

THE HEATING CONTRACTS UPDATE FOR STAFF & MANAGEMENT OF THE HOUSING EXECUTIVE & HEAT, ENERGY & ASSOCIATED TECHNOLOGY

## HEAT voted 31st Top Uk Company to work for! *Our people made the difference!*



London calling as team heads off to Battersea to pick up the award!

Tensions ran high around HEAT's main offices at the end of February, as the announcement of the final results of the **Sunday Times 100 Best Companies** approached.

We were very confident that the company would make it into the final 100, a feat made possible by the great response to the Sunday Times questionnaire in the latter part of 2005 by our members of staff.

Sure enough, the call came through and eight members of staff led by Customer Service Director John Morgan were asked to represent HEAT at the awards dinner held in the former Battersea Power Station, amidst serious competition.

John Morgan, who picked up the award with Jacqui Dornan from Human Resources comments for Hot News: "We were delighted to go to London to



Jacqui Dornan and John Morgan collect HEAT's award in London at the gala evening on March 2nd

pick up the award on behalf of the company and it was great to see so many of our different departments represented, from installs (Noel Gallagher and Marie Maginn), to IT Gareth McCullough), Customer Service



(Heather Robb) and operations (Paul McDowell), all of whom played their own vital role in winning this accolade".

There were a number of categories in which HEAT scored particularly well. To quote the Sunday Times directly: "The culture at HEAT instills confidence

in its employees - they feel they can make a difference, evidenced by an 82% positive score which ranks the company fourth among our 100 best. An 83% score for work being an important part of life also ranks HEAT fourth, while 82% for making a valuable contribution to the company makes it 12th."

This was the first time that the company has entered this national ranking and we are justifiably proud to have done so well and to have achieved such a level of recognition. We feel that is illustrates the huge commitment that our staff have in making HEAT the success that it is.

We fully intend to improve upon this placing in next year's awards. In the meantime, thanks to you all for getting voting HEAT into 31st place.

It's all down to **our** people.

# Communications News - We go mobile!

If you've passed our Belfast offices lately, you may have noticed a large white mobile unit in the carpark. It's since been logo'd and now sports company logos as well as being festooned with images of a number of our service engineers who kindly did half an hour of modelling in the stores on a cold February morning.

It looks fantastic and will be used for a wide range of training initiatives, not just for our staff but also out amongst the wider community.

The unit will give us great flexibility - for instance, we'll now be able to 'go mobile' with some of the health checks and talks that make up Health & Safety Month which all too often can only be delivered at our head offices. This means that many more of our people, especially those in the south and west will



## Some tender words ...

There's a saying in business that if you're just standing still, you may as well be going backwards. Sooner or later, you'll lose your competitive advantage unless you actively seek out new supplies of work... ..

Unbeknownst to many of you out there, there is a dedicated behind-the-scenes team at HEAT whose job it is to find new contracts on a daily basis. Once this team identifies possible new sources of work, the long detailed process of tendering begins.

Jim Maher is HEAT's Research Analyst and together with Tracy Evans and directed by Michael Burke, this team plays a quiet but vital role in shaping the company's future.

The tendering process is fairly complicated and demands great attention to detail and the ability to work to strict deadlines. There are often two or more qualifying stages to each tender, involving extensive paperwork and presentations before the prospective client's board members.



Jim Maher tells us more: "Growth is essential for the continued success of a company. The tender team headed by Michael Burke are seeking out tenders throughout the UK. We are focussing on the North West and

North East regions targeting procurement agencies, housing associations and local authorities."

"We are currently in the running for a number of contracts having reached the second level stage. This involves the submission of pre-qualification questionnaires which emphasise financial standing, quality management, equality, health and safety and technical ability. These are assessed according to strict criteria though it varies depending on the housing body involved. We are developing a strong profile with a significant increase in recognition of the HEAT brand as a force to be reckoned with."



## Wishing Well Centre

Our installation teams have been very busy recently in the north of the city, especially in the Ardoyne. As our major heating schemes unfold, we like to identify a community body within the area to which we can offer some support.

And so a cold Friday in February saw Andy McAllister, Darren Tollerton and Phil Hill at the Wishing Well Family Centre in Alliance Crescent, to fit a hot water geyser provided by the company.

The Wishing Well Family Centre provides a number of vital services and resources to the immediate community and beyond. Established in 1990, the facilities provided are wide reaching and much needed and offer assistance to the

key groups in the community - children, parents and senior citizens. Amongst the services, the Wishing Well provides essential childcare provision, parenting courses, seasonal holiday schemes, youth projects and bus services. There is also a Senior Citizens Group.

Education and training are also on the agenda, with support being available to those taking on educational commitments; volunteering opportunities are also offered.

HEAT was delighted to be associated with the Wishing Well Centre; Andy McAllister and Phil Hill are pictured above Murial Dalzell, Lynsey Stewart and Margaret Elder outside the Centre in Alliance Crescent.

