



## Contract news after 'robust' procurement process



Corporate responsibility P2



Health and safety conference P4



Joy for bike theft victim P6



Operation Christmas Child P7



Barhale People P8

inside this ISSUE

**B**ARHALE has been appointed preferred bidder for a five year AMP5 framework with Yorkshire Water. Barhale has entered into a joint venture with design engineering consultancy WSP to secure a place on the Sewerage Networks framework. It is expected to be worth between £60 and £65 million to the joint venture over the next five years. There is also an option for a further five years extension to the contract.

Northern Region Business Unit Manager Matthew Burke said: "We are delighted to have been appointed on this major contract with such a significant client – and in a new region of the country for Barhale. We are looking forward to helping Yorkshire Water to achieve its corporate aim of becoming clearly the best service provider in the UK."

Preparatory work on the contract will start in the new year with work starting formally in April. Barhale WSP responsibilities will be to help to improve Yorkshire Water's asset network and its ability to meet regulatory requirements. This includes reducing the amount of property flooding and UIDs across the region.

The contract is part of Yorkshire Water's £1.9 billion programme over the next five years to upgrade its water and sewerage network, with a focus on tackling the issues identified as top priorities by customers.

Yorkshire Water has a five-point plan to enable it to become the best service provider in the UK over the next 25 years. This is to provide a customer service experience second to none, have a strong environmental focus, provide the lowest possible prices to customers, give attractive returns for investors, and create world-class asset management with great people.



We are looking forward to helping Yorkshire Water achieve its aim of becoming the best service provider in the UK.

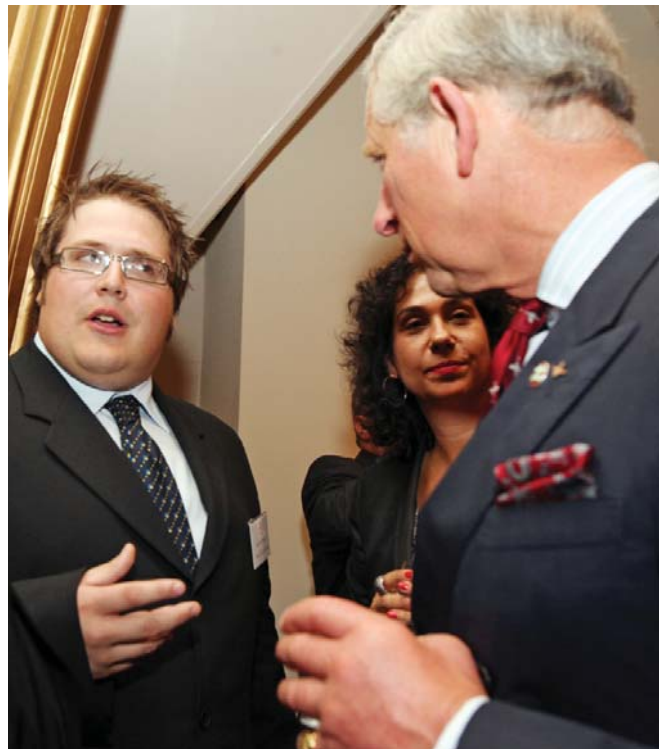
**Matthew Burke**

Matthew Burke said: "The Barhale WSP team will be based at a joint office which Yorkshire Water is creating for all its partners to help bring about

innovation in design and delivery. Our experience of working in alliance in other parts of the country will be a valuable part of this new approach.

"It has been a very robust procurement process over the past 12 months, with all the major water industry contractors bidding for the work. We are delighted to have been successful."

Peter Marchant, who will head up the new Barhale team, said: "We are looking forward to working with Yorkshire Water in the new year."



Who is that chatting with Barhale's Daniel Hartgen? Find out on page 3.

A very happy Christmas and a prosperous New Year to all Barhale News readers

# comment

## Chairman's



AS WE approach the end of 2009 I have reflected on some of the key achievements of the year and the challenges facing us for 2010.

By any measure 2009 has been a remarkable year. The financial crisis has impacted on British industry and in particular on the building and construction sector.

However, by maintaining our focus on the regulated sector we have been less affected than other contractors. We have had some notable successes regarding continuity with some of our existing water frameworks as well as picking up new clients like Southern Water and Yorkshire Water.

