



The magazine of
The Clancy Group

May 2006

CONTRACTS

Integrated
Utility
Services

4 & 5

FEATURE

Clancy Plant
Hire

6 & 7

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Issue 11



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Editorial

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Welcome to issue 11 of CD Link and finally the start of summer.

The past year has seen many developments within Clancy Plant Hire as the service provider to Clancy Docwra operations continues to grow. Not only has there been a growth in size and skill with the launch of the Fusion Department, but we have also been undertaking a review of our current plant and equipment which has led to the continual improvement and upgrade of our vehicles, plant and specialist equipment. The result is that Clancy Plant Hire has a considerable

sized asset based of equipment that partners perfectly with the work Clancy Docwra is carrying out.

Examples of such work can be seen on pages 4 and 5 where news of recent contract developments can be found. Clancy Docwra is moving into some high profile locations, with the Victorian Water Mains contract moving into the City of London, work beginning in the North with Huntsman Petrochemical UK and Clancy Docwra Scotland developing its work with Multi-Utility works.



Setting THE Standard: Page 6 and 7

Our training initiatives are also receiving great credit with the recent success of our Institute of Leadership and Management course with a number of employees receiving their certificates and the recent award of the Energy and Utility Skills Business Skills Award. Full details are on page 11 and 12.

So enjoy the magazine and have a go at the competition on page 12- we have great prize to give away.

**MIKE REVELL
CLANCY PLANT
HIRE DIRECTOR**

IN BRIEF >

CD Link Survey Results

Many thanks to those of you who completed our questionnaire and the winners of the two prizes of £50 Marks and Spencer Vouchers have been notified. However, the level of responses was unfortunately very low and we looking into other ways to collate responses through other aspects of the business. We do appreciate any comments you have on the magazine and do treat all responses as confidential.

Without your input, it is difficult for us to develop our publication further. We are looking for suggestions to improve and develop the magazine. Maybe the competition prizes aren't for you. Maybe the articles aren't relevant to you. Perhaps you like the magazine but would prefer an email version? We also want to hear from you if you like the magazine. We like to hear that we are doing it right and you,

our readers are the only people who can tell us that.

If you have any comments, or suggestions, please contact the Marketing Communications team on marketing@theclancy-group.co.uk, or if you prefer to submit your comments anonymously, send them to the team by post: Clare House, Coppermill Lane, Harefield, Middlesex, UB9 6HZ.

Road streetworks contractor of the year



London Transport Awards: Clancy Docwra picking up the award sponsored by TFL

At the London Transport Awards in April, Clancy Docwra was awarded the Road Streetworks Contractor of the Year award 2006. The

awards, presented on the 4th April at London's Hilton Hotel on Park Lane, are about recognising initiatives which make a

difference to transport in London.

As a contractor working in London, Clancy Docwra has proved that it meets the demands required in carrying out large water mains replacement works on some of the busiest roads in London for Thames Water and the award was made in recognition of the high level of input given on these projects.

Clancy Docwra wins award



UKSTT: Receiving the award

Clancy Docwra is pleased to receive the award of the United Kingdom Society for Trenchless Technology (UKSTT) for Renovation Large Project, for work on the Finsbury 21 District Metered Area (DMA) in Whitechapel, East London as part of the Thames Water Victorian Water Mains Replacement Contract currently working out of our Lea Bridge site.

Mid Kent Water Splash the Cash

Mid Kent Water is to spend £60m over the next five years to improve water quality and supply in its area.

The company has signed an agreement with Clancy Docwra to carry out the largest ever water mains improvement programme within Mid Kent Water's region.

Clancy Docwra will be laying new water mains, as well as replacing and refurbishing older mains and installing water meters.

Paul Butler, Mid Kent Water's Managing Director said "The population of Kent is set to grow by a third in the next twenty five years and we need to have the necessary infrastructure in place to meet the demand."

"We have one of the lowest leakage figures in the water industry and this major programme will help us maintain and even better that."

The contract for the programme of work was signed on the 21st April by Paul Butler, Clancy Docwra Managing Director, Kevin Clancy and Clancy Docwra Utilities Director, Steve Lyons at Mid Kent Water's offices at Snodland.

Kevin Clancy said "We are delighted to be working with Mid Kent Water and we look forward to providing an excellent service for the people of Kent. To ensure good partnership working and good customer service, our project management team will

be based on site at Mid Kent Water's head office at Snodland."

Included in the contract will be a major main laying scheme to improve and safeguard supplies to Ashford.

A new pipeline will be laid from Bewl Water Reservoir at Lamberhurst to Ashford at a cost of approximately £20m.



