



## Aftercare Board Director Appointment

Left to right: Ian Sheville, Chas Thompson, Neil Burns, Michael Taylor and Graham Hawe

The last two years have seen a massive increase in turnover for our Aftercare department, managed and controlled from our Head Office in Bradford.

Recognising that this vital department now turns over a significant percentage of Mitton's total workload, the Directors felt it was necessary to have representation at Board level.

We are pleased to announce the appointment of Ian Sheville to the Board of Directors. Ian has been managing this department for over three years, and through his hard work and commitment

Aftercare has seen significant growth in both turnover and profit. His dedication to the cause is second to none, and as such the Board of Directors felt he was worthy of a position at Board level.

**Welcome to the Board, Ian!**

## Investment in Training

### Mitton apprentices in the news again!

Mitton apprentices continue to win acclaim for their progress and performance at colleges across the UK.

Stephen Ballard has recently been awarded the Service & Maintenance apprentice of the year award. Steve was chosen from a list of other candidates and was selected the winner partly due to his appetite and hunger for succeeding in the industry. Following this success he was specifically chosen by the HVCA to represent them at a luncheon at the House of Commons, London where Members of Parliament met up with the future of the Industry to get their views on how Government could assist with the development of the industry in the coming years.

In Scotland, Ross O'Donnell has been put forward for the Apprentice of the Year Award at Glasgow North, College

Ryan Salter and Stephen Simpson, who work out of Mitton's Northampton Service Centre, have been put forward for the Service & Maintenance Awards at Dudley College, West Midlands.

Mitton continue to invest in training apprentices for the building services industry. The company currently has 30 apprentices on board, supplemented by a regular yearly intake to maintain recruitment levels and ensure professionally trained individuals continue to play a role in the industry.



Ross O'Donnell - Apprentice of the Year



## Mitton

the environmental choice

Growing awareness of the impact of rising energy costs coupled with the recent implementation of the latest edition of the Building Regulations have seen this side of Mitton's business going from strength to strength.

Ian Barraclough, who heads up our Environmental Division, is now focusing all his attention on the further expansion of this vital department.

Ian advises Mitton's clients on how best to operate and adapt new and existing installations to ensure maximum efficiency of plant is achieved, thus minimising energy costs.

The use of Building Management Systems is at the forefront of all our installations, and Ian also has an input in the early stages of system designs to ensure that all our projects optimise opportunities for energy savings.

# Mitton insite

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## Mitton Dominates on Multi-site Operational Challenge

Investment for growth and development over the past five years has placed Mitton firmly as one of the country's leading independent building services specialists.

Today, the company has the in-house capabilities to operate nationwide on contracts ranging from straightforward refurbishment projects through to complex nationwide multi-site operations with demanding time schedules and even constantly changing targets.

The recent successful completion of the massive conversion contract for Morrisons Supermarkets Plc, rebranding and upgrading all the Safeway stores nationwide within a very limited timeframe following the acquisition of Safeway by Morrisons, underlines Mitton's strength and ability to perform and deliver quality under the most challenging conditions.

Originally planned over a three-year schedule, the contract called for conversions on 197 large stores, 8 megastores, 127 petrol filling stations and 12 boiler plant renewals, as well as a single air conditioning plant renewal on a store in Gibraltar! After the contract began, this timeframe was shortened to a two-year plan and eventually completed in just over 18 months, with Mitton handing over each and every store on time in line with changing schedules.

Logistically, the contract presented significant challenges. From the most northerly site outside Inverness in the Highlands down to Penzance in Cornwall, Mitton made full use of the company's established nationwide presence to project manage and supply the works, upgrading and improving the building services installations in line with specifications.

With no opportunity to survey each individual site prior to works commencing, Mitton demonstrated both flexibility and innovation to respond swiftly and accurately to the varied requirements, ranging from significant developments in terms of service and maintenance down to minor refurbishment works.

In general, a six-week programme was allowed for each store conversion, with a total of 24 projects running concurrently to achieve the projected timescales. Working on a nationwide contract of this scale tested Mitton's capabilities and demonstrated the company's dedication and commitment to sheer hard work to keep to planned schedules and achieve targets.

With all work carried out on an 'out of hours' basis to enable the stores to keep trading throughout, the logistical challenges were further complicated by the need to ensure total reliability of material supplies and labour. All installation works were carried out by Mitton personnel, with a dedicated Mitton project engineer controlling each and every conversion.

