



The magazine of
The Clancy Group

CONTRACTS

Mid Kent Water

14 & 15

FEATURE

New initiatives

8 & 9

CLANCY PEOPLE

Wedding Bells

16

Issue 13 2007



Diversity & Innovation Leads the Way

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Editorial

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If you would like to submit your own photographs, please ensure they are taken on the camera's best quality setting. Mobile phone photographs are usually not adequate for print.

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The comment in this issue comes from the three new Director appointments:

Brendan Anderson
Bryan Lamont
Ken Singer

We are extremely pleased at our appointment in the Regional Director and Associate Director (See Page 3) Roles in September 2006 and see them as a direct reflection on the success and growth of the business.

These appointments also demonstrate that the company is committed to



Associate Director: BrendanAnderson

developing people from within the organisation and further demonstrates the opportunities that exist within the business. The roles are very much operational ones, allowing us to concentrate on the requirements of our clients and particular area of operational business.

It also allows Steve Lyons (Utilities Director) and Tony Newton (Projects and Rail Director) to devote their time to key strategic issues and strategies that will enable the business to not only sustain its controlled growth but also to ensure that our areas of activity deliver maximum value to the company and its clients.



Regional Director: Ken Singer

BRENDAN ANDERSON
ASSOCIATE DIRECTOR

BRYAN LAMONT
REGIONAL DIRECTOR

KEN SINGER
REGIONAL DIRECTOR



Regional Director: Bryan Lamont

IN BRIEF >

Tobias- we found him!

In Issue 12 of CD Link, we launched a nationwide search for a boy called Tobias who called the Chris Evans radio show on Radio 2 and gave the company an impromptu piece of PR.

After the magazine was published, we received a telephone call from Tobias' father, Derek, who works as a subcontractor on our Anglian Water contract and told us that one of his colleagues had seen

the appeal and told him we were looking for his son.

The gift vouchers were sent to Tobias and we hope that he enjoyed spending them.

Obituary

Trevor Pilsworth

It is with great sadness that we report the death of Trevor Pilsworth, who died in November of a heart attack while on holiday.

We would like to give Trevor's family our deepest

sympathies at this difficult time. He will be greatly missed by all his work colleagues.

Peter Prunic

We are deeply saddened to report the death of

Team Leader Peter Prunic on the 25th of July 2006.

Everyone within Clancy Docwra wishes to extend their deepest sympathies to Peter's Partner, Jacqueline, his Mother, Maria and all his family members.

Equal Opportunities

The Clancy Group Plc is committed to ensure the principle of Equality of Opportunity for all those affected by its activities.

Equal Opportunities legislation makes it illegal to discriminate on the grounds of:

- Gender
- Race
- Disability
- Religion or Belief
- Sexual Orientation
- Age (2006)

As of 1st October 2006 all workers, employees, job seekers and trainees are protected from Age Discrimination under Equal Opportunities legislation. For example it is now unlawful on the grounds of age to:

- Decide not to employ someone
- Dismiss an employee
- Refuse to provide an employee with training
- Deny an employee promotion
- Give an employee adverse terms and conditions
- Retire an employee before the company's usual retirement age without an objective justification
- Indirectly discriminate by applying selection criteria, policies, benefits or employment rules which disadvantage a certain age group
- Harass or bully someone which can also be unintentional

through behaviour such as ageist jokes

- Victimise an employee for making a complaint or giving evidence about discrimination or harassment

The Clancy Group Plc Board is accountable for Equal Opportunities matters and requires its operational board and their managers to be responsible for the operation of the Equal Opportunities Policy within their areas.

All employees, contractors and others are expected to treat everyone equally to provide a fair working environment.

New appointments across the company

We have had many new appointments over the last few months. Firstly, we would like to welcome **Daniel Postles**.

Graduate Daniel joined our company on the 1st of October as an Assistant Quantity Surveyor and is based in Bristol.

The Clancy Docwra Board would also like to announce the recent appointment of **Brendan Anderson, Bryan Lamont** and **Ken Singer** to Associate /Regional Directors.

We would like to welcome **Nicola Charles** who joined the business in January as IT Manager.



IT Manager: Nicola Charles

Finally, **Thierry Euvrard** has recently taken on the role of Human Resources Manager and will now be looking after both Human Resources and Payroll, with **Stephen Dimmock** entering into a new Human Resources role concentrating on legislative issues.

We would like to wish them all well in their new roles.

'Hands Up' Recruitment Campaign

For the past few months, the company has been trialling a groundbreaking recruitment initiative; the 'Hands Up' campaign.

There is currently an industry-wide shortage of skills at all levels and as a result, the Marketing Communications team were commissioned by

Internal Resources Director, Seamus Keogh to research the feasibility, concept and strategy of some form of advertising for the recruitment of all types of employees.

It was decided that using the space on the Clancy Docwra Transit Vans would reach out to the

largest audience and after the development of the advertising concepts, the 'Hands Up' campaign was born, encompassing the use of popular SMS text messaging.

The company then began work on the trial, utilising the sides of thirty vans on the Thames Water Victorian Mains Replacement contract and fifteen on the Mid Kent Water contract; areas identified as having a recruitment need.