Signing the deal: (Back) Steve Lyons. (Front) Kevin Clancy & Paul Butler

It is the fourth year that the company has won an award from the UKSTT- which awards outstanding works undertaken within individual sectors of the utilities market and in particular, for working with various trenchless techniques to minimise public disturbance.

The Finsbury 21 DMA is in one of London's key business areas and so a programme of extensive pipe bursting was developed enabling the volumes of surplus material requiring removal from site to be kept to a minimum, which in turn reduced the HGV usage in the area.

Thirty nine percent of the work carried out has been achieved using pipebursting techniques.

Cable pulling & directional Drill



Lutterworth: Cable Pulling

Clancy Docwra has recently completed the contract for Integrated Utility Services based at Lutterworth, Leicestershire.

The contract, worth an estimated £415k, began in January and covered the installation of 38km of double circuit 33kV cable using cable pulling and directional drilling.

Ministry of Defence for Clancy Docwra

The company has been awarded the Ministry of Defence Boscombe Down Fire Main Renewal Scheme for Earth Tech, with a value in region of £780k.

The contract includes the installation of 3km of 250mm ductile iron fire mains and associated pipe work and uses no-dig technology to drill under the main runway taxi ways.

The award follows the success of the Plymouth DMC Fire Main for Earth Tech in 2004.

Clancy Docwra is now one of three framework contractors for similar works for Earth Tech in the region as part of Project Aquatrine.

Southern Water: Customer Focused Sewerage Challenge



Southern Water: The CFSC Team

As part of a Southern Water directive to address and resolve repetitive customer sewerage issues such as flooding, Clancy Docwra has been selected to undertake a programme of works across the Southern Water region.

The Customer Focused Sewerage Challenge (CFSC) contract will operate as part of the existing Southern Water USC operation, based at Southern Water's Falmer offices, with an integrated team comprised of Clancy Docwra and Southern Water staff.

The focus of the contract is the customer, so the way in which it operates places customer service as its priority. To reflect this need the team

have developed procedures to ensure that the customer is fully informed of any intended works and a strict consultation and appointment system means that all works are only undertaken on agreed dates and times.

Many of the jobs require access onto customers property and given the customer focus, careful reinstatement of gardens, fencing and driveways affected by the works is carried out to a standard agreed with the client prior to works commencing.

The CFSC team was formed in December 2005 and up to the end of March 2006 have investigated 374 jobs, having completed 114, with the balance either under construction or

being appraised for suitable solutions.

The performance of this contract reflects the level of customer service expected by Southern Water and the CFSC team's performance is monitored at Board level within Southern Water.

Libby Gawith, Director of Customer Services, said: "I am delighted with the efforts of the CFSC team. They have made a strong impact on customer relations and have set a positive example for others to follow while delivering concrete solutions for customers suffering from repetitive flooding, which is so important to our business."

Clancy Docwra Director, Steve Lyons said: "I am pleased in the way this contract has progressed from a standing start in December. Whilst many of the schemes are small in size, the volume of schemes together with the level of planning and organisation required to ensure we meet both Southern Water and their customers satisfaction targets reflects well on everyone in the CFSC team".

The VMR Project In The City

The Victorian Mains Replacement (VMR) Project for Thames Water has commenced mains replacement in the City of London, covering areas such as Tower Hill, Bishopsgate and Petticoat Lane.

This is the most demanding environment for the Project so far, both above and below ground. It is essential therefore that the Project Team work hand in hand with the City of London Corporation.

As a result of this, Clancy Docwra has joined the Considerate Contractor's Streetworks Scheme to ensure the many special requirements of the City are adhered to, such as pedestrian 'tidal' flows from the major London railway stations.



Considerate Clancy Docwra: Clancy Docwra Project Manager, Roger Culley and Jim O'Connell of the City of London Corporation

The works on the first three of nine DMA's (District Metered Areas) have been meticulously planned with the City of London Corporation and will consist of replacing twenty-four kilometres of water mains, together with associated

customer service pipes and fire mains.

The whole of the City will take the Project Team three years to complete amidst the continued mains replacement within other London DMA's on the periphery of the City.

Huntsman Petrochemical UK

Clancy Docwra is pleased to announce the recent award of a contract with Huntsman Petrochemical U.K Ltd. The contract is for the civil engineering enabling works element of Huntsman's "Wilton to Grangemouth Ethylene Pipeline" (WGEP) Maintenance Project.

The project consists of the on-line examination and inspection of approximately 250km of the UK's Ethylene pipeline network which runs from the Grangemouth complex near Edinburgh to the Wilton International complex

near Middlesbrough. The actual pipeline inspection process to identify external and internal metal loss, defects is undertaken by internal "Intelligent Pigging" of the 250mm diameter Steel pipeline which remains in full service throughout the inspection. Clancy Docwra will establish and maintain four number "Valve Stations" along the route of the pipeline.