Commenting on the challenges of the contract, Mitton's Managing Director Michael Taylor underlines the importance of the people behind the projects.

*"Only a committed team effort could ensure the levels of quality and performance achieved by Mitton throughout this contract," he stated. "The ultimate success of this contract was founded on teamwork, and the sustained levels of performance achieved are a testament to our focus on customer service and effective project management."*



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# Building on Success...

## Mitton completes Head Office extension and refurbishment project

Mitton has completed a total refurbishment of its Head Office premises at Mackenzie House, Low Moor, Bradford, creating a revitalised working environment with increased office space to house its fast-developing operating divisions and added storage space to accommodate future growth.

Mitton acquired the building and first occupied the premises in 1995. Since then, the dramatic growth of the business has necessitated a number of additional building projects prior to the major refurbishment, which began early this year.

A new stores building has been established off-site, which includes a modern vehicle maintenance unit to back up the quick response times and levels of reliability which are essential for Mitton's Aftercare division. Working with tight time schedules, reliable transport is a real requirement for this customer-focused division.

The Head Office has now been categorised and split into three operating divisions, with Contracts, Environmental and Aftercare housed in separate self-contained areas.

External refurbishment work has added to the visual aspect of the building, including new canopies, a re-clad fascia, new windows and additional car parking for staff and visitors.

As you would expect, Mitton have totally revised their building services provision, installing market leading systems providing energy-efficient lighting and heating together with a state of the art air conditioning facility.

Completion of this extensive refurbishment programme represents a major investment for the future, creating space for expansion and modern facilities reflecting Mitton's commitment to its marketplace.



## Mitton at work nationwide

Mitton continues to build its national project portfolio across the building services market. Recent contracts include:-

### Hall Fire Protection Ltd

Mitton has worked with Hall Fire Protection Ltd – one of the UK's leading independent fire protection companies - on a wide range of contracts over the years. The company is in the process of acquiring new premises and moving its operational base at Swinton in Manchester.

Following a competitive tender, Mitton has been awarded the contract to supply, install and commission all mechanical services installations for the new offices. This work involves the supply and installation of LPHW heating systems, supply and extract ventilation, domestic water services, comfort cooling to office areas, gas fired radiant heating and gas supplies

to the production area and above ground drainage.

Work is now under way, and Hall Fire Protection expect to relocate by the end of the year.

### Erskine House, Glasgow

Mitton has just completed a contract for the total refurbishment of a floor of offices at this prestigious multi-storey development. The work called for all mechanical services installations including LPHW heating systems, extract ventilation, domestic water services, comfort cooling to office areas, sanitary ware and above ground drainage, provided by Mitton to the highest standards.

### 2 City Walk, Leeds

This property is a newly finished and

highly specified office development. Mitton's fit-out contract here included alterations to the existing four pipe fan coil system and modifications to the ventilation installation to suit the incoming client's office layout, the provision of water supplies and the provision of sanitary ware and above ground drainage.

### Saltire Court, Edinburgh

Building upon Mitton's successful work at the Department of Health's prestigious Quarry House site in Leeds, the same main contractor requested us to quote for works at this site in Edinburgh. Following a very competitive tendering exercise, Mitton has won the contract covering the refurbishment of toilet facilities and drainage at this multi-storey office development.



### Chestnut Centre, Huddersfield

The Chestnut Centre, a popular community centre in Huddersfield, is currently being extended and adapted to provide the client with additional space for further social and health based activities for the local community. Mitton is providing underfloor heating to the new extension, fed from the existing heating installation, along with alterations and adaptations to the existing water services installation. Comfort cooling is also being provided for the new conservatory area.



### Airedale General Hospital

Working directly for the local NHS Trust, Mitton is currently engaged in alterations and upgrades to the existing ventilation installations serving internal offices in the hospital, aiming to provide improved working conditions for staff.



## A Breath of Fresh Air

### Mitton expands air conditioning facilities

Air Conditioning is a fast-expanding market sector for Mitton, with the company offering service and maintenance for both new and existing installations, as well as upgrades and new system design and installation in line with customer requirements.

We are now able to offer in-house advice and assistance to clients in managing the change to new, environmentally friendly, inverter driven air conditioning systems.

The division is managed by Ian Brown, deploying a growing team to provide professional services across the UK. The entire air conditioning operation is controlled from our Head Office in Bradford, and includes planned maintenance and reactive callout for a growing list of clients