

HOT news

MAY 2006

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

You change people's lives! A review of HEAT's Training Days



This was Bill McCandless' comment as he concluded the first of our three HEAT Training Days in March. And it's a facet of our work at HEAT that we don't always consider as we go about our everyday duties.

The services we provide do bring about a major lifestyle improvement for the tenants in whose homes we work, and that's something of which we can be justifiably proud.

The service we offer is highly effective and that happens because everyone at HEAT works together as a team. One of the reasons for holding the Training Days was to build upon the existing teamwork and bring you all

together under one roof to get the ball rolling on how we can make things work better. After all, the best person to ask about improving how something is done is the man or woman who does the job on a daily basis.

Each Training Day has also given us a perfect opportunity to tell you about some of HEAT's activities in more detail, such as the purchase of what will be our own Company Social and Sports Club. And speaking of socials, many of you

commented on your feedback forms the Training Day gave you a chance to meet or get to know better a large number of your HEAT colleagues.



All 4 of the Training Days were voted to be a great success. This edition of Hot News, will, we hope, serve to remind you of what was

discussed at W5. Read on and enjoy.

Bill McCandless is pictured at the 2nd of our Training Days March 2006.

Health and Safety

How to avoid a catastrophic event

Martin Reilly, Health and Safety Director summarises the main points of his presentation

When White Horse was established over 6 years ago, one of the first things that Bill, Michael and I did was to establish our Health and Safety Policy. The safety of all of those who carry out our works and anyone those works may affect is of paramount importance to us.

As you know, our no.1 Core Value states that we all share in the responsibility to establish and maintain a safe working environment.

It is our shared duty to protect our people, the tenants and the public and to ensure that we do all in our power to prevent a catastrophic event, such as fire, an explosion, major property damage or death or serious injury. If any of these events were ever to take place, the effect on our business survival would be unthinkable, so it's good to remind ourselves of the 'Health and Safety Deal' that exists between the company and its staff.



The Health and Safety Deal

HEAT bears the responsibility to provide a safe system of work, a safe place of work, safe plant and equipment and the correct instruction, information, training and supervision so that all staff have the best opportunity to work under the best conditions.

As an employee of HEAT, you also have to fulfill your part of this bargain. It's your responsibility to safeguard your safety and that of others, to carry out your work in the correct manner and to cooperate with HEAT's Health and Safety arrangements. This includes reporting hazards and unsafe practices, and cooperating in any investigation when an accident or incident has occurred.

As a responsible employer, we have put a great deal of effort and resource into promoting a positive health and safety culture. Information on our systems and procedures is available to all in a number of forms:

- Staff Handbook
- Employees Safety Guide
- Site Safety handbook
- Toolbox Talks Manual
- Safe Systems of Work (Risk control systems)
- Company Driver Information Pack

If you do not have copies of the publications which are relevant to you, please ask your line manager to obtain what you need.

Needless to say, our focus on maintaining Health and Safety is unwavering; we review our procedures and results constantly to ensure that the well being of our people, customers and anyone else affected by what we do is always the foremost consideration of all our activities.



The decimated scene of a gas explosion - only the chimney breast of the house remains

Wider Personal Health Issues Health and Safety Month is for you

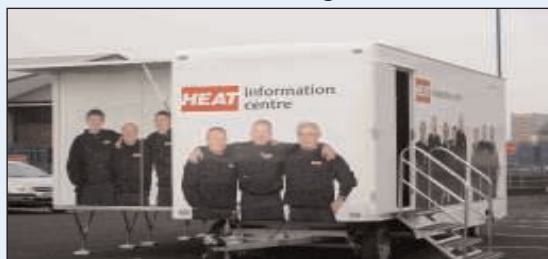
You are all aware that February's HEAT Initiative focuses on Health and Safety. We aim to make available to you a number of health checks and well being events which can often be useful in alleviating the niggling background worries about our health that can bother most people at some time or another.

Health and Safety Month has been run for the past three years and so far, has offered the following:

- Cancer Prevention/detection talks
- Chest, Heart & Stroke clinic
- Eyecare Clinics
- Open access Doctor's Surgery
- Blood donation sessions
- Family Fun Walk

We're delighted at how many of you take us up on the services provided and hope to develop this programme for 2007.

Bringing these services out to site around the province is now possible, thanks to the recent purchase of the HEAT Mobile Training Unit.



Lastly, but by no means least, I'd like to remind you of the free Company Private Healthcare Scheme, open to employees who have completed 12 months service.