It is still too early to give accurate figures on the success of the campaign but we do know that around six hundred people have seen it and responded to the text number on the advert.



Hands Up: The side panel advert.

A year in review- Clancy Docwra Activities

During the last financial year, turnover grew to £167 million, due largely to the AMP4 Investment programme by our water company clients.

Water

Our water business in the South and East of England continues to grow through ongoing contracts and alliances with Thames Water, Southern Water, Anglian Water, South East Water and Three Valleys Water; a re-awarded contract with Sutton & East Surrey Water and a new award from Mid Kent Water.

During the year, the Victorian Mains Replacement project for Thames Water in London reached a major milestone with the first one hundred miles of pipe completed by the Clancy Docwra team. We were also successful in being awarded a similar agreement to replace the mains in and around Brighton for Southern Water.

The future potential for our water-related business in the

North and Scotland improved with our selection as an Associate Delivery Partner (ADP) in Joint Venture with Veolia Water for the Scottish Water Q&SIII works.

During the year we also successfully completed and commissioned the Hayeswater AMP3 Improvements scheme for United Utilities. Further expansion in the North based on our Southern experience remains a key target.

Energy

The newer operations in the Energy sector showed promising results. The multi-utility concept is now well established in Scotland and the North West but has yet to reach a critical mass in the South. The division was successful with their first awards from IUS (Integrated Utility Solutions) and WPD (Western Power).

Our technical capabilities are now fully recognised with accreditations under the Gas Industry Registration Scheme (GIRS) and the

National Electricity Registration Scheme (NERS).

Infrastructure

Our Projects division built on the successful relationship developed with Land Securities on the Princesshay Redevelopment in Exeter, by securing further schemes at Broadmead in Bristol and on the St.David's Centre in Cardiff. Work is now complete.

Works in Thamesmead for client Tilfen Land included completion of the Birchmere Business Park infrastructure and Industrial Units. Our experience of working in the difficult ground conditions in the Thames Gateway should lead to further opportunities.

Rail

Long standing framework agreements with Metronet and Tube Lines have been renewed or replaced, however these agreements are still in their early, formative stages. We were also awarded a major Station Enhancements Package by Tube Lines for

works at Hounslow, Alperston, Park Royal and South Ealing. These have been successfully completed and the stations handed back to the client.

During the year we provided significant support to Viacom Outdoor in their successful £800m bid for the LUL advertising contract, which will include a major installation programme for new advertising media over the next two to three years.

We believe there will be significant opportunities in our core markets around the 2012 London Games, the Thames Gateway and the Crossrail project.

The stated core objective of Clancy Docwra remains:

To develop the business and increase shareholder value through:

- ▀ Improved client satisfaction
- ▀ Improved financial reporting and management
- ▀ Improved H,S & E performance

Next generation uniforms launched



We are delighted to announce the launch of the next generation of Corporate Uniform for operating company Clancy Docwra Limited.

After consultation with our work-force, the uniform consisting of trousers, t-shirt and fleece jacket, has been designed to meet the rigorous needs of modern day construction work as well as reinforcing the

strong Clancy Docwra image and brand.

Internal Resources Director Seamus Keogh stated: "We were one of the first construction companies to introduce a corporate uniform over ten years ago, to set us apart from our competitors.

It created a strong brand and team ethic message to our clients and work-force and this next generation

of uniform carries this message forward."

The uniform will be phased in over the coming months.



The new Insurance Department

The Harefield-based Customer Services Team has evolved to meet the changing business needs of the Group.

Administration of company Road Traffic Offences has now passed to Clancy Plant.

Customer enquiries currently received by the Department at Head Office will be redirected to Operations in the near future. This will enable them to concentrate their efforts on insurance policy administration and claims management.

As a result they are now The Clancy Group's **Insurance Department**. As ever, the team comprising of Tony

Warren, Joanne Gleeson, Paul Salvage, Raju Chana, Mohammed Awan and part-timer Zoe Gaywood, aim to deal equitably with the enquiries whilst continuing to strive to contain the cost of them for the benefit of the Group as a whole.

The team rely heavily on the continual support of Operations and will be looking at ways of improving the exchange of information over the coming months. They welcome any comments and suggestions for improvements to the service they provide.



The Insurance Department: Top L to R- Tony Warren, David Pegg & Paul Salvage. Bottom L to R- Mohammed Awan, Joanne Gleeson, Zoe Gaywood & Raju Chana

Employee Satisfaction is key

Within the next couple of months, the Clancy Group will be undertaking an Employee Satisfaction Survey. The survey will be conducted by the Human Resources Department and will concentrate on a range of specifics across the business. Respondents will be asked to rate the importance of some services and issues, as well as their level of satisfaction with these services and issues.

There will be two surveys, one for operatives and the other for salaried staff. HR will analyse these answers and the results will be communicated to the business, and if needed, changes will be put in place to improve the company as an employer and its performance. This is an ideal opportunity for all to communicate their opinions and thoughts to the business.

OFWAT hosts contractors awards

Clancy Docwra is one of six contractors that has achieved the standards demanded for laying new water mains and received its formal accreditation on the 23rd of November 2006. The scheme certificates were issued by Lloyds Register at a ceremony hosted by the Water Industry Regulator, OFWAT.