Also the potential of our Rail business to grow is now in place through the newly won enhancements contract and we are

focused on delivering more projects for Network Rail.

Audits by external bodies such as BM Trada, British Safety Council and Achilles continue to give clear evidence that we have sound practices and can demonstrate competent application of our policies and procedures. All of these give re-assurance to our existing and future clients that Barhale is a company that can deliver cost effective projects.

Our Three Pillars Strategy and Barhale Model of Sustainability are at the heart of all we do. By following this process we should continue to be a contractor of first choice, as we combine quality and cost effectiveness for the mutual benefit of our clients and for Barhale.

We know that we face some real challenges, especially in the first half of 2010. I have already written to

you all on this and we are putting actions in place to maintain Barhale's sustainability for the future.

In this edition of Barhale News we share with you the successful Health, Safety & Environment Conference and Awards event that was held in September. Safety & Environment make up two of our Three Pillars and it was pleasing to see success recognised at this event.

In particular our improvement in our Accident Frequency Rate is a source of great pride to me, as I know that we have made a significant improvement in reducing harm to those who work for Barhale.

*Denis Walker*

## news

# Report shows Barhale takes its responsibilities seriously



BARHALE'S first Corporate Responsibility and Sustainability report has been published.

The online brochure spells out the framework Barhale is using to develop and deliver its products and services in a sustainable and responsible manner.

According to the report this involves providing a safe and healthy environment for Barhale's teams, clients and the neighbourhoods in which the company works, ensuring environmental protection, conserving natural resources, minimising waste and reducing the carbon footprint, and promoting the equal rights of all employees while respecting their diversity.

The report also states Barhale's pledges

to treat its clients, suppliers and subcontractors with integrity and in a fair and just manner, and participate with and support local communities in whose areas it works.

Group Environmental Manager Iain Casson said: "Separate sections on health & safety, the environment, our People and the community contain details and data on where we are now, and highlight our plans for the future.

"It's an attractive new publication that shows just how seriously Barhale takes its responsibilities."

The report can be accessed from the downloads and corporate responsibility sections of the Barhale website.

Barhale's first CRS report.

## New group will help Barhale resolve issues

BARHALE has established a new Business Improvement Group, with the aim of helping the company to develop and resolve key business issues.

BIG comprises an internal group of managers meeting bi-monthly and working in teams to lead, manage and deliver agreed projects and initiatives.

The Group is led by Directors Peter Dobson and John McHugh, with Peter chairing meetings during the first year. He said: "Essentially BIG is a group set up to help deliver projects. Initially these projects are at the



...we hope that future projects will be nominated by potentially anyone within the company.

**Peter Dobson**

request of the Board but we hope that future projects will be nominated by potentially anyone within the company."

Nine projects are underway at present. Examples include developing innovation and knowledge management as business processes, developing an audit process that can capture 3 Pillars issues, formalising coaching and mentoring, and developing a formal process to deliver professional development within the company.

Peter Dobson added: "The Board would also like to set up a Young Person's Group in time, which will be 'owned' by the BIG group and which will be reported on at the meetings."

# League table features Barhale for the first time

**B**ARHALE has appeared in the Sunday Times Top Track 250 league table for the first time.

The annual Top Track 250 ranks Britain's biggest mid-market private companies, based on sales in their latest available audited accounts.

It complements the Top Track 100 biggest private companies, and lists the next 250 biggest firms, provided they have increased turnover and made an operating profit in their latest year. Sales range from £153m to £592m.

Barhale appeared alongside famous brands including Harrods, Harvey Nichols, Manchester United, Maplin and Furniture Village in a special supplement of the Sunday Times newspaper.

Speaking at a dinner held in



Britain's competitive economy owes much to the contribution made by private companies.

Lord Jones

honour of the 250 companies on the list the Minister for Trade and Investment, Lord Jones, said that Britain's competitive economy owed much to the contribution made by private companies.

Companies in the Top Track 250 table, which is compiled by research and events company Fast Track, generated combined sales of £58 billion and employed more than 400,000 staff in their latest year.

## Contract from supplier

BCS HAS won a £110,000 contract – from one of Barhale's suppliers.

It has won the order to manufacture 500 stillages – the frames in which Heras site perimeter fence panels are transported – from Beaver 84.