Work to establish the first of the four Valve Stations began in March 2006 with the remaining

three being schedule to commence during April and May 2006 completion of the project is anticipated for the beginning of August.

Huntsman is a global manufacturer and marketer of differentiated and commodity chemicals. Originally known for pioneering innovations in packaging and later, rapid and integrated growth in petrochemicals, Huntsman today has 11,300 employees, fifty-seven operations in twenty-two countries and had 2005 revenues of \$13 billion.

A first for Clancy Docwra

We are pleased to announce our first contract success for Western Power Distribution, based in Swansea. 2 km of twin 33kV three phase ducted circuits, with accompanying pilot cables for each power circuit and one fibre optic communication cable will be installed at the site, connecting the new Swansea Waterfront substation to the existing Tir John substation in the Port Tennant area of Swansea.

Taking Live Jointing Works In-House

Clancy Docwra has been invited by Scottish Power to join the LWR scheme within their DNO area. Clancy Docwra will be undertaking, where appropriate, live jointing works, where historically third parties helped us to deliver. This is a continuation of our progress in Scotland as a multi-utility provider. We have secured over £3.5m of work within the Scottish region and are currently developing our expertise within the industrial and commercial market and single utility markets to achieve a well rounded business unit to cover all aspects of utility provision.



Scotland: On Site

Setting THE Standard

Clancy Plant Hire is the service provider to Clancy to all contracts nationally. Over the past seven years, the company has invested in new equipment to meet the suitability for its operations.

Having now established itself with chosen supply chain partners, Clancy Plant Hire can now work more closely with members of the chain and play an active role in future developments of new products, through service level and confidentiality agreements. Based at Head Office in Harefield, the plant company operates the fully approved supply chain for all externally hired equipment. All equipment must comply with the company's

trading terms and conditions as well as that of various Health, Safety and Environmental issues. This process is reviewed on an annual basis to ensure compliance with **PUWER** (Provision and Use of Work Equipment Regulations), **LOLER** (Lifting Operations and Lifting Equipment Regulations) and **HAVS** (Hand Arm Vibration Syndrome) and that of their service provision for equipment. Clancy Plant Hire and its supply chain of

companies work closely together to reduce the theft of company owned equipment and as a result, all plant is painted in the company corporate colours, which in turn reduces theft

In April 2005, Clancy Plant Hire introduced the Fusion Department into the business. Also based at Harefield, it is under the management of General Plant Manager, Glenn Carruthers and Fusion Department Manager, Steve Davies.

The department stands alone in terms of operational activities, due to the complexity of technical input and the calibration needs of butt fusion and electro fusion machines. These activities must be carried out within a controlled environment. Calibration is carried out at Harefield, with mobile technicians attending contracts to carry out minor repairs, operative training or to exchange items that require calibrating. All operatives receive full training from the manufacturers and are fully accredited.

In the year since its launch, the Fusion Department is now providing the service to all operational contracts in the South of England and service level agreements are set up for Clancy Docwra's Northern and Scottish operations with its preferred suppliers.

"the recycling of material is one area that Clancy Docwra is focussing on"

With the growth in Corporate and Social Responsibility (CSR) featuring heavily in industry and business today, the recycling



Lea Bridge: A range of the plant and vehicles available

Clancy Docwra for plant and transport requirements, over several years it has been evaluating company operational requirements.



Volumetric Mixing Truck: Part of the new range of plant available

of material is one area that Clancy Docwra is focussing on. To address the issue of recycling, Clancy Plant Hire has recently purchased a Volumetric Mixing Truck for use on the Thames Water Victorian Mains Replacement (VMR) Contract operating out of the Lea Bridge office in East London. The truck uses recycled aggregates therefore reducing the impact on the environment by using Limestone Type One that has previously been placed into excavations. This vehicle is able to either dispose small amounts of concrete within the locations of the contract or deliver full loads into excavations. This reduces the time carrying out re-instating work, which is especially important in congested areas such as London,

disruption to traffic and pedestrian access. Other areas of continued investment include the purchasing of trenchless pipe bursting units. Chosen for their superior brake out force and that of their construction,

the pipebursting units will also be used on the VMR contract and where needed for other clients, more units will be purchased.

The ongoing replacement policy for Clancy Plant

Hire is gathering pace, with equipment replaced on a regulated timescale of either usage hours or age. This policy allows the company to have a modern fleet available with a holding of some five thousand items that is at the cutting edge of technology.