The accreditation was made under the Water Industry Registration Scheme (WIRS) which was developed in consultation with OFWAT and the water industry.

Clancy Docwra together with the five other contractors are the first to be approved on the nationally

water industry by Lloyd's Register, which already operates accreditation schemes for contractors providing gas (GIRS) and electricity infrastructure (NERS) and is working towards integrating the three schemes to provide a multi-utility registration scheme.

Steve Lyons, Clancy Docwra Director for Utilities, said of the accreditation: "We are delighted to receive this accreditation and be one of the first to do so".

It completes the 'set' with the company having already achieved GIRS and NERS and we are now able to offer all clients a full multi-layer option for design and construction.

recognised scheme since a change in law made it easier for developers to appoint their own contractors to lay water pipes on new developments.

The scheme is operated on behalf of the

Celebrating WaterAid

Clancy Docwra is a keen supporter of WaterAid, sponsoring the many fundraising events organised by our clients and our employees.

WaterAid benefits greatly from such sponsorship and grants from the public and private sectors. From humble beginnings WaterAid has become a formidable force in the struggle to ensure that the world's poorest are not left without the most basic of requirements - water and sanitation.

So far WaterAid has helped over nine million people take their first step out of poverty and we continue to help raise the money to make this happen.



OFWAT awards: Clancy Docwra's Utilities Director; Steve Lyons and OFWAT's Head of Consumer Affairs; Sue Cox

South West Story- Longham & Avonmouth

During the mid-nineties, Clancy Docwra established a strong and successful operational presence in the South West of England, the base for this being Corfe Mullen in Dorset.

The mainstay of work during this time was for Wessex Water primarily located in two business areas – Water Network Maintenance and the delivery of Wessex Water’s strategic civil engineering programme.

Over the last four years, through the company’s strategic business plan,

there has been a concerted effort to diversify into new work types and market areas.

As part of this strategy the company has invested in two new Regional offices – Longham in Dorset (replacing Corfe Mullen) and Avonmouth, Somerset.

Under the directorship of Tony Newton, Longham was established in February 2006 with Avonmouth following shortly afterwards targeting new opportunities in the Bristol and Avonmouth areas – so is the strategy working? If so, who are

CASE STUDY

Boscome Down
Client- MOD- EarthTech
Value- £741k

Excavation and installation of 4 km of mixed 300mm, 250mm and 150mm diameter DI firemain and associated hydrants and valves.

Work included crossing two runway and three taxi ways by directional drilling. Supply and install 114m³ tank fire fighting storage tank

the driving forces in delivering this strategy of diversification?

We take a look at the people working within these offices and examples of project diversity they have been successfully delivering.

Regional Contracts Manager, David Port has been with Clancy Docwra for over thirty years and has a vast amount of experience within the construction industry and has seen many business changes over that period.

He commented: “It was self evident from our client base that we had to, in conjunction with the overall business plan, spread the net into new targeted markets. This has been a slow process in that new relationships have to be nurtured and

trust has to be gained.” Patience and hard work is now beginning to show positive results with



Regional Contracts Manager:
 Dave Port

projects such as:

Boscome Down for EarthTech (ultimate client- the Ministry of Defence); **St David’s Town Centre Development** in Cardiff for Land Securities; and **Dowlish Ford** for Peter Brett Associates, all being at the forefront for the drive towards diversity.

Responsible for the day to day management of

WHO’S WHO AT LONGHAM

| | |
|----------------|------------------------------|
| Dave Port | Regional Contracts Manager |
| Ken Beaumont | Business Development Manager |
| Tom Taylor | Estimator |
| Tony Tewson | Estimator (part time) |
| Dave Scadding | Contracts Manager |
| Terry Sexton | Commercial Manager |
| Lee Chandler | Site Engineer |
| Kim Walsh | Commercial Administrator |
| Dan Postles | Assistant Quantity Surveyor |
| Paul Cadwell | Acting Supervisor |
| Paul Scadding | Site Manager |
| Hugh Jenkinson | Site Manager |
| Doug Lancaster | Site Manager |
| Mike Ross | Senior Site Engineer |
| JJ Walshe | General Foreman |



Contracts Manager:
Dave Scadding

offers a range of experience and skills and lends itself to the diversity of workload. The team includes Site Managers Hugh Jenkinson, Doug Lancaster and Paul Scadding; Site Engineer, Lee Chandler and General Foreman J.J. Walshe. They have all been instrumental in the successful completion of

contracts, Contracts Manager, Dave Scadding has a team around him that

such contracts as the St David's Town Centre Redevelopment; the

CASE STUDY

Dowlish Ford
Client- Peter Brett Associates/Gooch & Housego
Value- £196k

Installation of 105m of 1200mm box culvert, together with a cascade weir

Dowlish Ford contract, Boscombe Down, Bristol Trench Share, and Avonmouth & Portbury Docks contracts.

"We were able to offer the clients the reassurance of the brand and what it stands for, together with a very experienced and knowledgeable team that offers quality and consistency throughout the lifecycle of the project.

Right through from the Business Development (Ken Beaumont) process, Commercial (Terry Sexton) and Administration (Kim Walsh) to contract completion, we strive to offer excellence." Dave stated.