Christian Higgins of BCS said: "Beaver 84 is a supplier of Barhale's as we hire the temporary site fence panels from them. I approached them to make them aware of our fabrication capabilities and we were able to win this order."

Barhale's  
Ari Lutete meets  
HRH Prince Charles.

## Barhale apprentices meet the Prince

BARHALE apprentices met Prince Charles recently as a result of the company's work with The Prince's Trust.

HRH The Prince of Wales, founder and President of The Prince's Trust, visited Mosimann's famous restaurant in Belgravia to celebrate five years of the 'Get Into' programmes which have seen a number of employers taking on young trainees.

Get Intos are short courses offering intensive training and experience in a specific sector to help young people get a job.

Barhale is one of the employers involved, through its work with the ODA, and has recruited a number of young people into the industry.

Representations from Barhale were invited to an evening reception and formally met HRH Prince Charles including Ari Lutete and Daniel Hartgen, both of whom work on Southern contracts.

Ari and Daniel each spent five minutes with Prince Charles, who commended them on their career choice and future career aspirations in difficult times. Both lads expressed their sincere thanks and praise to the Prince's Trust for the initial opportunity and to Barhale for allowing them to grow and achieve their personal goals.



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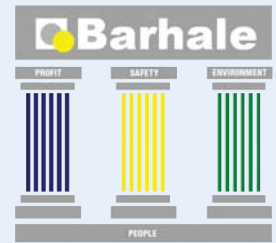
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# pillarwatch: health & safety

In this edition of Barhale News our regular Pillarwatch returns to **Health and Safety** and some successes in this field.



The company held a major Health, Safety and Environment Conference at Walsall FC's Bescot stadium to share some of Barhale's successes during the year, look to the future, and present awards to the company's top-performing teams in safety and environmental performance.

## HSE conference celebrates success stories

**THE CONFERENCE** was the first since 2005 and was attended by over 150 Barhale delegates from across the country.

In the main address to the conference HS&E Director Peter Dobson spelled out some of the key successes during the year. He said: "In the 12 months up to the conference there have been 6786 safety Near Misses and 1234 environmental Near Misses reported. In addition our Accident Frequency Rate for the previous 12 months was 0.10 – Barhale's lowest ever."

He also listed a number of initiatives during the year. These included the new Safety Handbook which had been updated, redesigned and issued to all employees in June; the launch of HS&E Matters as a successor to the Safety Focus newsletters; the drive to halve the amount of waste going to landfill; and the introduction of behavioural safety techniques to the company.

In addition, he said, Barhale has signed up to gaining British Safety Council 5-star

accreditation for safety and the environment, had also become corporate members of driving safety charity BRAKE, and had enjoyed a good year's performance in Considerate Constructor Scheme assessments.

In keynote presentations, Karl Raw, Construction Inspector for the Health and Safety Executive spoke about falls from heights and how they should best be tackled, and Beverley Parrish, Associate Director of Top Five engineering and environmental consultants WSP Environmental gave a presentation on Sustainability in the Construction Industry to the conference.

She outlined the model hierarchy for sustainability and pinpointed Barhale's current performance and position, illustrating her talk with examples of best practice and practical tips for improving performance.

The delegates then split into four groups to attend a series of workshops, which proved one of the highlights of the day.

In the first workshop Dave Dexter from Barhale's insurance partner Mitsui Sumimoto spoke about business continuity and the importance of risk engineering to ensure the company could survive any major incidents or threats to its continuity. Experts from 3M

staged the second of the workshops – a practical face-fitting exercise in how to identify the correct PPE equipment for a variety of vapours and gases, and how to fit the face masks correctly so they gave proper protection.

In the third workshop Beverley Holloway and David Blanchard of equipment suppliers Genwic Solutions gave demonstrations on how to use Spill Kits properly, including hands on demonstrations out in the soccer stadium itself.

The final workshop was a refresher presentation on the work of road safety charity BRAKE by Helen Melville.

The finale of the conference was the presentation of awards for safety and the environment. The achievement and performance of teams from Midlands, Southern, Eastern, Northern, Tunnelling, Rail, and Process was commended. Finally, the national award winners were announced – the Midlands Health and Safety Framework team for the Safety Award, with Northern's Carron Avenue CSO team winning the Environment award.