# HEAT features in Ireland's Triple Crown Triumph



Ireland and England prepare for the Triple Crown decider at Twickenham with HEAT's distinctive logo in the background

## Pride of Place

Procurement Director Ian Hunter was in the enviable position of having tickets to the recent Ireland v England Triple Crown decider at Twickenham. For any of you that watched the match from the comfort of your armchair, you may have noticed a familiar logo at the side of the pitch...

Now that we've made the Sunday Times Best Companies list, we can be seen in all the best places and had pride of place at Twickenham.

Where will HEAT pop up next? Thanks to Ian Hunter for the photograph!

## Our intrepid local hero!



Surveyor Phil Miller recently made a routine call to a local east Belfast filling station for a few odds and ends as he made his way into work..... and got considerably more than he bargained for! As he approached the counter to pay for his goods, he realised that the only other 'customer' was in fact in the process of robbing the joint and was also armed. Understandably Phil was rather taken aback to find himself in the middle of this heist, and when ordered to hit the floor by the robber,

hesitated momentarily; this earned him a substantial blow to the head with the assailant handgun. The thief then made off into the nearby Cregagh Estate.



At this point, most of us would thank our lucky stars to still be in one piece, bar the blow on the head. Not so for Phil. He took off after the

miscreant, who was escaping at high speed. Phil managed to get the car's number which he then passed to the PSNI. And guess what? The crim was apprehended later that day, all thanks to Phil's bravery and determination.

## Young Enterprise NI 2006 - HEAT lends its knowhow again

Young Enterprise is the national charity that sets out to encourage and develop a feel for business in young students - even at primary level. The charity relies on the assistance of volunteers from the local business community and HEAT actively subscribes to YENI's aims.

This year, John Morgan and Kieran Adams have returned to St Patrick's College on the Antrim Road. John had a very successful collaboration with St Patrick's last year, reaching the finals with the Football Factory. This year the boys have established Kidz Against Alcohol, an advisory body which targets first form students from schools all around Belfast and aims to highlight the enormous risks of beginning to drink at a young age.



The main event run by the boys was Alcohol Awareness Day at W5 on March 7th. This brought together 200 pupils from eight other Belfast schools for a diverse programme of alcohol related information delivered by the PSNI, representatives from the Mater Hospital and Opportunity Youth. St Patrick's Drama Group acted out a very salient drama on the subject of peer pressure. Alban McGuinness and Fred Cobain added political gravitas to the event, while Tim McGarry brought a note of humour to his words of wisdom, advocating that it's best to avoid alcohol, if possible, until you're 18.

Sheila Blaney, St Patrick's business teacher reported that the feedback from the participating schools was excellent. HEAT wishes St Patrick's the best of luck in the competition.

# Sports and Social Events....Update on Leeds

## New HEAT club - Hill Walking's first outing



Banagher Glen - one of NI's beauty spots

If you're keen on the great outdoors and fancy expanding your knowledge of Northern Ireland's beautiful country side, why not put on your big boots and join the HEAT Hill Walking Club?

The first outing is Sunday April 2nd and the route to be followed is around the Bannagher Dam just outside Dungiven. This walk is deemed to be easy and covers a distance of around 10 kms. If you're interested in joining colleagues

this walk, please ring Kevin Brolly on 07734 128100 or Julie Brien on 07736 884437.

For those travelling from Belfast, we plan to meet at HEAT at 10 am and will tie up with those coming from the west at the Oakleaf restaurant at the bottom of the Glenshane pass at 11 am. From there, we'll go on to Banagher Dam. The next planned walk will be to the top of Slieve Donard - date to be confirmed.

## Apprentice at King's Hall

Des McLaughlin is one of HEAT's first year apprentices and has really started to make his mark.

A student at BIFHE, he was selected to represent his college at the recent Skills Build competition at the King's Hall. Des is pictured here on the second day of the competition,

as he demonstrates his skill at pipe bending.

BIFHE tutor Brian George had this to say " Des displays an excellent degree of maturity in one so young and approaches his studies with patience and a great eye for detail." A rising star indeed!



## 1 year down the line - News from HEAT Leeds



Rob Furness with his pristine van!

We're about to celebrate 12 months of HEAT Leeds; so far the team has completed 8500 planned services, 884 new installations and has answered 8800 response calls, 1100 of which required an exchange of appliances. HEAT Leeds has also been doing a fantastic job of keeping the customers satisfied, as the following story sent by Sarah Mulaney and Mary Cloughton illustrates.

It describes the type of service delivered by our engineers, in this case Rob Furness, who recently exceeded the expectations of one very exacting customer.



LEEDS NORTH WEST homes



Alan Taylor and Mick Foster mark the 500th install with tenant Mrs Greig

Rob was carrying out a boiler repair and the elderly tenant in whose house he was working, was so impressed by Rob's approach to his work that he had this to say: "He is a damn good worker, very smart and polite. He wouldn't have a cup of tea but just got on with his work. He resolved the problem and really knew what he was doing; it was very reassuring to have an engineer like Rob attending."

The tenant is an ex-army sergeant major and added that, if he were in charge, he would promote Rob immediately!