Commercial Administrator:
Kim Walsh

It has been a continual success story in the South West of England for Clancy Docwra. The team at Longham and Avonmouth continue to build on the relationships made with their clients and look forward to further years of success.

CASE STUDY

Project Cyclamen- Avonmouth & Portbury Docks
Client- Home Office
Value- £970k

Installation of high security underground communications and monitoring system and equipment for the segregation and monitoring of imported good and materials in a 'live' dock environment.



The Team (L to R):
Regional Contracts Manager- Dave Port,
Contracts Manager- Dave Scadding;
Commercial Administrator- Kim Walsh; and
Business Development Manager- Ken
Beaumont

New Business Initiatives

We concentrate on two new initiatives that will assist the business. The Information Technology Policy (ITSUP) written by the Information Technology Department and the Information Communications Team.

Through the means of a Question and Answers forum our objective is to help you understand the value and benefits these initiatives bring to the business.

Question:
What is the I.T. Systems Usage Policy (ITSUP)?



ITSUP: The policy document

Answer:
The I.T. Systems Usage Policy (ITSUP) is a fundamental element of the organisation's I.T. Policy Statement, available on the Business Management System.

The document contains many different policies governing the usage of all I.T. and Communications Systems in use by The Clancy Group PLC and its subsidiaries.

Copies of the ITSUP are available on the intranet, in office-based personnel copies of this magazine or on request from the I.T. Department.

Question:
Why have it?

Answer:
The document has been produced to:

- provide users with a clear and concise set of policies specifying what is acceptable use of the groups I.T. and communication systems
- ensure the security of company information and data assets
- comply with the Data Protection Act
- protect the users and their working environment from the multitude of threats from the internet and use of I.T. and communication systems
- educate users in the potential risks to themselves and the company.
- ensure the use of software within the business remains legal, therefore complying with our steadfast commitment to FAST (Federation Against Software Theft)
- reduce the legal risks the business faces through the use of electronic communications and the internet
- achieve legal compliance regarding our obligations covering I.T. systems
- inform users of their accountability

for their actions when using I.T. systems

- reduce the amount of wasted business I.T. resources and gain greater returns on investments

Question:
Who does it affect?

Answer:
All employees, consultants, contractors, subcontractors, clients and any other person who uses our I.T. Systems

Question:
When does it come into effect?

Answer:
The new policy will replace the old one with immediate effect.

Question:
What next?

Answer:
If you use the company's I.T. Systems in any way you must:

- Read the enclosed policy thoroughly. Ignorance will not be accepted as an excuse.



Sign and return the LAST PAGE ONLY to Kris Glover in the I.T. Department Harefield – Ext 502

IMPORTANT

This is applicable to anyone sent the policy, if you have not received a copy and you think you should have, please contact Kris Glover. Any user who has not signed the policy by the deadline will be denied access to all I.T. Resources

Question:
How long do I have?

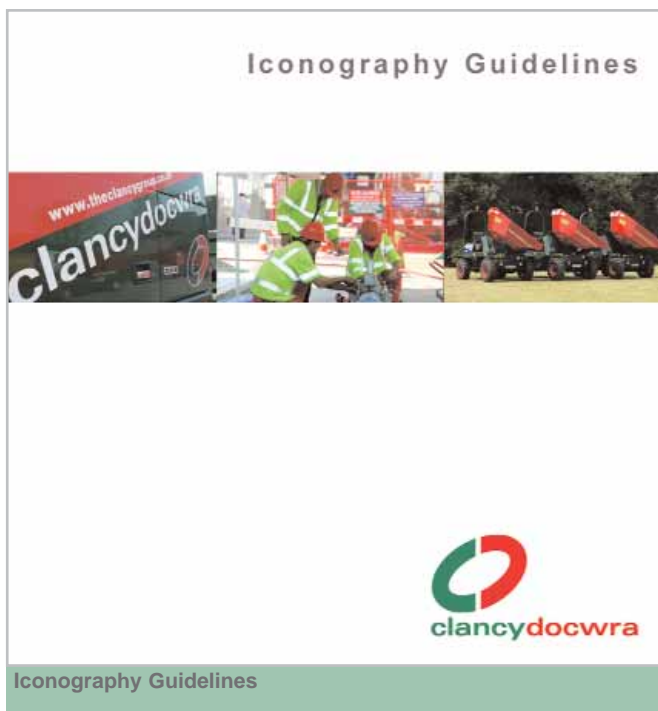
Answer:
Do it now! It's that important! The deadline is 16th March.

Remember:

Read IT
Sign IT
Be a Part of IT.



Business in its everyday operations – The I.T. Systems Usage Management and The Iconography Guidelines from the Marketing



Question:
Why do we need the guidelines?

Answer:
Clancy Docwra is recognisable across the UK. Our vans, uniforms and equipment are all branded to reflect the quality and consistency of a successful civil engineering business and this in turn echoes part of our Mission Statement:

“To be recognised as the professional, industry leading, privately owned PLC in the Infrastructure and Construction markets”

The Iconography Guidelines are designed to protect our image and strong brand so that the brand message is not diluted.

Question:
What is in it?