Peter Dobson said: "The whole day was a great success. It celebrated our considerable successes over the past year, recognised the achievements of Barhale teams around the country and signposted the way forward. We hope to make the Barhale HS&E Conference an annual event."



Andy Flowerday about to find out how well his face mask has been fitted – testing carried out by Mike Cottam from 3M.

Northern's Carron Avenue CSO team won the Barhale Environment Team of the Year award.



The Midlands Health and Safety Framework team receive the Barhale Safety Team of the Year award.

# Company wins safety award at the first attempt

BARHALE has been given an internationally celebrated health and safety accolade at a ceremony at the Vintners' Hall in the City of London.

The company won the coveted British Safety Council Five Star Health and Safety Audit Award following a rigorous inspection. Winning the award helps organisations fight the staggering annual £31.8bn burden of work related accidents and ill health.

The audit can help organisations reduce accidents and improve productivity by identifying their health and safety strengths and weaknesses.

Following a comprehensive safety evaluation from world class auditors, organisations are given star ratings – from one to five – to indicate the effectiveness of their health and safety programmes.

Action plans are provided which aim to help companies reduce their insurance premiums and increase repeat business from customers.

Peter Dobson, director of health, safety and environment, said: "Safety



To have achieved a five star rating for health and safety at the first attempt is very rare and this is an excellent outcome for Barhale.

**Peter Dobson**

is one of the Three Pillars upon which Barhale bases its whole philosophy.

"We agreed last year to set a high-level company target for both Health & Safety and Environment Management that would be recognised by our clients and competitors as a real measure of competence. This was to achieve a British Safety Council 5 star rating by the end of 2011.

"To have achieved a five star rating for health & safety at the first



attempt is very rare and this is an excellent outcome for Barhale."

For Environmental Management Barhale achieved a three star rating, narrowly missing out on a four star award.

Top names in the health and safety industry attended a presentation to see Barhale receive the awards at the Vintners' Hall in the City of London.

*Barhale Construction's director of health, safety and environment Peter Dobson (left) and group health & safety manager Andy Dodman (right) receive the award from Charles Watchman, a Trustee of British Safety Council.*

## Work starts on framework contract



*The BTU team is growing steadily.*

BARHALE TRANT UTILITIES – the new company formed by Barhale and Trant Holdings Ltd – has 'gone live' on the Southern Water framework contract it has won.

BTU was formed back in July 2008 to bid for the Southern Water Multi-Services Framework (MSF). Following a long prequalification, tendering and negotiation period BTU successfully secured the MSF Mechanical and Electrical Contract for Hampshire and West Sussex, plus the Sewerage Open Framework for the whole of the Southern Water region.

The contract went 'live' on July 1 when 36 members of staff TUPE'd across from Morrison Utilities Services to form a highly successful team with existing staff. Staffing levels are now 50 and growing, with a mixture of staff and operatives.

BTU's Head Office is located in Havant, Hampshire with two satellite sites: Rushington in Hampshire and

Pulborough in West Sussex. Framework Director David Welch said: "As it's 'early days' there is still little to report on the 11 year contract, but BTU is working successfully for Southern Water at present mainly on re-active 24/7 operations with an improving order book for planned services."

As a new entity BTU will look to do things differently, and plans to improve business benefit by addressing a reduction in operating costs through analysis of re-active 'call-outs', the introduction of state-of-the-art management systems, and a raft of environmental initiatives and improvements.

David Welch said: "BTU is dedicated to Southern Water and hopes to be involved in the bidding and execution of capital sewerage and water contracts throughout AMP5, in addition to the works awarded for re-active and planned mechanical and electrical works."

on  
site

# Spring completion for major sewerage upgrade



Barhale installs the Weholite storage pipes.

**B**ARHALE is carrying out a £3.3m sewerage improvement scheme for Severn Trent Water in South Birmingham.

The existing system, which runs through the popular Cannon Hill Park in the Edgbaston part of the city, is unable to cope with modern demands and in times of heavy rainfall sewage often overflows into the River Rea, leading to pollution and poor water quality.

Barhale is creating a new combined sewer overflow with mechanical screens to help keep pollution in the system, a new storage tank to store sewage, a

new pumping station to return stored sewage to the sewerage system and a new outfall sewer to the River Rea. New sewers will connect the existing sewerage system to the new storage tank and combined sewer overflow.

