



Winter 2015

Hello & Welcome,

Maybe it was just me but I felt that January started a little flat. We completed a lot of contracts in December, worked so hard to get them all over the line and then came back to a cold, wet, windy and miserable January where spring felt like it was years away, I even started wearing a vest!

Then 27th January arrived and we became LV='s best partner (see opposite). I was absolutely delighted and so proud of the team. The award immediately had me referring to page 12 of our Vision 2017 document which, under the heading "Our Partners" reads "We are everyone's favourite partner to work with" - Brilliant.

As I write this piece it's only 15 days on from 27th January. During that time it's been like someone turned up an activity dial. We've agreed £1m of land deals, picked up £8m of new orders and I have received verbal confirmation that we are about to be awarded a further £6m.

It feels great to see our vision taking shape and having a bulging order book always gives the company a sense of confidence and security, especially during an election year, but perhaps the thing that has resonated most with me since 27th January was contained in a customer's email yesterday "Gelder are in a different league, your competitors are Lincoln City, you are Chelsea". How nice is that?

I hope 2015 has got off to a great start for you and that if you are one of our customers that we are also delivering you a premier league service.

Have a great year, spring is nearly here!

Best Regards



Steve Gelder MBE
Chief Executive Officer



Gelder Group win big at LV= National Awards

Gelder Group's Insurance, Repair & Renovation Department's Vision 2017 goal reads "Our honest, transparent, auditable and accountable claims processes have increased customer satisfaction levels beyond everyone's expectations and are effecting change across the industry". A large step towards this goal was evident at the recent annual LV= (Liverpool Victoria Insurance) Supplier Awards evening where Gelder Group collected both the 'Corporate and Social Responsibility' award as well as the main award of the evening, "Best Overall Home Partner". Entries for this award, are nominated by the LV= staff team.

On the awards, Group CEO Steve Gelder comments "LV= are currently both the UK's 'Most trusted' and 'Most Recommended' insurer so for the Gelder Group to be nominated and receive their best partner award, as well as their Corporate & Social Responsibility award is quite some achievement, I am very proud of the team as well as very grateful to LV= for all the trust they have put in us".



PICTURED: (Left to right) Rachel Scarrett, LV= presenting Steve Gelder, Natalie Moxham and Megan Doherty with the 'Best Partner Award'.

Group Set to Re-build Leisure Centre Destroyed by Fire

Gelder Group have been appointed as the main contractor on the £5m re-build of Kenwick Park Hotel's Leisure Centre following a devastating fire during October 2014.

The 34 bed Kenwick Park Hotel is set within the magnificent grounds of the 320 acre Kenwick Park Estate. During October an electrical fault caused a devastating fire that completely destroyed the leisure centre and spa complex, fortunately the fire was extinguished before it could spread to the adjacent hotel which has remained open.

Gelder Group complete thousands of insurance related building claims annually but few on the scale of this one. On the project, Major Contracts Director Kevin Manterfield comments "We are delighted with our appointment, we are working closely with the hotel and using a 'cost plus' JCT contract that has dramatically reduced lead times which will lead to savings of several hundred thousands in business interruption costs whilst getting the facility back open for the hotel in the shortest possible time".



Pictured: The Fire at Kenwick Park Hotel in October 2014.

Gelder Project Team Thanked for Quality of Work at Retford Fire Station



Gelder Group's Major Contracts team have been thanked for their performance and quality of work at the official opening of Retford's new Fire Station.

The £2m, 59 week project was handed over in December 2014 and the station was officially opened by Sir Andrew Buckanan Bt. KVCO, Cllr Darrell Pulk from the County Fire Authority and Chief Fire Officer John Buckley who cut the ribbon at an official ceremony whilst a guard of honour flanked the entrance .

Pictured: Guard of Honour at opening on 4th February 2015.

Vision 2017

If you're visiting our Lincoln office anytime soon, please pop in to 'Room 2017' and see how we are doing with Vision 2017. Although only six months since it's launch we are already making great strides.

We are very close to seeing the UK's first Construction Careers College open, our transparent processes are beginning to influence insurers thinking, our Maintenance team are completing contracts as far a field as London and Bristol, Xeric has received its first international enquiry and our Major Contracts Division is without doubt seeing significant growth.

Perhaps our hardest challenges will be to ensure that our people say that "working at Gelder Group gets better every year" and that "we are everyone's favourite company to work with". In this regard we are about to embark on a company wide staff survey and we welcome all feedback, whether it is good or bad.

Should you require details of our Vision for 2017, have a suggestion or would like to get involved in any of our Vision 2017 Challenges please email dawn.peel@gelder.co.uk or rob.cavill@gelder.co.uk.

ISO Audit successfully passed

GelderGroup's MajorContracts Team has successfully proven that its processes and management systems fully live up to ISO 9001:2008 ISO 14001 & OSHAS 18001 by again passing its annual inspection audit with no non-conformances raised. As anyone who has ever been through one of these audits will know, they are very stringent so to pass with no non-conformances is a great achievement.



Pictured: The ISO Accreditations

Appointments



Phil Everson joins our Maintenance Department as a surveyor with 10 years experience in both domestic and commercial contracts. On joining the team Phil said " I'm looking forward to learning from the highly experienced estimators and Quantity Surveyors at the Gelder Group".



Grace Turver joins the Reception team at Head Office. She previously worked in Browns Department Store, Gainsborough as a Concession Manager, during which time she gained two years' experience of excellent customer service. Grace comments 'Even though it is very different to what I am used to doing, I am really enjoying it. Everybody has been so helpful making it very easy for me to settle in so well. '

Clayfields Academy

The Gelder Group have established a unique partnership with Nottinghamshire County Council to provide the UK's first industry led vocational academy as part of Child Services. Clayfields Vocational Centre offers a range of courses to young people, which include; Motor Mechanics, Construction, Functional Skills, Employability and Enterprise Studies. On the project Gelder Training Manager Ian Smith comments "The partnership has been a great success from the start, our 'Design, Build and Train' service has allowed the project to maximise value for money and ensure we deliver the most relevant qualifications possible for all of our learners".



Pictured: Motor Mechanics students with Teacher, Ben Hutton