Answer:
The Iconography Guidelines booklet is designed to work with the mission statement by introducing the iconography and clear branding guidelines and contains the following:

- clear and simple principles of use that ensure the iconography and brand is used correctly and consistently
- specific information on versions of the logo, colours, fonts and usage
- operational and promotional items available

Question:
Does it affect me and if so why?

Answer:
The brand affects everyone within the company and is to some extent the ‘Crown Jewels’ of the business. It should be protected at all times. If you drive a company van, wear company uniform, use the logo in your correspondence or attend meetings on behalf of the company – then you are representing the brand. Quite simply anything that happens within the business, good or bad affects the brand.

For example; unacceptable behaviour in a public place whilst representing the company, result in a negative affect on the

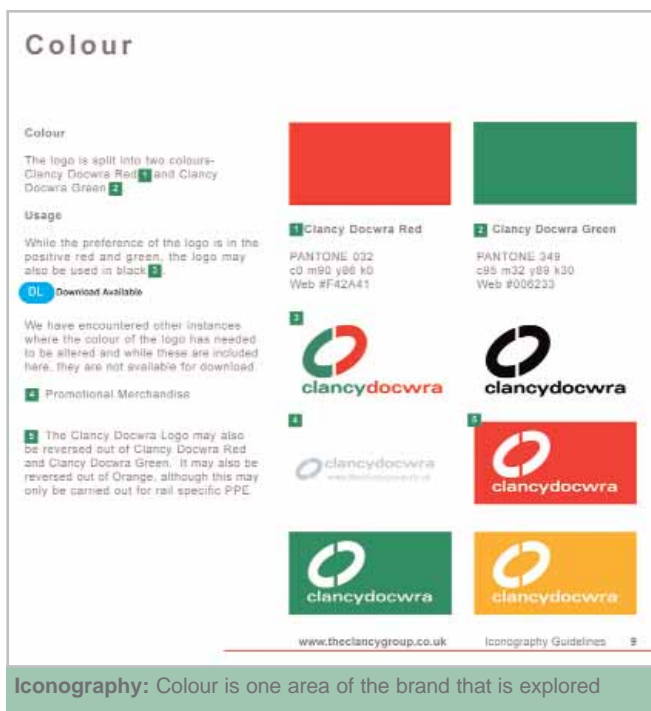
brand. Exemplary behaviour in a public place whilst representing the company, result positive affect on the brand.

Question:
When are the guidelines available?

Answer:
They were launched on the 22nd January 2007 and are available now.

Question:
Where are the guidelines available?

Answer:
The Iconography Guidelines were sent out to offices on the 22nd January. It is on the company Intranet and will also be on the Business Management System soon.



Iconography: Colour is one area of the brand that is explored

Apprentices Update

The Clancy Docwra - Utilities Apprenticeship Scheme started in September 2004 and is a two year programme of development at the Construction Industry Training Board College coupled with operational site training.

Of the initial intake we congratulate Ricky Scott (VMR), Peter Lord (Isle of Wight) and Alan Hyde (Scotland) all of whom have been awarded the "General Construction Operative" Level 2 NVQ. They are all now working towards gaining the Level 2 NVQ in Water Mains & Service Laying. Twelve apprentices joined the scheme in 2005 and we are pleased to report that William Anderson, Fred Beavis, Matthew Essex,

Luke Middleton, Jason Tinkler, James Tremain and Matthew Turpin-Barrett have all attained the Intermediate Construction Award. They are now working on site gaining experience to complete their "General Construction Operative" Level 2 NVQ.

We are pleased to welcome the new intake for 2006/2007. They are Utilities Apprentices- Alex Featherstone, Daniel Reynolds, Josh Kelly, Steven Wark, Kieron Booker, Colm Smythe, Daniel Chapman, James Bashford, James Moore, Liam Gulliver and Stephen Mosey; Gas Apprentice- Alan Wilson; and Clancy Plant apprentices- Daniel Orum, Daniel Harrowing, Daniel Payne and Daniel



New Apprentice Intake- The new apprentices and their mentors

Butler. Brenton Males has now completed his apprenticeship in Plant Mechanics.

The scheme improves year on year and its success is dependant on the support given by managers, mentors and work teams alike.

We have an Apprenticeship Scheme to be proud of so well done to every one involved.

For more information regarding our Apprenticeship Scheme, please contact either the Human Resources or Training Departments.

Institute of Leadership & Management

The Institute of Leadership & Management (ILM) is our benchmark designed to improve managerial skills within the business and develop an efficient workforce. Detailed below is an overview of the courses. If you would like further information, please contact the Training Department.

ILM 2- Introduction- Team Leading

This is the initial course for all Supervisors and First Line Managers. It gives the opportunity for those who have not received any formal management training or have been away from any study for a long period of time the opportunity to get on board. Upon completion,

candidates will have a greater knowledge and understanding of Company policies and procedures coupled with an insight into management techniques and practices.

ILM 3-Introduction- First Line Management

ILM3 comprises of two interlinked sections; Company and College based; delivered in-house and through a qualification in its own right. It also counts towards gaining the full certificate.

ILM 3- Full Certificate- First Line Management

When completed, candidates will be able to draw on a range of basic management skills. The qualification is equivalent to S/NVQ.