Having private health insurance can be of great benefit in the event of unexpected illness and with the option of adding loved ones to the scheme, can give valuable peace of mind amidst the demands of today's busy lifestyle. Contact Jacqui Dornan if you haven't yet signed up.

Excellence - your ideas

You will recall that following Paul Tracey's inspiring session on how we can all harness our minds to work better and smarter, we split you into 3 groups to gather up your ideas on what improvements could be introduced into HEAT life. A huge number of ideas were put forward, some practical, some inventive and in truth, some that would be plain impossible to put into practice! Here's a run down on what's been implemented so far and what's in the pipeline.....

Working better - working smarter

Asbestos Awareness Training: Martin Reilly's H& S steering group are laying plans to bring asbestos training out to site using the mobile training unit; this, and other H&S training issues will be rolled out to all staff over the next 12 months.

Job shadowing of service engineers by call centre staff: Linda Carson, Administration Manager has organised a schedule for her staff to undertake shadowing, to begin in June. This is aimed at improving the admin staff's knowledge of the ground to be covered by engineers, which should assist in improved planning of work.

HEAT Motorbike Club - Paul Thompson and Johnny McCaughey of Six Mile are in the driving sit for this one; the first meeting of the club was held on Wednesday May 24th. See next edition of Hot News for further information.

Fire Drill for Office Staff: Iain Storey has planned a fire drill in the next few weeks; obviously Hot News can't say when, therwise it won't be a surprise! So be ready, it could happen any day soon.

Improved waste disposal methods on site: Phil Miller identified this as being an area for improvement and has discussed his ideas with the appropriate parties.

Provision of Satellite Navigation in vans: after considerable investigation, we've decided against sat nav; our insurers advise that statistics indicate strongly that accident and break

in frequency increase if the device is fitted.

There were a number of queries regarding tools, equipment and parts delivery; Ian Hunter responds to these.

Overnight delivery of parts for servicing
HEAT's preferred supplier of parts is Parts Center which had one of the largest parts list in the British Isles. Parts Center regularly reviews our parts usage and adjusts their stock holdings accordingly. On the odd occasion where a part is not available, an item can be ordered from the feeder depot which will be delivered generally within 2 days. An overnight delivery can be acheived however as a courier charge will be applied, the service manager needs to sign off any instruction for overnight deliveries.

Tools: hand benders: most teams should have hand benders; if this isn't the case, please contact Paul McDowell.

Core Drill with dust extraction: several wall trackers have been issued with dust extractors last year; however in practice setting up the dust extractor was time consuming. We are pricing the core drill and will trial one if viable.



Ernie Lynas in pensive mood

Fire extinguishers: all extinguishers will be inspected to ensure that they are compliant.

Training Days - Photo Gallery



Profitability - not a dirty word!

Myles Monaghan reminds us of the figures



Profitability – not a dirty word, but rather an essential element of HEAT’s business activity; as our Core Value states ‘without it, we will not survive, invest, grow and improve’.

That’s the same profit we make that allows us to invest in HEAT’s people; we spent £315,000 on training in 2005 and that represents over 20% of our profits, working out at roughly £1100 per employee.

Profit also lets us have fun; you’ve all heard about the Richardson Park HEAT Sports and Social Club that’s in the offing - it’s our profits that let us proceed with plans like these, and other events like the Company BBQ and Fun Day.

And don’t forget Social Responsibility. At HEAT, we want to support the causes in your local community that you think need a helping hand, but you need to let us know where the help is needed. If there is a cause local to you that you’d like the company to support, get in touch with John Morgan.

Cost of Materials

A very high percentage of our monthly costs are attributable to the materials we need on site to complete the jobs.

In fact, the costs of all that we use adds up to an incredible £775,000 PER MONTH, equivalent to £9.3 million every year.

Installations obviously account for the majority of the spend - 85% in fact, at a cost of £741,000 as compared to the ‘mere’ £109,000 spent on servicing.

One of the questions that seemed to surprise you was the amount of copper piping that HEAT consumes (and this figure excludes what we use for oil lines into houses).

We go through an amazing 25 miles or 39,800 meters of copper to complete 284 installations. Imagine copper pipe stretching from Belfast to Lurgan - now you’ve got the picture!



Hannibal had his elephants - and we have over 120 vehicles on the road, one of the largest fleets for any company in Ireland.

And the cost of this fleet? On an annual basis, HEAT spends £775,000 just to put the fleet in the carpark!

Getting the vehicles on the road has its own financial implications: with a fuel consumption of 29,555 lts of diesel per month, HEAT pays a fuel bill annually of £250,000, so all in all, getting the workforce mobile is an essential but expensive part of our daily routine.



