

Underpin News

Making Good Communication

Issue 2—Summer 2009

U&M GROUP
EXPERIENCE & EXPERTISE



Welcome

Dear Clients, Customers and Colleagues,

Welcome to the 2nd edition of our newsletter which is designed to help your understanding of what has been happening within the U and M Group. We sincerely hope that you had a chance to see our first newsletter and we would again invite you to contribute to further issues with either stories, photos or just about anything to do with work. We will call this our 'READERS GALLERY'. Please send your material marked Readers Gallery to our Head Office or by email to info@underpin.com



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A Word from the MD

It seems like only yesterday when I put pen to paper to write the introduction to our first newsletter and here we are, over half way through 2009! I must say I have had some very interesting feedback about the newsletter, all of it complimentary and generally commenting that it is and remains a very good means of communication. I hope this one is received in a similar manner!

Hopefully the re-branding exercise will be all too evident and that you like the new colour scheme and contemporary design of the logos. The new vans look excellent as do the signboards and liveried workwear and over the coming months we will be rolling out this signage across the board eventually replacing the older 80's look logo that pre-dates this one.

Special points of interest:

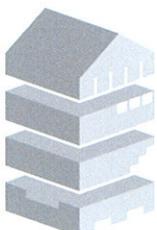
- What to do if you suspect you have Swine Flu— including a list of symptoms to be aware of.
- Don't forget your PPE!
- Full list of services the company as a whole can provide.

M25 SCAFFOLDING

BUSH HILL CONSTRUCTION

U&M BASEMENTS

UNDERPIN & MAKEGOOD



A Word From the MD continued...

Clients please note that the purpose behind our logo, livery updates etc is to make you aware at first glance of the range of services on offer within our group. This, therefore, enables us, during these economically trying times, to utilise every opportunity of selling our diverse yet complimentary range of services to our customer base, thus focusing both on 'educating' our existing customers and attracting new. All assistance from our satisfied clients by word of mouth or otherwise would be appreciated. To facilitate this, I have included a 'what do we do' section in this newsletter, which I believe will give you good sight of the nature of diverse services we offer.

I know you will appreciate that the economy is still in the doldrums and that the 'false dawns' experienced of late have been just that, false dawns. The Government may talk about the 'green shoots' of economic recovery, but until we see less intense competition in our markets and more 'customers' willing to spend or more encouraged by the banks cooperation to lend at decent rates, there will be no end in sight for these currently challenging times. That said, we are being very aggressive with our tendering practices and using our entire armoury to try and turn tenders into orders and this is being rewarded with some success.

It must be remembered that we are an established business with an excellent reputation and this coupled with the inclusion of the very best guarantee (see later) on all of our works helps in no small way in us securing jobs. All of this said, I don't want or wish to leave you with a despondent view of the future! Things will get better and when they do, it will happen fast.

We fully intend to benefit from this upturn, our reputation will ensure we get work and our employees, right through the business, will ensure we undertake this work to a very high standard, managing the customers' expectation and completing on time and on budget, all in readiness to be recommended for the next order. I firmly believe we have some of the best staff and employees that we have ever had and intend to keep this team together to benefit when this economy starts to turn around.

I sincerely hope that you find this newsletter of some interest and that you might be tempted to put pen to paper and contribute to further issues. On this note, I would welcome any feedback critical or otherwise and can be contacted at your convenience.



David Gakhar

Health & Safety

We are delighted to confirm that we have no accidents since the last newsletter, a statistic we would dearly like to replicate every time we go to print. It is however our intention to provide details of accidents with the sole and very important intention of sharing the circumstances surrounding the cause with a view to proactively encouraging prevention.



Health and Safety Committee.

We are still looking for volunteers to step up and be involved in this committee to make your working environment a better and safer place. Please contact Sharon Tindale if you are willing to be involved?



Swine Flu



There is no doubt that you will have heard of the dreaded swine flu, it has been in every newspaper and all over our TV screens for the last couple of months. However and more recently it has been escalated to a pandemic level but what actually does this mean?