ILM 5 (formerly level 4) - Introductory Diploma in Management

This flexible programme provides an introduction to the wide range of responsibilities of the middle manager.

The programme combines the key elements of the full Diploma in Management which can produce a step change in performance quickly and economically.

ILM 7 (formerly level 5) - Diploma in Leadership Mentoring and Executive Coaching

The ILM 7 Diploma is designed for those working towards effective leadership within the organisation. It is widely recognised that leadership

comes through personal development and growth, the acquisition of a range of critical leadership skills, and an insight into other people and oneself.

Mentoring and coaching are powerful tools for developing this leadership capability but only if the mentors and coaches possess the high-level knowledge, skills and personal qualities required to operate at this level.

Leadership developers and senior managers who have completed this programme are able to act as mentors and executive coaches for middle managers and others wishing to become more effective leaders.

Fire Safety Rules

New fire safety rules affecting all non-domestic premises in England and Wales came into force on 1st October 2006.

With around 120 separate pieces of fire safety-related legislation, the consolidation into one piece of legislation will avoid lots of confusion and inconsistencies. The Regulatory Reform Order (RRO) places the onus of the fire safety in buildings on the shoulders of the Responsible Person. This person is either the employer (where there is one); the person running the business from the premises (for profit or not); the owner or any other person who to any extent exercises control over the place.

Under the RRO the responsible person is required to ensure that an assessment of the

risk of and from, fire is undertaken for the place and activity.

Identified hazards will be removed or reduced so far as is reasonable and special consideration must be given to the risks posed by the presence of dangerous chemicals or substances and the risks that these pose in case of fire. Special consideration is also required for any group of persons who may be especially at risk in case of fire, whether due to their location or any other factor.

From the perspective of a building owner the major change under the new regime will be the removal of Fire Certificates and the Office of the Deputy Prime Minister (ODPM) estimates that this alone will save business £1.65m per year.

In addition the ODPM believes that the new regime will promote greater compliance and more focus on fire prevention in high-risk properties.

Whilst these regulations are new, the requirement for conducting fire risk assessments is not a new concept and in the main these have been in place for some time. We have recently drafted a new template for conducting fire risk assessments and this has been issued to the Designated Safety Advisors (DSA).

There will be additional information available on the BMS in the next couple of weeks. Should you need any further information then please refer to your assigned DSA.

Energy Efficiency

The Environmental Team have been working with Interim Building Manager, John Kelly to introduce energy saving initiatives to Clare House.

An external visit from the Carbon Trust looked at our current energy uses and outlined a number of improvements for us to put into practice. We started with the toilets, as often lights were being left on at the end of the day or for long periods of time. All the toilets have been fitted with sensors so that they come on automatically as you enter the room and switch off after a few minutes.

We are hoping that this initiative, along with the others that will follow, will contribute towards reducing our bills and saving some valuable energy.

Success at the Tower for the Green Apple Awards

On 3rd November 2006 the Environmental team and representatives from the Thames Water Victorian Mains Replacement scheme (VMR) and Special Projects team visited the Tower of London to receive two awards from The Green Organisation in recognition of environmental achievements.

A Silver and a Green Champion Award were picked up by Clancy Docwra in recognition of environmental best practice in the utility field.

The VMR scheme was recognised for efforts in recycling with over 95% of the waste produced on the contract being sent for recycling and only recycled material being used for backfill of excavations.

The Denge and Buckland Mill Security Mains contract in Kent were awarded for best practice when facing significant environmental challenges such as for

protected areas and species together with over thirty watercourse crossings.

The awards were presented by David Bellamy and

represent significant achievements by these contracts and highlight the continuing commitment that the business has to environmental issues.



Green Apple: The winning team

Scottish Water non-domestic metering

On 4th October 2006, Scottish Water entered into a contract with Clancy Docwra to trial proposals for the fast track implementation of Scottish Water's non-domestic metering programme.

A mandatory installation of 30,000 water meters in non-domestic properties across Scotland is to be achieved by the 31st March 2008.

The work has been split into four areas: North West, North East, South West and South East. Clancy Docwra has been awarded the North East and South East of Scotland and in addition, will undertake water meter removal and replacement work under Scottish Water's Capital Maintenance budget.

Clancy Docwra will be surveying business premises throughout the North and South East of Scotland and reporting to business owners on the feasibility of installing a water meter. We will also be advising on the most appropriate location for the meter, taking into account accessibility for future readings, inspections and maintenance.

Ideally, all water meters will be installed inside business' premises, and where practicable, in a position agreed with the business owner.

As the Clancy Docwra team in Scotland get underway, further reports on the progress of this programme delivery will feature in future editions of CD Link.

Clancy Docwra operative to compete in Toronto



Drilling and Tapping: On their way to Canada

The 2006 IWO National Drilling and Tapping competition at Stoneleigh produced some excellent times with just twenty-nine seconds separating the top three teams. The competition saw the inclusion of the Clancy Docwra and Anglian Water partnership team of Mark Monaghan of Clancy Docwra who works on the Lincolnshire contract at Peterborough and Andy Kilbon of Anglian Water who is based at

Grafham Water, who achieved a time of four minutes, twenty-three.