Clancy Plant Hire is dedicated to continual improvement for Clancy Docwra and it aims to be seen as a leading industry plant hire company, setting the standards that others only aspire to.

To see how Clancy Plant can assist your contract, contact Glenn Carruthers on 01895 823 711.



Fusion: Some of the fusion equipment available

HR Processes On BMS

Eight new HR processes have been added to the Business Management System with detailed descriptions of how the process should be followed. There are also updated user friendly forms and guidance notes to accompany each process. If you have any queries regarding the new processes please contact the HR Department at Head Office on 01895 823 711.

The Business Skills Awards

Clancy Docwra is delighted to have been awarded the Business Skills Award for the ILM supervisors initiative, for the Water Industry from Energy and Utility Skills Limited. The awards were presented at the IWO President's Dinner on the 12th May in Bristol. Clancy Docwra was a joint winner with Alfred McAlpine Infrastructure.

Working With Local Schools

On the 7th March, the Internal Resources Team visited Merchant Taylors School in Middlesex, to raise awareness of the types of careers available within Clancy Docwra either straight after leaving school or after further or higher education. The event went well, with many of the students expressing an interest in the company and we hope to see some of them join us in the coming years.

A Training First

Welcome to Ray Hooley, who joined the Clancy Group on 20th February as our first Operational Trainer, after completing twenty-seven years in the Royal Air Force and a short spell running his own haulage business.

Throughout his career he has carried out many tasks, but enjoyed the challenges of the training environment. As an instructor in the Trade Management School, he was trained newly promoted staff about their responsibilities for the health, safety and welfare of the workforce.

Ray will provide on site training that suits the contracts - minimising downtime and maximising training opportunities.

Ray is married and lives in Aylesbury, Bucks with his two daughters who are both studying at university.



Training Areas:

- EU Skills - National Water Hygiene
- EU Skills - H&S Passport
- Cat & Genny
- Abrasive Wheels

Photo: Ray Hooley

Reservoir to Tap: The Network Challenge

On Friday 7th April, seven teams took part in the Network Challenge at The Design Museum in London.

play to design and build a water supply pipeline in order to supply a local community with water.

Keogh, Alex Beere of HWS, Jamie Woods of Mouchel Parkman and Will Browning from Morrison Plc.

Normally designed for school students, the Network Challenge is the flagship resource of Thames Water's education programme and is a role

Companies this time took part and among the teams, was a Thames Water SkillsGap Partnership team consisting of Clancy Docwra's Seamus

Thames Water's Network Challenge simulates a real engineering project in which planning, buying and building a water network is bought to life. The correct balance of choice of route, materials, customer needs, cost, the environment and health and safety must be correct in order to successfully complete the project.



The Network Challenge: The team at work

The SkillsGap Team were successful in making top three and were joined by the GLA and Trees for Cities.

Institute of Leadership & Management

On Tuesday 28th March, the Institute of Leadership and Management (ILM) presentations were held at Head Office. As part of the company's ongoing training and development initiative, employees received certificates for ILM 2, 3 and 5. To date, 125 people have undertaken ILM2, with 39 going on to take ILM 3 and 5 to ILM 5. Well done to all those who passed.



Congratulations to Regional Manager Ken Singer who has recently been awarded his Institute of Leadership and Management Level 5 Executive Diploma in Management. Ken was presented with his Diploma by Kevin Clancy in an awards ceremony held in Harefield. A detailed profile of Ken's achievements within his ILM 5 will be carried in August's issue of CD Link.

Commendation

Well done to two of our gangers, Phil Clifton and Mark Monaghan for their attention to Health and Safety while on site in Peterborough on the 9th of March. While working on a burst main for Anglian Water, they found an electric cable running the length of the main and made the decision to contact the electricity board- EDF Energy and ask them to come out on site. EDF Energy did and moved the cable so that work could continue. John Haddon of EDF Energy has since commended Mark and Paul for calling them out before attempting any repairs.

Clancy Docwra Wins Again

Clancy Docwra is pleased to announce the achievement of two more International Safety Awards from the British Safety Council- one for Clancy Docwra and one for our Three Valleys Metering contract.

The awards recognise and reward companies that have achieved success in reducing accidents. External adjudicators review a variety of documents provided by the applicant and only those companies which achieve accident incident rates better than their sector average can apply. The company will receive the awards at the 48th Awards Ceremony on the 19th May at Grosvenor House, Park Lane.

Working for Wildlife Together

Clancy Docwra and Southern Water have worked together to clear a pond on the Isle of Wight after a concerned resident, Mr. Tony Knaggs, contacted Southern Water.

