



Winter 2013

Hello and Welcome,

I now fear that our 2014 business plan assumptions are too conservative. We didn't factor in an East Coast flood surge, nor that the economy would start to recover quite so quickly as it is doing.

We now have £2m more Major Contracts orders than 2013's total sales and our Insurance Repair and Renovation Division's order book has been hugely boosted by the East Coast flood surge and record January rainfall.

Servicing all this work will come with its challenges but we will rise to this challenge. We have one of the most loyal, hard working and dedicated workforces in the industry. This has helped us become National Training Award winners and Investors in People Gold holders. The average length of Service at the company is 6.5 years, quite a remarkable figure considering how many apprentices we employ, 42 at the last count!

It just feels to me like this is our time, 25 years of experience, a full order book and a skilled workforce, loads of enthusiastic apprentices and a management team eager to show what they can deliver.



To all our customers and suppliers, I hope that your year has got off to an equally as positive start and we look forward to working with you to deliver an exceptional level of customer service throughout 2014 and beyond.

Best Regards



Steve Gelder MBE



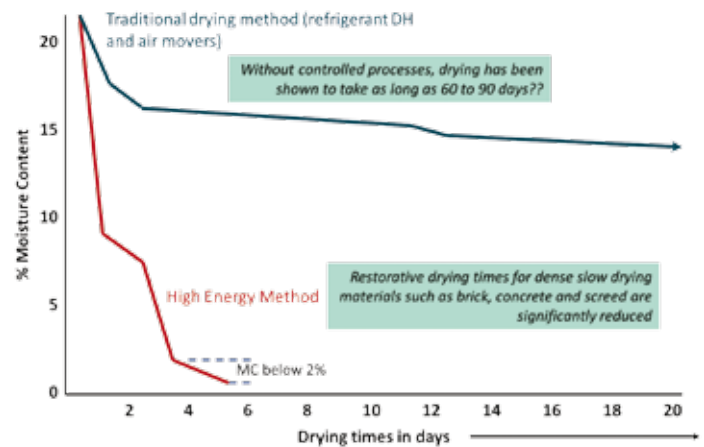
A Record Start to the Year for Xeric

On the back of the East Coast recent flood surge and now the flooding in the south, the Group's high energy drying operation, Xeric has un-surprisingly had a brilliant start to 2014. Xeric owns and operates the UK's largest fleet of high energy drying equipment. Properties are dried out in days, not weeks.



On the system, Manager David Stainton comments "We have never been so busy, everywhere the kit is installed we have people calling us from neighbouring properties asking for quotes which is understandable really, I suppose. Why would you want to wait 6-8 weeks for your property to dry when Xeric can dry it in 4-6 days for the same cost or in most cases, cheaper".

For more information on Xeric Tel: 08450 99 00 65 or visit www.xericltd.com



Insurance Repair and Renovation Team turn around scores of flooded properties in Boston

Not that widely reported as it clashed with the death of Nelson Mandela and then the flooding in the south generated all the headlines but December's East Coast flood surge was the worst since 1953 and brought devastation to areas along the Humber, to Boston and all along the East Anglian coast.

Hundreds of properties were damaged by flood water which has given the Gelder Group's Insurance Repair and Renovation Division another opportunity to demonstrate why it has such a good reputation in this market place. Working 7 days a week Gelder IRR teams were soon on the ground and receiving plaudits, not only for the speed of their reaction but for the compassion, time and help they offered to distraught property owners.



On the disaster, new IRR Head of Performance, Louisa Sharpe comments "It's a tragedy for families and individuals to see their homes and businesses flooded. On the other hand it is heart warming to witness the effort and personal time our Surveyors, Co-ordinators, Contracts Managers and Tradesmen put in to help with the re-instatement process", adding "I cannot speak highly enough of them, they really do care and understand that it's not just about the building fabric. It's about giving people time and helping them with the emotional side as well, which is what makes a difference when your home has been devastated".

Virtual School Students visit Gelder Group New School Project

Students at the Gelder Virtual School have just begun an exciting new project which will follow the building process of a new school from start to finish. Pupils were given the architectural plans to investigate before they visited the site in Skegness for the first time. Full PPE was required as they all went to see the initial ground works taking place. Time was then spent 'marking out' the scheme from the drawings so that everyone was aware of the general layout. During this project it is envisaged that the students will gain perspectives on the whole process from planning to realisation, as well as understanding how various pieces of equipment and plant are incorporated into a project as large as a new School. They will learn what a theodolite does, as well as numerous variations of JCBs; the students will also be taught about the numerous job roles that are involved in building projects. This is real life education that is hoped will inspire them to become involved in the industry going forward.



Pictured: One of the students with Gelder teacher Daniella Taylor

Record number of Apprentices at Gelder Group

As the outlook for construction continues to improve and with one eye on the inevitable skills shortage it will bring with it, the Gelder Group has upped its full time apprentice intake. Apprentices are both office and site based and range from architectural to administration together with more traditional trades.

Pictured: Some of the latest apprentice intake with Group Managing Director Steve Gelder.



Appointments



Tori Norval has joined the Design team as an Apprentice Design Assistant. She previously studied Graphic Design, Textiles and Fine Art. On the appointment Tori comments "I've always been told that if you enjoy your job, you'll never work a day in your life and I've been fortunate enough to put that saying into practice in my new role at the Gelder Group".



David Oglesby joins the company with many years of experience in Quantity Surveying and Estimating. David has been involved in many projects up to the value of £20m. These include social housing, student and private high-rise development and general design and build projects. David hopes to add to, and enhance the profitability of the company through the introduction of "trusted and competitive subcontractors, and shrewd procurement methods".



Chris Miller has started as an apprentice Surveyor in Downham Market in the Insurance Repair and Renovation Division being mentored by Darren Roe. Chris commented "I am very pleased to start my apprenticeship with Gelder Group and hope to one day be a key asset to the company".

'I Love Claims' Conference

On the 25th November the first 'I Love Claims' Home Claims Conference was launched at the Ricoh Arena, Coventry. Speaking at the event were the CEOs of Ageas, Crawford's and Zurich Financial Services. Also speaking at the event was Steve Gelder who debated the question of 'What is the real cost of a home building repair network?'. On the event Steve comments "Technology and greater emphasis on added value and customer service is changing the property Insurance Repair and Renovation market. The industry is grappling with these changes and how they affect different elements of the

supply chain. These types of events provide welcome debating chambers for an industry the Gelder Group is passionate about".



Pictured: Steve Gelder speaking at the event

New GET Training Facility Under Construction

As demand for Gelder Training courses increases, work has begun on a new Gelder Educational Training (GET) facility. This new facility, which is also an advert for our modular building division, will provide us with an additional four training rooms and will be the next step towards our aspiration of GET becoming a full blown career College.

External courses now delivered by GET include Site Supervisor Safety Training, Site Manager Safety Training, Six pack (Health & Safety) and PASMA training as well as a host of Dewpoint City and Guilds licensed courses specific to the insurance industry which you can learn more about by visiting www.dewpoint.co.uk.

Pictured: The site of the new GET facility