National Judge, Graham Mills of Anglian Water said of Mark and Andy: "They had only started training two weeks prior to the competition. It was a great achievement for them and also proves to the others just what you can achieve with a little training and small amount of coaching."

National Organiser, Malcolm Holmes of Anglian Water said "this competition had been a very competitive and friendly competition and the tapping team from Clancy Docwra had shown a very high level of skill and this was reflected by the time they achieved".

Les Wabe of Anglian Water and Gary Willet of Morrison will be competing in the American Water Works Association Competition and World Water Cup of Drilling and Tapping in Toronto in June 2007 and because they were impressed by the way Mark performed in this year's competition, they have asked if he would like to join them in Canada and compete as the third member of their team. Updates on their progress will appear in CD Link in the New Year.

Getting the job done right- first time

Two contracts have started using a new site management system which allows the company to closely manage and monitor the site before and after work completed, so that we are confident that the work is completed to the highest standard.

Developed by Stanmore Quality Surfacing Limited (SQS), the system called Ontrack, uses the latest mobile technology to keep track on all work carried out. Introduced into Clancy Docwra by Senior Contracts Manager, Alan Marshall,

we are using this system on a monthly basis on our Three Valleys Water and Thames Water contracts.

SQS Ontrack allows Clancy Docwra to resolve enquiries with photographic evidence. All information is stored on the system and is archived, forming an audit trail. It means that Clancy Docwra can complete the work quickly and to a high standard first time, preventing defects, reducing return visits and fines by feeding back images to the system operator in real time.

Using SQS Ontrack, Clancy Docwra is able to fulfil its contractual obligations by providing all the relevant information, meter location, meter serial number and data accuracy. For more information contact Alan Marshall or Karen Ives.



OnTrack: A picture speaks a thousand words

Prison work on the Isle of Sheppey

Clancy Docwra has been carrying out work on three prison sites on the Isle of Sheppey in Kent. The contract is to install around 13km of new water mains in and around Standford Hill Prison, Swaleside Prison and Elmley Prison. Two new boreholes are also being drilled to supply all three prisons. They will be extracting water from depths exceeding 150m and both aspects of the contract are due to be completed by March 2007.

Whilst working within the prisons, the security procedure is such that it takes four to six weeks to gain security clearance and each team has two Outside Guards to accompany them throughout the working day. Mobile phones are prohibited from use, but the site offices are permitted to have two-way radios and a land line telephone. Regular vehicle checks are the norm and a detailed

programme of team members daily whereabouts are required at weekly progress meetings.

Working on the sites has thrown up some exciting challenges; namely uncovering unexploded ordnance on site during excavations. The client, Crispin and Borst, has employed an explosive ordnance disposal and landmine clearance company, to deal with the haul, which included fifteen mortar shells and several 25lb bombs!

The Clancy Docwra team also participated in a training exercise with the Dog Handlers Training Unit (pictured) to identify those persons who may be carrying illegal substances. Training is often carried out on objects, such as chairs, in which drugs are hidden.



Busted: The dogs pick out the smugglers by sitting down in front of the offender

The Clancy Docwra team were asked to participate in a real life training situation, in which District Manager, Peter Middleton had several ounces of a substance placed on his person. The dogs and their trainers went up and down the line carrying out the sometimes feisty search and each time picked out Peter and his hidden stash, proving that even the most normal contracts can turn into something unusual!

The Energy Alliance

Clancy Docwra has formed an Energy Alliance with GEW Ltd to develop a new business stream within the energy sector of the company.

The new work will focus on independent electricity network connection providers, supplying new electricity connections to mainly the industrial and commercial sectors.

GEW Ltd brings to the partnership a valuable knowledge base of the electricity connections market, based around the East Midlands that will complement the company's existing cable installation capability. This has been enhanced by the successful acquisition of additional accreditation under the National Electricity Registration Scheme (NERS) to extend and enhance Clancy Docwra's capability into the field of electricity substation procurement, assembly and installation.

Gold award for the Thames Water VMR contract

The Thames Water Victorian Mains Replacement Project that currently operates in East London has won the prestigious Gold Award from the City of London Corporation.

The VMR Project joined the City of London Corporation's 'Considerate Contractor Streetworks Scheme' in April 2006, as mains replacement operations moved into the difficult environment of the City.

Every effort has been made to minimise disruption to

the multitude of influential businesses throughout the City and equally importantly, the millions of people that move through and about the City each day.

With specially silenced equipment and the use of highly specialised low emission fuel for the plant and equipment, together with a very professional and committed workforce the Project Team were very pleased, in their 1st year in the City of London, to have achieved a Gold Award.



Gold Award: Roger Culley; City Project Manager, Team Leaders and Supervisors were presented the Award by the Mayor of London at a special ceremony on the 3rd November 2006.



Seven miles of water mains and associated services have so far been replaced in the City.

Challenges result in value delivery for Mid Kent Water contract

The largest and most challenging water mains improvement programme within Mid Kent Water's region started in April 2006, with the contract signing by Clancy Docwra's Joint Managing Director Kevin Clancy and then Mid Kent Water Managing Director Paul Butler. Nearly a year on within this contract, we now take a look at works ongoing and completed and added value delivered within it.