The work, which began in May, is due to be completed by March next year. Dave Shaw, Manager of Barhale's Midlands Region team, said: "As part of the integrated design team we were able to change the design of the tank storage from a reinforced concrete tank to the use of Weholite pipe storage."

"The solution was prefabricated off-site which included a pumping station, saving £610,000 – a 31 per cent reduction in capital expenditure on this aspect of the project."

The storage tank design comprises a network of 3500mm diameter Weholite pipes and is able to store up to 4,000 cubic metres of sewage before spills to the river occur. Sewage retained in the storage tank will be pumped back into the sewerage system once the heavy rainfall has passed.

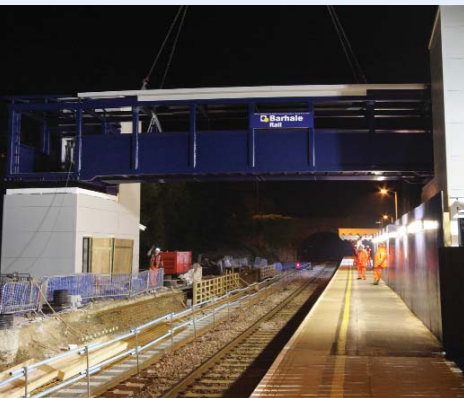
## One job leads to another

AS PART of the Exeter to Yeovil Route Enhancement project, Barhale secured a £2m design and build contract for Network Rail Enhancements.

The initial contract was for the station works contract, but this was shortly followed by the award of a £0.5m design and build package for the minor bridges, culverts and lineside civils work.

The package of work for upgrading Axminster Station comprised a new platform to replace the redundant platform 2, a new Disability Discrimination Act compliant footbridge (left) and lifts and associated civils, M&E and retail telecoms works.

The overall £20m project to reinstate a second track over a four mile length encompassing the station is almost complete with the new track scheduled to open to the public before the end of the year.



## Victim benefits from Barhale

NORTHERN Region's successful completion of a contract to extend Chester's Millennium Greenway cycle, walking and horse-riding route was rounded off in style when the company ran a competition to win prizes, including new bikes at the opening event.

The 16-week programme transformed 3km of disused railway line into a new greenway

linking the villages of Guilden Sutton and Mickle Trafford to Chester including completely refurbishing a bridge over a live railway line and adding a number of access points and links.

Site agent Alan Phillips said: "The work went very well and we ensured the greenway had green credentials by reusing all the material excavated on other parts of the site."

"At the public event to celebrate the completion of the new link Barhale took space in the marquee and we promoted the company with publicity material – and a six tonne dumper truck from BCS. Visitors to the event were invited to guess the weight of the dumper, with a £1 entry fee that went to the nominated charity for the day."

Amazingly, the first prize of an adult's bicycle was won by local resident James Harding, whose own bike had been stolen some months before.

Site agent Alan Phillips presents the winner's prize to local resident James Harding.



## PRaise INDEED...

BARHALE is carrying out an ambitious and high-profile scheme to reduce the risk of sewer flooding at 115 properties at Holland Park in central London. Construction Manager Tom Hunter received a letter from local resident Mr Martin Short. He wrote:

The scale of the project, with five enormous 'bore holes' being excavated, meant that residents would have to accept that a certain amount of disruption to their daily routine would be inevitable.

I have to say, and I know that I speak for a great deal of residents in the area, that we were really delighted at the overall professionalism, dedication and attention to this project at all stages.

The men were polite to a fault, quiet, timely (in some instances even carrying shopping for some neighbours!), moving their lorries immediately if requested to do so and were a model workforce.

The site was swept every night, the men often present on the weekends (but not before a note was sent to all residents apologising for this intrusion) and there was a real team atmosphere and pride that the project was going to finish well ahead of schedule.

I did want to mention Chris Smalley who as the Site Manager brought all of this together and was always available if there was a problem or an issue to be solved. He answered e-mails within 24 hours, gave out his mobile number to those who needed it and when he said something would happen – it did.

Tom Hunter said: "It was a joy to receive such a letter. The success of the project has undoubtedly been as a result of the people involved, and high on this list come Chris and his team."

# Reaching out to give children a happy Christmas

barhale  
people

**S**TAFF at Barhale headquarters in Walsall donated an incredible 50 gift-filled shoe boxes to this year's Operation Christmas Child appeal.