Talk the talk... .. what do HEAT’s phones cost?

Communication is an essential to what we do and our IT staff have worked extremely hard at bringing the newest technology to our mobile staff.

Many of us depend still on the mobile phone and there are 160 mobiles and 25 land lines making HEAT easy to contact.

All that talking and communicating bears its own cost would you believe an princely sum of £8750 each month which totals £105,000 every year.

So whoever said ‘Talk is Cheap’ obviously hasn’t seen the phone bills at HEAT!



John Bell is congratulated by Quiz Master Myles Monaghan for his in depth knowledge of what it takes to run HEAT!

It’s a poor company that makes only profit

Possibilities and Change

Paul Tracey reflects on HEAT's Training Days

Possibilities

It's just how I think. I see possibilities. When I looked up and saw you, when I heard some of the responses you gave me, I felt, 'Yep, there's possibilities here all right - no question.'

Some of you were brave - coming to the front and making pictures of chocolate, cigarettes or whatever, doing spelling strategies, answering questions in a large audience.
Thank you.

I'm hoping that you took a number of things from the sessions. We cannot not learn. Every one of us has an imagination. We can all change things. We can make bad situations better. But why stop there, when we can make good situations fantastic.

All it takes is dreams and imagination, a wee touch of boldness and a big dollop of determination.

As individuals and as a group you have so, so many skills and qualities. I see that you've already got what it takes.
Good luck with it.

Paul Tracey



Paul Tracey adopts a relaxed pose during one of his sessions on how we can all use our brains better

Tricks to Learning



Paul Tracey identified that many of us have obstacles that stand in the way of our learning - spelling and dealing with numbers are perhaps the most common subjects that we all struggle with at times.

Several of you bravely volunteered to stand up and address these obstacles during the course of Training Days and I think we found the learning techniques that Paul demonstrated to be pretty inspiring.

Paul has offered to come back to HEAT and hold a number of events to be known as 'Learning Days'. These sessions will carry on with the work that he did on learning techniques during Training Days; before we organise anything, please let us know if you'd be interested in attending on of these learning sessions by contacting Julie Brien or John Morgan and we'll write out to you with details once arrangements are finalised.

Paul Tracey tests the will power of John Robinson and Brendan Creaney (left) and Dangerous Damien Black (right)



Other news in general

Company BBQ and Fun Day

Saturday June 10th 1 pm - 5 pm
 Hollywood Rugby Club - all welcome!



- Sumo Wrestling
- Pool Competition
- Party Pixie
- BINGO!
- Children's Races
- Mad Science Magic
- Rollin' Roc Climbing Wall
- Pony Rides
- Bouncy Castles
- School of Falconery
- All day BBQ
- 5 a Side
- Inflatable Assault Course
- Bouncy Castle

wide screen England vs Paraguay 2 pm!

Miss it - miss out!

Belfast Marathon



Walter Hewitt took to the streets on May 1st and completed his second half Belfast Marathon. Walter is made of stern stuff and doesn't follow a strict training regime before the event. He focuses on raising funds for various local charities - for example, last year he completed the 13 miles on behalf of the Samaritans.

His 2006 Half Marathon was done to raise money for Marie Curie and this is a cause close to Walter's heart; his sister Evelyn lost her battle with cancer last year and Walter's goal was to contribute towards the purchase of a syringe driver, an essential piece of equipment that greatly relieves the suffering of cancer sufferers. Well done Walter - a great effort for a great charity.

HEAT Golf

Our next golf society outing is planned for Sunday June 4th and will be held at Blackwood Golf Centre just outside Bangor.

Tee off is at 10.36 am and the cost which includes a two course meal is £30.

If interested, please contact Sandra Smyth on HEAT extension 541.



Sandra Smyth pictured at last year's Captain's Day

Future Golf Society Fixtures

- 10.30 9th July Lurgan £22 food extra
- 10.30 13th August Helen's Bay price TBA
- September Shandon Park - date still to be confirmed
- Captain's Day
- 10 am 1st October 2006
- Bangor £27 food extra

Customer Service Awards Ireland

2006 has been a pretty good year so far for collecting awards here at HEAT... and there may be more in the pipeline!

On Tuesday 13th, a group of HEAT's Customer Service people will be traveling to Dublin to attend the final of the Customer Service Awards Ireland.

We have reached the final stage of the competition in all three categories entered so hopes are running high that the Team will end the clutching a few more trophies!

Hot News will report all in the June edition; in the meantime, here's a quick reminder of one our recent triumphs at the Sunday Times 100 Best Companies in London.