Senior Contracts Manager, Kevin Halpin said: "The work-stream flow for the contract contains Strategic Mains, Developer Mains, Mains Renewal, Service Laying, Metering and Resource Provision for Repair and Maintenance works. We have a very experienced and accomplished team in place to deliver this work flow to Mid Kent Water.

This includes a team of nineteen Managerial, Supervisory and support staff, twenty Main-laying, eleven Metering, two

Repair and Maintenance and two Service Laying gangs. We believe that we have assembled a team that can add value to Mid Kent Water's delivery targets."

The contract is managed from Mid Kent Water's Head Office in Snodland with Clancy Docwra having a fully operational office.

The Metering team is located within the client's offices offering greater communication and more efficient planning and allocation. As a result of



Senior Contracts Manager: Kevin Halpin, manages the Mid Kent Water contract from the offices in Snodland

this from an initial forecast of two thousand meter installations; an amazing seven thousand meters have been installed with the

majority being free meters. Ongoing works on Strategic Mains currently include 5.5km of 315mm High Pressure polyethylene





(HPPE) pipe along the extremely busy A20 between Charing and

Potters Corner; 2km of 315mm Molecular Orientated PVC (MOPVC)

at Birling; 5km of 500mm Ductile Iron at St Thomas to Bleen; 675m of 250mm (MOPVC) on the A252 reinforcement and 90m of 560mm HPPE at Wye. This includes two river crossings across the River Stour.

He continued; "One particular area we feel has been of great success is the introduction of Directional Drilling as a preferred technique, this has reduced cost, reduced environmental impact and resulted in less risk and disruption".



Only ten months into the contract and the company has already successfully completed approximately 10km of Mains Renewals with a further 10km to be completed by the end of March. These will include a mixture of 125mm up to 250mm and the majority will be installed through rural roads and villages.

Other areas of innovation offered has been a 99% success rate on first time hit reinstatement on the metering side, where dug material is used with a combination of soil stabiliser and cold lay tarmac.

Kevin Halpin stated: "It has been a challenging beginning to the contract, but one that is now beginning to deliver not only Mid Kent Water's strategy and targets but adding value to them as well. We have held integrated team building workshops on the planning process to improve the understanding from all sides on the impact of planning – this has resulted in earlier involvement and increased efficiencies".

The first year of this contract has produced many challenges for all stakeholders involved; challenges that have been met with positive decision making and innovative thought.

All Photographs (pages 14 & 15):

Photographs show the works progressing on the A252 Strategic Mains function work-flow for Mid Kent Water, detailing traffic management and site work.

Wedding Bells

Congratulations to Management Accountant, Chris Bradley and his new wife, Karen, who celebrated their wedding day on the 18th November. The couple married at Langrish House in Petersfield.



Little Additions

Congratulations to Business Development Manager, Dave Fitzgerald, on the birth of his first Grandson, Spencer Ellis Cotton. Born on the 16th August to Dave's Daughter Julia and her soldier husband Mike at the Armed Forces Hospital in Muscat, Oman, where they are based, Spencer weighed 7lb 8oz.



Congratulations also go to Sue Morrison, who also celebrated the birth of her grandchild- Grace Ellen Morrison. Grace was born on the 11th November to parents Gary and Sara and weighed 6lb 9oz.



Boxing Day Dip

In December, members of Business Development Manager Allen Dawes' family, took part in the 32nd Annual Boxing Day Dip in Sunderland.

Dressed in fancy dress, they bravely dipped into the North Sea to raise money for the Prostate

Cancer Research team at Newcastle University Medical School.

Allen would like to thank all of those who helped raise £260 for the cause.



The Dippers: Members of the team

Retirements



Derek Blunstone celebrates with his colleagues. Darina Scott received the flowers for arranging the meal.

IT Systems Administrator, Derek Blunstone retired in October. He joined the company twelve years ago and worked with many of our sites. Derek enjoyed a surprise meal with his colleagues in Amersham with his wife Betty and will be missed by all his friends.

Patrick John Dunn also retired from the business in December. Originally part of Westwick Construction, Patrick had been with the company for ten years.

We would like to wish both Derek and Patrick all the very best in their retirements.

Competition- True or False?

Look at the big Health and Safety story headlines below and see if you can guess which are true, false or misrepresentations of the truth. Correct entries will be put into a hat and drawn at random to win £50 Love to Shop Vouchers.

1. Health and Safety regulations now ban the use of ladders.

True False Part True

2. Schools have banned conkers

True False Part True

3. There are now more regulations and red tape than ever.

True False Part True

4. A church spent £1,300 to change their light bulbs because of health and safety regulations.

True False Part True

5. Trapeze artists will be forced to wear hard hats.

True False Part True

Name:

Address:

.....

.....

Tel No:

Closing Date: 30th March 2007

**Send to: Kelly Monger, Marketing Communications, Clancy Docwra Ltd.
Clare House, Coppermill Lane, Harefield, Middlesex, UB9 6HZ**

*The winner of the Issue 12 competition was **Michael McCann** who guessed the correct stations- Kings Cross, Grange Hill, Turnham Green, Old Street, Shepherds Bush, St Pauls, Holland Park, Burnt Oak, Angel, Vauxhall.*