The appeal is organised by the Samaritan's Purse charity. Operation Christmas Child is the world's largest children's Christmas appeal, with a heritage of over 19 years. Last year it sent 1.2 million donated shoeboxes to children in parts of Africa, Central Asia and Eastern Europe.

Lorraine Emery said: "Operation Christmas Child takes our gift-filled shoeboxes, which we pack, wrap and take to one of the local drop off points, and hand delivers them to a child in need."

After Lorraine delivered Barhale's boxes to the local Samaritan's drop off she received an email from one of the charity's representatives, saying:



Lorraine Emery and Peter Dobson with some of the donated gift boxes.

"A big thank you to yourself and all at Barhale Construction for your magnificent contributions to this year's Operation Christmas Child campaign! Each box is a

precious gift that can bring a little bit of joy to a child who has known so much sadness – so your gifts are going to make a lot of children happy this year. Thank you again".

## You 'must be mad' to join in

FOLLOWING on from the success of this year's Three Peaks Challenge event, where a team from Barhale raised over £6000 for Acorn Hospice, St Gemma's Hospice and Mountain Rescue, a team for the 2010 event is being planned.

Under the rules of the Challenge competitors have to reach the peaks of Scotland's, England's and Wales' tallest mountains within a 24 period. That involves a minibus dash between Ben Nevis, Scafell Pike and Snowdon.

Group Environmental Manager Iain Casson is organising the Barhale entry. He said: "If anyone is interested in a weekend walking 18 miles over 12 hours, whilst climbing a total of 3050m with 19 hours spent in a minibus getting two hours sleep before finally being rewarded with a pub tea and a couple of pints in Betws y Coed then contact me on iain.casson@barhale.co.uk (with the subject line titled 'I must be mad')."

## Barhale golfing group has a strong programme for 2010

AFTER a couple of years of relative inactivity the Barhale Golf Society has been revived with a new committee and a lively programme of activities.

The nine-strong committee is chaired by BCS General Manager James Mulchinock. He said: "We have already organised two golf days which attracted golfers from all across the country, and we have a number of days planned for next year."

The Society is open to Barhale employees, friends and families, plus clients and supply chain partners.

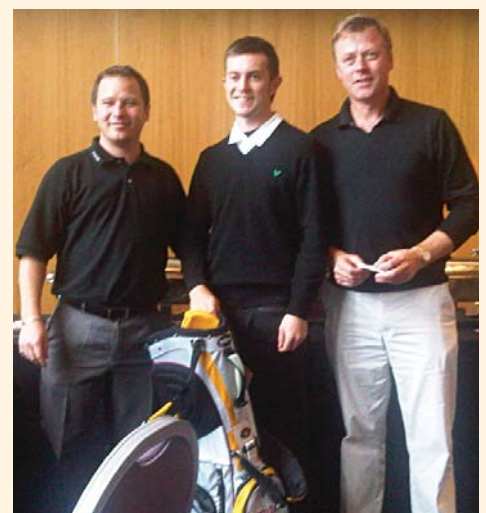
The Society's first golf day, at Peterborough Golf Course in September, attracted 31 players and was won by Ian Johnson of supplier Ashted Plant. The best-placed Barhale employee – and therefore winner of the Barhale Cup – was Simon Newrick.

In October, 30 people turned up to play at the Warwickshire Golf Club in Warwick. The overall winner was Gareth Moss, son of BCS Plant Manager Gary Moss, with Southern foreman Charlie Rogers in second place, and John Rodgers, Operations Manager for Midlands and Rail, in third.

James Mulchinock said: "We have a very strong provisional programme for 2010 lined up, including Golf Days all across the country and an away trip to Ireland scheduled.

"We would be delighted to hear from anyone else who would like to take part."

James Mulchinock (left) and John Rodgers (right) handing out the overall winning prize to Gareth Moss (son of Gary Moss) at the Warwickshire Golf Day.



### Ring time!

CONGRATULATIONS to **Jo Short**, accounts assistant at BCS in Walsall, who married Kevin Jackson last month. They enjoyed a honeymoon in Mexico – despite experiencing the tail end of a hurricane that had passed through!

