amazing years at Jaguar, we truly wish him every bit of happiness in his future. Happy retirement! 🟡



## A MESSAGE FROM ED SPENCER, JOAO'S BUSINESS UNIT HEAD

"As you embark on this new chapter of your life, we want to take a moment to express our heartfelt gratitude for all that you have contributed to our support team. Your expertise and dedication as a Building Services Engineer have ensured that the sites that you worked on ran smoothly.

"Your calm demeanour has made a lasting impact on our support team, and we will miss your insightful contributions and the warmth that you brought to our workplace.

"Wishing you all the best in your retirement – may it be filled with adventure, relaxation and the joy of new experiences. You truly deserve it!"







## VITALITY REMINDER

At Jaguar, one of our benefits is Private Medical Insurance with Vitality, which not only provides support through its Virtual GPs, treatments, dental, optical and hearing care, and talking therapies, but also helps to encourage healthier lifestyles.

By providing rewards for daily steps - free weekly coffees and monthly cinema tickets - it encourages people to get moving.



If you need some motivation, it offers all types of courses including yoga sessions and fitness classes, which you can sign up to or access via a YouTube channel.

With new members of staff joining us all year round and many long-term employees having been with us since we first signed up, it is easy to forget what Vitality offers or not know how to use its services - currently only 30% of our Jaguar staff members are reaping the full extent of the benefits.

This is why we are offering the chance to join their Making the Most of Vitality course on **Thursday 14th November 2024 at 10:30am**.

The course will remind everyone what their insurance offers and how to use it to its fullest, from how to register and use its GPs, book a Healthcheck or make a claim, to how to increase your Vitality status and make the most of the wellbeing and lifestyle programmes.

The course is open to anyone, so please look out for the sign-up email.

# Staff Panel Meeting Update

Amy Marchant, Purchase Ledger Manager

### The Staff Panel is here to give you a voice and create the employee experience you want at Jaguar.

Staff Panel meetings are organised quarterly to come up with ideas to feed back to the Directors, and they take place at head office from 2-5pm led by Amy Marchant.

At the beginning of each meeting, we discuss the Directors' responses to our previous suggestions, often leading to open discussions if we feel like we need to go into more detail about our point, and from there we discuss any new topics.

New topics are brought to our attention through the emails we receive via the Staff Panel email address, as well as from conversations had on-site or in the office. We discuss every topic in-depth, so that everyone can make their opinions heard.

Once we have finished discussing, we come up with a solution we can put forward to the Directors, add it to our notes, then prepare to discuss

the results in the next quarter. One of our biggest priorities is finding ways to bring employees together. We realised just how important this was after receiving the responses from our survey relating to after-work activities. We are working on a second survey to ask more specific questions about what everyone would like to be involved in, so please keep an eye out for an email from the Staff Panel address and make sure to respond if this is something you are interested in.

We are always looking for new members to join our Panel team, so if you are interested in joining or would like to observe one of our meetings, please get in touch. Food and drink are always supplied and anyone is welcome!

All feedback and suggestions are appreciated as we strive to enhance your experience as an employee at Jaguar. Please feel free to reach out to the Staff Panel with your thoughts or ideas at [staffpanel@jbs-ltd.co.uk](mailto:staffpanel@jbs-ltd.co.uk) ■

# World Mental Health Day

Over the last quarter, we celebrated World Mental Health Day and Suicide Prevention Day

One of our biggest priorities at Jaguar is maintaining good mental health among all our employees. Being successful in the workplace ultimately comes down to being happy and having a strong support system, and this is something we strive to implement.

As part of our Vitality Private Medical Insurance, this support now includes talking therapies such as counselling and cognitive behavioural therapy (CBT) - if you would like to know more, you can find the updated terms and conditions on The Gateway.

Vitality also hosts a variety of courses, and we will be offering the chance to join on to two of their upcoming workshops:

- **Neurodiversity Awareness in the Workplace on 11th December 2024 at 11am.**

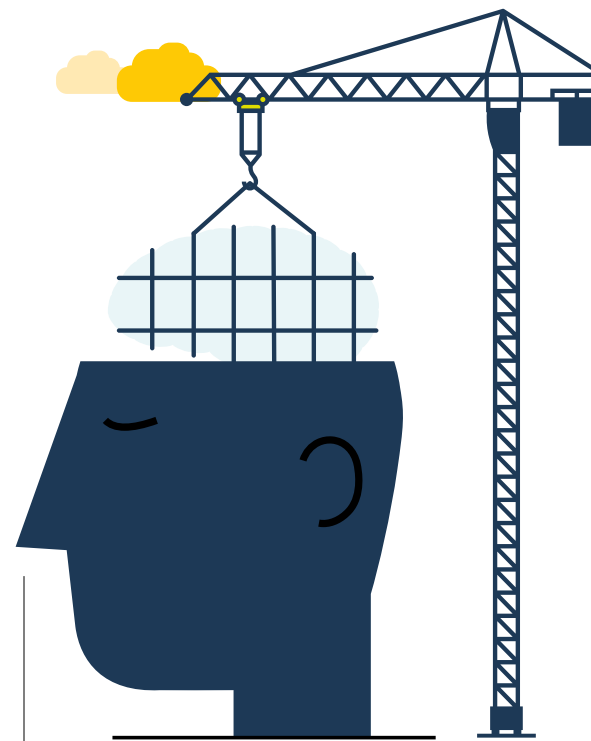
It is estimated that one in seven people in the UK are neurodiverse, and the Neurodiversity Awareness in the Workplace session will focus on the importance of embracing and creating an inclusive environment for neurodiverse people within the company.

