



## Summer 2011

Hello and welcome to our Summer Newsletter,

I have to say that the past few months have not passed without a certain amount of stress. I've been called many things over our ground breaking prisoner apprentice scheme - which has only made me more determined. A surge in work for insurers gave us some short term cash flow problems, margins have remained stubbornly tight and some of the staff look exhausted and are well ready for their summer holidays.

With everything so busy we sometimes forget our achievements, working with Dawn to pull this newsletter together helps remind me of what a great business we have. Record sales - 13% up on 2010, a phenomenal achievement in this market, new prestigious orders (see opposite) and City and Guilds accreditation for our training academy - a wonderful accolade.

As always best wishes to all our readers, customers and suppliers but especially to our staff. Whilst the whole of the UK economy seems to move from crisis to crisis your ability to remain focussed, to hunt out new opportunities, deliver delighted customers, achieve record sales and stay positive is truly remarkable - I hope you enjoy this newsletter.



Steve Gelder MBE  
Managing Director



## £100k Investment Sees First Stage of IT Upgrades Complete

The Group's constant expansion and increased reliance on information technology has seen a huge increase in its IT budget leading to the installation of two new powerful servers being installed that deliver 24 processors, 64 gigabytes of memory and 5 terabytes (5,000 gigabytes) of data storage space between them.

Commenting on the investment Group IT Manager Richard Stringer said "I appreciate that this sort of information means little to many who just want the system to work for them but with over 180 users it is important for us to communicate the level of investment being made in our IT platforms"

The next stage of the upgrades has now commenced with a £20k telephone lease line being installed at head office and 'Bonded Broadband' lines to our six regional offices that will improve greatly both upload and download speeds when accessing the company's new server.

## £3 Million Order for New St Peter and St Paul Church of England Primary School

Gelder Group has secured a prestigious £3 million contract to construct a new single storey Primary School in Scunthorpe - the group's largest new build order for 18 months.

The new school will take 48 weeks to complete and work will commence this month with the school opening its doors for the September 2012 intake.

Major contracts director Kevin Manterfield (pictured) comments on the order "After somewhat of a lean spell with regard to tender successes we've had a good couple of months, several smaller £250,000 - £500,000 contracts have also been secured giving us an injection of some £5 million of new orders and in addition enquiries are running at their highest level for two years", adding "this order has given the major contracts division a real boost and we look forward to adding another high profile building to our portfolio, and to working in partnership with our North Lincolnshire Council client.



## Gelder Group Happy to Help Out BBC DIY SOS

When filming an episode of DIY SOS; The Big Build in Inkesall, 3 miles from our North Midlands office at Barlborough it wasn't long before Nick Knowles was on the phone asking for help and we were happy to assist.

Work was taking place in a property owned by Richard and Lisa Madison who's 4 year old daughter was born with a heart defect and who has never been able to eat properly and is fed through a tube. This, the regular hospital trips, recession and general disruption of having a seriously ill child had meant that work on the family extension, started prior to Lewis' birth had stalled and the DIY SOS team were tasked with getting it back on track.

Gelder Group supplied several tradesmen, helped source materials and provided management skills that saw the four year old shell of an extension transformed and completed with two new bedrooms, a kitchen and lounge inside a week, much to the delight of all concerned.

*Pictured - Nick Knowles and North Midlands Regional Manager Mick Millership*



## Dewpoint Training Now Certified by City & Guilds...

Two years on from developing its own water mitigation and fire restoration courses the Gelder Group's Training Academy, in conjunction with Lincoln College, has earned City & Guilds accreditation for its courses to become the only recognised independent examination for water mitigation and fire restoration in the UK.

Courses are now available for call centre workers, loss adjusters and operatives with several well known loss adjusters, service providers and insurers snapping up the first 100 places.

Commenting on the story, Group Training Manager Mike Johnson stated that "It was always our dream to provide a patented syllabus, backed by a national exam body to challenge industry practices. Our City & Guilds audit took place in July and we passed with flying colours so we are now delivering the training through our Dewpoint brand".

For details of the courses available, examination dates and costs please contact the Gelder Group Training Academy on 01427 788837.

*Pictured - Training taking place in the onsite purpose built flood building*



## Annual Gelder Camp Another Great Success

Gelder Group's annual camping weekend again proved popular with over 100 staff, families and children making the journey to Laughterton cub, scout and guide camp located on the banks of the river Trent between Gainsborough and Newark.

Again the weather held so children and adults alike joined in with rounders matches, football, bike rides and a pirates treasure hunt. The evenings were filled with BBQs, fish and chip suppers, karaoke, campfire and pub games in the Gelder Tavern.



*Pictured - Bridget Chadderton, Insurance Co-ordinator from Kings Lynn on her 1st visit to Gelder Camp helps our resident pirate (decorator Stuart Moody) with the children's treasure hunt.*

## Appointments



### Zoe Summerfield

A warm welcome to Zoe Summerfield who is working as our Business Development Manager for Major Contracts. Zoe has a strong background in the construction industry and will be bringing new business to our Company as well as promoting the Gelder brand for all our divisions.

Zoe is certified with the Chartered Institute of Marketing and is married with 3 children, Otis, Cooper and Sam.



### Janette Hadfield

Janette joined us as a Senior Claims Manager on the 5th May. She previously worked at Auto Windscreens (Chesterfield) for 14 years dealing with accounts/invoice queries. She has lived with her partner for 22 years.



### Ian Smith

Ian Smith (22) joins the group as HMP Academy Manager, operating our forthcoming Training Academy inside HMP Lincoln. He has been living in Lincolnshire for the past three years after completing his degree in Criminology. He is now continuing further studies for a master's degree in International Justice in accordance with the development of the Groups HMP Academies Programme. Previously Ian played semiprofessional rugby for the Leicester Tigers Academy for two years, and has participated in two aid expeditions to central and west Africa.

## 1st in the Country – Prisoner Apprentice Scheme

The Gelder Group recently made history by employing the first ever serving prisoner as an apprentice. Rueben Reynolds, a convicted bank robber, had been helping out around the offices for some time after the company's 'disaffected youths' programme set up links with Lincoln prison.



The ground breaking scheme has earned national praise from Westminster, has been covered in the local and national press and has led to Gelder Group's Training Academy taking over the running of the Lincoln prison's training academy, leading to several new staff appointments in the process.

Reuben works with the Group's major contracts division's maintenance team and customers are informed in advance, giving them the opportunity to say 'no' to Reuben visiting their sites - few do and he is winning over many admirers for the way he is getting his life back on track.

## Diary Dates

Golf Day - 9th September 2011

## Contact us...

*If you would like to receive further information about the Gelder Group and the services we provide please email [info@gelder.co.uk](mailto:info@gelder.co.uk) or telephone 01427 788837 to request an information pack.*

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