Pandemic flu is flu that spreads rapidly causing widespread epidemics around the world. If the flu becomes pandemic, potentially everyone is at risk of catching it because few people, if any at all, will have immunity from it. In contrast to the 'ordinary' or 'seasonal' flu outbreaks which we see every winter in the UK, flu pandemics occur infrequently - usually every few decades. There were three in the last century. Please see important information on swine flu (source NHS) at the end of this newsletter.



Smoking

In the last newsletter we included a section on smoking, its well documented dangers and some rules that reflect recent legislation. To reiterate these, smoking is prohibited in all enclosed places which include all of our Company Vehicles, our sites and our Offices. Sites include the whole of the building, including the gardens/communal areas; if you need to smoke you would need to go to a public place.

Some good news on this subject, Graham Scard (Operations Director) and Pat Taylor (Accounts), both long term smokers, have managed as of the time of writing to kick the habit and ought to be congratulated on this achievement. Hopefully they will act as role models for others amongst you to follow!

PPE (Personal Protective Equipment)

All staff and operatives have now been issued with a full compliment of PPE; there is no reason whatsoever or excuse that will be tolerated for this not being used correctly on sites. Do not forget it is mainly designed for your own protection, it is issued free of charge and our managers have been given the responsibility of invoking and managing our zero tolerance policy towards personal protective equipment. On this note, managers must also wear their PPE whilst on site, you are encouraged to remind them if they seem to have forgotten!



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M25 SCAFFOLDING
BUSH HILL CONSTRUCTION
U&M BASEMENTS
UNDERPIN & MAKEGOOD

What do we do?

[Underpin and Makegood](http://www.underpin.com)—www.underpin.com

Underpinning
Mini and restricted access piling
Brickwork repairs (Helefix etc)
Specialist masonry repairs
Structural repairs (Brick stitching, resin bonding, etc)
Small RC works
General Building

[Bush Hill Construction](#)

General Contracting (tailored to meet customers' requirements)
Fire and Flood damage remedial works and restoration
Common part refurbishment
General Maintenance
Extensions
Cyclical Maintenance

[M25 Scaffolding Ltd](http://www.m25scaffolding.com) - www.m25scaffolding.com

General Access scaffolding
System scaffolding
Debris netting
Shoring
Temporary Roofs

[U & M Basements](#)

Retro fit RC basements
New Build Basements

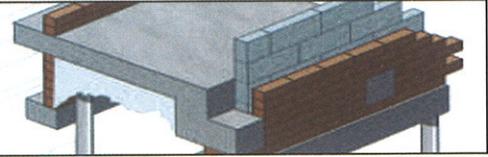
[M25 Contracting Ltd](http://www.m25contracting.com)—www.m25contracting.com

Diamond Drilling
Diamond sawing
Robotic demolition (Brokk)
Concrete Bursting
Wire sawing
Track sawing



U&M GROUP
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Our Guarantee

As members of ASUC plus, we offer and include at no cost to the customer a defects insurance guarantee, known under the popular and relevant acronym as DIG! We include hereunder a little of the technical wording associated with this guarantee, just for your information and bedtime reading, but if you would like to know more, please ask?

A DIG guarantee applies to all works undertaken by us and guarantees the works for a period of 12 years. It is written in the form of a latent defects policy and is underwritten by a leading Lloyds Insurance Company. It is an indemnity policy, negating the necessity to prove negligence and covers defects in both workmanship and design. Up to 25% of the contract sum, which is index linked, is insured for consequential losses and this policy is available on both domestic and commercial premises.

It is the market's leading guarantee, many of our clients, including national insurers, Loss Adjusters and Consultants require this guarantee; it is a very effective and valuable document to be provided to the client/policy holder.