- **Positive Wellbeing Strategies: Managing Stress and Anxiety on 14th January 2025 at 2.30pm.**

This session will look at the science behind what happens in the brain and body when faced with challenging situations, how to understand the difference between stress and anxiety, and strategies to help manage this.

We believe these courses could benefit many people within the company, so please keep an eye on your emails for the chance to sign up.

As always, our Mental Health First Aiders, as listed on the following



page, are available for anyone who needs someone to speak to confidentially within Jaguar. ■

## FURTHER INFORMATION

If you would prefer to speak to someone outside of the workplace, or if someone you know is struggling, please consider reaching out to the following resources:

- You can contact **Samaritans** 24 hours a day, 365 days a year. Call **116 123** (free from any phone).
- **Papyrus HOPELINEUK** on **0800 068 4141** (24 hours, 7 days a week), email **pat@papyrus-uk.org** or text **07786 209 697**.
- **National Suicide Prevention Helpline UK** on **0800 689 5652** (6pm to midnight every day).

If you would prefer not to talk but want mental health support, text **SHOUT** to **85258**. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

**For further resources, please also reference the document 'TRW Mental Health Resources June 2024' which was sent out by Rebekka Gough on 10th September 2024. This can also be found on The Gateway.**

## SUICIDE PREVENTION DAY

In support of **Suicide Prevention Day** and with the call to action 'Start the Conversation', we wanted to raise awareness of suicide and give our employees the opportunity to gain a deeper understanding by hosting a course created by **Suicide First Aid**, titled 'Understanding Suicide Intervention'.

This programme teaches the theory and practice of suicide intervention skills that can be applied in any professional or personal settings. It is designed for anyone who seeks greater knowledge and confidence in intervening with people who are at risk of taking their own life and to remove the

stigma around talking about suicide. Suicide is one of the most preventable deaths and with some basic skills, you can help someone with suicidal thoughts to stay safe and even stay alive.

All the attendees found this certification useful and insightful, learning information and skills they did not know

prior to the training. One participant said: "I now feel aware of the signs of suicide, and it has given me the confidence to openly address the topic and follow the correct processes if someone is struggling. This course has shown me that suicide can be prevented if we stop being afraid of talking about it."

# Jaguar's Mental Health First Aiders



Like traditional first aiders who provide immediate assistance for physical injuries, MHFAiders provide initial support, encouragement and guidance to people to identify and access sources of professional help and other support.

We have a lot of resources that you can use, but it can be overwhelming to know where to start or how to go through them yourself.

An MHFAider can help to guide you and provide some help with this. An issue you have may seem extreme, but there is always a solution. The MHFAider role is to:

- Recognise poor mental health and provide first-level support
- Encourage someone to access professional and other supports
- Practise active listening and empathy
- Converse with improved mental health literacy
- Understand boundaries and confidentiality
- Practise self-care

If you feel that an MHFAider could help you or one of your colleagues, please find their contact details below. ■

## 1 Darren Walton

Engineering Manager  
darren.walton@lloyds.com  
Tel: 07971 309 635

## 2 Lauren Jackaman

Health & Safety Assistant  
ljackaman@jbs-ltd.co.uk  
Tel: 0207 071 0746

## 3 Ray Perrin

Engineering Shift Leader  
rayp123@hotmail.co.uk  
Tel: 07525 357 415

## 4 Sara Jordan

Senior HR Advisor  
sjordan@jbs-ltd.co.uk  
Tel: 0207 071 0728

## 5 Paul O'Neill

Assistant Account Manager  
poneill@jbs-ltd.co.uk  
Tel: 07908 493 216

## 6 Louise Davies

Associate Director  
ldavies@jbs-ltd.co.uk  
Tel: 07876 234 762

## 7 Stuart Cross

Assistant Account Manager  
scross@jbs-ltd.co.uk  
Tel: 07841 619 079

## 8 Estelle Hamilton

HR Advisor  
ehamilton@jbs-ltd.co.uk  
Tel: 0207 071 0744

## 9 Edward Spencer

Business Unit Head  
espencer@jbs-ltd.co.uk  
Tel: 07771 997 617

## 10 Sophie Coulson

HR Coordinator  
scoulson@jbs-ltd.co.uk  
Tel: 0207 071 0725

## 11 Andrew Lambros

Account Manager  
alambros@jbs-ltd.co.uk  
Tel: 07384 548 237

## 12 Sid Newbon

Business Unit Head  
snewbon@jbs-ltd.co.uk  
Tel: 07429 418 753

## 13 Liza McGuigan

Finance Director  
lmcguigan@jbs-ltd.co.uk  
Tel: 0207 071 0720

## 14 Rebekka Gough

Marketing & Comms Manager  
rgough@jbs-ltd.co.uk  
Tel: 0207 071 0748

## 15 Steve Jackaman

Operations Director  
sjackaman@jbs-ltd.co.uk  
Tel: 07818 550 479

## 16 Robbie Kitson

Associate Director  
rkitson@jbs-ltd.co.uk  
Tel: 07977 910 062



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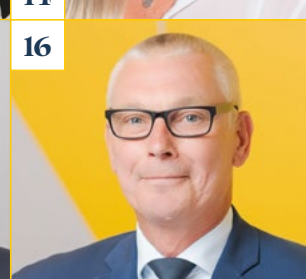
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# CHRISTMAS PARTY

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ANNUAL CHRISTMAS PARTY ON

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SPITALFIELDS MARKET  
1 CRISPIN PL, LONDON E1 6DW



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London EC3V 0AT  
Phone: **0207 071 0700**  
Email: [enquiries@jbs-ltd.co.uk](mailto:enquiries@jbs-ltd.co.uk)



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