After years of neglect, the pond at Cleveland Close was filling up with silt, leaves and debris and was gradually becoming shallower, endangering the wildlife that made the pond their home.

Mr Knaggs said: "I asked Southern Water if they could help get rid of the silt build-up by loaning me a JCB digger. I explained that I've worked hard to maintain the pond, which is a thriving habitat for local wildlife and that it was being jeopardised by the build-up of



Working Together: Peter Tizard & Simon Strickland

debris that I couldn't eliminate myself."

Helen Sparkes, Community Relations Manager for Southern Water, said: "We were happy to help Mr. Knaggs with his efforts to maintain his local pond by asking our contractor, Clancy Docwra to step in and fix the problem. It's dedication like Tony's that makes the Pond Wardens scheme worthwhile."

Bob Ring, with Clancy Docwra, said: "It's always refreshing to give back to the communities that we work in. We felt that spending a day or two with Mr. Knaggs to help remove the silt from his pond was a worthwhile cause to help maintain such a valuable wildlife habitat."

Thank you to the hard work put in by Peter Tizard and Simon Strickland.

Slough Business Environment Club



SBEC: Seminar at Harefield

On the 16th February, Clancy Docwra hosted an Environmental Legislation Update seminar organised by

the Slough Business Environment Club (SBEC), of which Clancy Docwra is a member.

Thirty representatives from businesses and local authorities attended to listen to talks on the Law and Environmental Legislation, Waste Electrical and Electronic Equipment Directive and Hazardous Waste.

Established in November 1998, the SBEC assists businesses in the Slough area in improving their

resource efficiency whilst reducing the impact of industry on the environment.

The club promotes and helps implement sustainable resource management and pollution prevention within businesses.

The seminar was very informative and we thank the speakers, IIB Law, Grundon Waste Management Limited and the Environment Agency.

A Cycling Feat

Senior QS, Terry Over, is trying to make a difference to the physical and spiritual lives of children and young people of Potters Bar and Kware, Nairobi, by doing a solo cycle ride between Lands End and John O'Groats during May and June, for charities 'Act4' and 'Handshake to Kware'. Terry is an infrequent leisure cyclist and is aiming to complete the journey of over 1,100 miles by the 18th June. 'Act4' is a registered charity providing children and youth programmes in Potters Bar, Herts. 'Handshake to Kware' provides education and health care to children and adults of the Kware slums, Nairobi, Kenya.

If you would like to support Terry, then please fill out the sponsorship form which will be coming to your offices soon. You can also email Terry: terry.over@the-clancygroup.co.uk. Your money will directly change a young person's life for the better with all monies raised shared equally between the two charities.



At the start: Terry Over

Little Additions

Congratulations to Milton Keynes Administration Assistant, Kerry Mead and Partner Steven Sewett on the birth of their daughter, Madison who was born on 19th January and weighed in at 7lbs 8oz.

Congratulations also go to Colin and Bernie Kite on the birth of their granddaughter Micheala.

Micheala was born on the 6th December to parents Heidi and Michael and weighed 6lbs 7oz.



Top: Kerry & Madison
Bottom: Colin, Bernie & Micheala

Water Aid Silver Ball

February 17th saw the Water Aid Silver Anniversary Valentine Ball at the Glasgow Hilton International Hotel. Clancy Docwra reinforced our Joint Venture status with Veolia Water by attending together wearing traditional Scottish kilts.

L to R: Mary & Iain Taylor, Jacqui & Colin Wilkinson, Colin & Liz Templeman, Anne & Steve Meikle



Clancy Docwra Grand Prix

On March 11th, Clancy Docwra sponsored the Three Valleys Water Karting Day at Klub Kart Racing in Aylesbury. Called The Clancy Docwra Grand Prix, the two and half

hour endurance race was arranged by Eauzone- Three Valleys Water's Sports and Social Club and consisted of teams from Three Valleys Water and one from

Clancy Docwra. The winners were presented with their trophies on a rostrum made of tyres, by Clancy Docwra's Karen Ives and Three Valleys Water's Eddie Owen.

Competition- Find the Photo Prize Draw

We have an excellent prize to give away in this issue's competition: **A Flying Lesson from Virgin Experience Days.** With locations all over the country there will be somewhere near you to have the experience of a lifetime. All you have to do is find this picture featured somewhere within the pages of this issue of CD Link. Tell us the page number and the article it appears in to be entered into the draw.

Page No: Article:.....
 Name:
 Address:

 Tel No:



Closing Date: Friday 16th June
 Send to: Kelly Monger, Marketing Communications, Clancy Docwra Ltd. Clare House, Coppermill Lane, Harefield, Middlesex, UB9 6HZ