For further information please visit the website—www.asuc.org.uk

Training

Construction Skills, formerly the CITB, have developed a grant funded scheme aimed at specialist craft training for which there are either no NVQ's (Novational Qualifications) or suitable qualified assessors available. We are going through the exercise of enrolling all relevant employees within the sections of mini piling, underpinning and structural repairs and once these applications have been approved, our managers will be spending some time with you going through the specific sections of this training, relevant to your experience. However, this verbal form of training is only intended to be used as a stopgap, our Trade Association is currently training an assessor who will be able to enrol and assess your ongoing competence with a view to achieving an NVQ. Watch this space for more information, or ask David Gakhar?

If you feel you have the need for any training or updates, please speak with your line manager.

Community

Something in the water at Head Office?

We are pleased to confirm that Tilly and David Gakhar have had a new daughter, Grace, born on the 4th May 2009. Also, Anita Pokorska, our administrator in M25 Contracting Ltd had a baby daughter, Sienna, born on the 27th June 2009 with her partner Clive. Further, both Sharon Tindale and Sarah Edwards are expecting late August 2009 and January 2010 respectively and we wish them all well with their new babies and ongoing pregnancies.

Readers Gallery

Without wanting to tread on anyone's toes, I wish to comment on the first issue of business cards. Silver is ok for 'art' recognition, but for commercial recognition; please replace it with white which stands out much better against the blue background. ANON. Our Comment—Thank you for your valued input, your suggestion will be seriously considered before the next print.

We would like to express our thanks to the observant client who sent this to us after spotting it on 'Sky Television' - however we are yet to discover how one of our vans ended up in this picture.

Our Comment - No publicity is bad publicity!



IMPORTANT INFORMATION ABOUT TREATMENT FOR SWINE FLU.

A new strain of Influenza A (H1N1), also known as swine flu, was confirmed in the UK in April and has spread to more than 100 countries around the world prompting the World Health Organisation (WHO) to declare a global flu pandemic.

The National Pandemic Flu Service

In order to deal with the increasing number of cases of swine flu in England, the NHS has launched the National Pandemic Flu Service. This is a new self-care service with online and phone access which allows you to check your symptoms and access antivirals if required, or receive advice on symptom-relief. This service is only intended for people who are ill with swine flu. It still allows you to go to your doctor if necessary.

Staying at home and accessing antivirals via the National Pandemic Flu Service will reduce pressure on your GP and local NHS services and prevent your spreading the virus within your community.

How to use the National Pandemic Flu Service

1. Go online at www.direct.gov.uk/pandemicflu or call 0800 1 513 100. A textphone service is available on 0800 1 513 200 (for people who are deaf or hard of hearing)
2. You'll be taken through a list of simple questions about your symptoms and medical history, and asked to confirm your date of birth, name and address including your postcode.
3. If you are confirmed as having swine flu, you may be given an authorisation number which will allow your 'flu friend' (a family member, friend or neighbour) to collect a course of antivirals on your behalf from a local collection point in your area. You will also be given advice on how to treat your symptoms at home. To collect, your flu friend will need their own and your ID from the online service. If you have any underlying health conditions, it's important your flu friend knows about them when using this service on your behalf.

What are the symptoms of swine flu? - If you have a temperature (over 38°C/100.4°F) and have two of the following symptoms: unusual tiredness, headache, runny nose, sore throat, shortness of breath or cough, loss of appetite, aching muscles, diarrhoea or vomiting, you may have swine flu.

What are antivirals and how can they help? - Antivirals can't cure swine flu but can help you to recover more quickly and they can relieve some of your symptoms.

When is it better to contact your doctor? - You should contact your doctor rather than using the National Pandemic Flu Service if:

- You have a serious underlying illness
- You are pregnant
- You have a sick child under one year old
- You or your child's condition suddenly gets much worse
- Your condition is still getting worse after 7 days (5 days for a child)

Where can I go for more general information? - For more information on swine flu visit www.direct.gov.uk/pandemicflu or call the Information Line on 0800 1 513513 -calls are free

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