### Proud new Barhale parents:

- **Paedar Rodgers**, a Miner in Northern Region, and his partner Gemma had their first child Nia, who weighed 7lbs 14oz at birth.
- IT Developer **Earl Collins** and partner Catherine have a new baby daughter Tia Nicole, who weighed in at 7lbs 11oz.
- Director **Patrick Curran** and wife Geraldine, whose second daughter was born. Elanora weighed 8lbs 4oz.



### ... Frank Birch Pipe layer, Midlands Region

#### Have you been with Barhale long?

I joined the company in June 2004 as a pipelayer.

#### And what do you do in your job?

The main part of my job is to ensure that the sewerage pipes we lay in open-cut trenches are laid correctly.

I am currently working on a contract to lay 450mm and 1050mm pipes in the same trench on a job in Shirley, Birmingham. The trench is dug by a 20 tonne digger, which puts in the sheets and frames for the shoring. A gravel bed is then laid in the trench and it is my job

to ensure that the pipes are laid to line and level. The pipes are joined together either with a rubber ring that pushes over the spigot end of each pipe or using a ring that is already fitted inside the collar end, depending upon the pipe manufacturer.

I recently finished working on a project in Cannon Hill Park in Birmingham. The pipes being laid there were 3.5m in diameter – you could have driven a van through them!

#### Is it a tough job?

It can be demanding. I like to make sure I am getting my fair share of work done each day.

#### But is it enjoyable?

I really enjoy the fact that no two jobs are the same – the size of pipe may be different, or the area we are working in, or the ground conditions.

#### And how do you relax away from work?

I like to put my feet up with a bit of computer surfing – Facebook is all the rage nowadays, isn't it?

I play golf when I get the time, and I am a passionate supporter of Liverpool FC. I also spend time with my daughter in Kidderminster at the weekend.



### ... Lorryne Emery Management Systems Co-ordinator, Walsall

#### Have you been with Barhale long?

I joined the company early in 2004, initially to provide support for quality, health safety & environment and for design engineering and my role quickly developed from there into my current position.

#### And what is that exactly – what is your job?

My main role is to co-ordinate the information that is loaded onto Envoy, the company's Information Management System platform.

I ensure that only the latest version of any document is loaded onto the system. I have to do this in a way that conforms

to the requirements of the various standards we work to – ISO9001 for quality, ISO14001 for environment, BSOHSAS18001 for health & safety and PAS99 integrated systems.

I am audited on an ongoing basis – through internal audits and also externally via BMTRADA – to ensure I am meeting the correct standards.

#### So it's demanding then?

Yes it is quite demanding. There are serious implications if company personnel are working to an out-of-date set of procedures, for example, and any one – or even all three – of the Three Pillars could be compromised. I also need to

ensure that each new document or document revision links to other relevant documents held on the system.

#### And is it enjoyable?

I find my job very rewarding, and I love the interaction with the staff in other departments and business units.

#### How do you relax?

Well, I have two labradors and spend a lot of time walking those. I also love to watch rugby and I was at Twickenham recently for one of the England internationals. And then there are always shopping trips with my daughter to keep me occupied!



### ... Earl Collins IT Manager, BTU in Havant

#### How long have you been with the company?

I joined Barhale in February 1995. I have recently been seconded to the BTU contract – the new alliance with Trant Utilities. I commenced work on the BTU contract during the tender stages, getting fully onboard in November 2008.

#### And what is your job?

I am IT Manager for BTU, based at their offices in Havant, Hampshire three days per week. My role – with IT colleagues – has been to introduce the hardware and software the company needs to carry out its contract for Southern Water.

When we started the previous

contractor occupied the offices. It was a delicate time in which we had to implement our infrastructure around existing staff and it involved weekend working to enable us to meet the go live date of July 1st 2009.

The main challenge at present is the creation from scratch of our own all-encompassing software system to enable BTU to carry out the contract. We are calling this the CMS, the Contract Management System, and we are developing it ourselves to ensure it can administer the entire contract, from receiving each job through to its completion, including the health & safety and quality aspects of the work.

#### Sounds demanding!

It is, very. We are working to lots of very tight deadlines to create an advanced solution – not something that you could buy off the shelf.

#### And do you enjoy the challenge?

Yes, I am enjoying it. The satisfaction is in creating something that is an exact fit for the company's requirements.

#### And how do you relax?

Mainly I spend time with my family and friends. There's not too much spare time for other things at the moment while we are working to meet these tough deadlines.