

Flooring Focus

The Newsletter of the John Lord Group

ISSUE 7: August 2011

Welcome to the seventh issue of Flooring Focus, I decided to call this edition 'The People Issue'



In a business like ours, it's easy to identify with the products; after all our product range is what defines the purpose of our business. It is clear to see the vast amount of skill, time and effort that goes into the development and production of our range of over thirty specialist flooring systems. Once an installation is complete, you have the Product, a quality resin floor, to enjoy.

Our business is nothing without its People: When you trust your resin floor installation to us you get the John Lord experience; which is, at the very least, a 50/50 blend of Products and People. That is why, in this issue of Flooring Focus, I want to put the spotlight on a small number of our hard working and dedicated people; without whom this business would not be where it is today.

It has been a challenging time for most businesses and the John Lord Group is no exception. Towards the end of 2009, like many companies, we set about controlling costs without compromising the quality of our products or service, but we also realised that without a strategy it would be unlikely that we would re-emerge from the poor trading conditions stronger or wiser.

That's why we decided to invest in the senior management (including me!) by enrolling on the best available business training programmes: Since

summer 2010, a number of us have been enlightened and re-energised by residential courses at Cranfield University School of Management.

One of the first questions I was asked was "Are you prepared to invest in creating the future you want for your business and your people?" After my positive but rather guarded reply, things quickly took on a pace and we now find ourselves well into the implementation phase of our new three year business plan: A plan dedicated to being;

'The Preferred Supplier to our Chosen Customers'

I do hope you will be part of our journey; benefiting from our renewed vision and sharing our success.

Stephen Lord
John Lord Group Chairman

johnlord 
SPECIALIST FLOORING

Invest in the Best People

Shane Doherty

Shane is widely recognised as one of the most experienced and innovative resin floor technologists in the UK today. Many of you may know Shane from one of his previous roles with some of the UK's leading resin floor manufacturers, so I hope you will join me in welcoming him on board as Head of Products here at John Lord.

In the short time that Shane has been with us he has completed a number of advanced modifications to our existing range and has begun to introduce new products to broaden our range of resin floor finishes.

Unusually for a 'boffin' Shane also plays lead guitar for his punk rock band, Icon13...

...company social events will never be the same!



Geoff Daren

We are very pleased to announce the appointment of Geoff Daren to the role of Technical Sales Manager. Geoff will work alongside Jeff Revill and John Finn and will look after our clients in the West of England.

Geoff joins us with an enviable track record; he was previously a Commercial Director with a company with similar clients as ours. He is very keen to adopt our new business plan and to be involved at the foundation.

Stating badminton as his main interest, long time players Stephen Lord and Jeff Revill are keen to test his abilities on the court.



John Lord Scoops Trainer of the Year 2010

As the leading independent flooring contractor, here at John Lord we have recognised that the industry in general needs to up-skill its workforce to keep up with standards across the construction industry and we have taken the leading role within our specialist field by making the decision to invest heavily in training.



To maintain our exceptional reputation for quality, our fully employed workforce receives the best training available: The recently introduced NVQ level 2 in 'Insitu Resin Flooring' offered by the CITB. This qualification provides the right level of training for our workforce and involves everything from practical assessments to health and safety and technical knowledge and has the added advantage of being a nationally recognised and accredited qualification.

To date, more than 90% of our site

personnel have achieved their NVQ with the remaining 10% working towards accreditation. Entering and winning the FeRFA Trainer of the Year award showcases this commitment to quality training to our customers.

The official FeRFA (The Resin Flooring Association) awards ceremony took place in November before a capacity audience. Pictured on the left receiving the award from Helen McGachie, Chair of FeRFA and Howard Collins of Cobra Insurance is Mark Hadfield, Head of Projects for John Lord.

Cranfield School of Management

As part of our commitment to excellence in all elements of the business, Stephen Lord, Mark Hadfield and Kim Porter have attended senior management residential courses at Cranfield University.

Stephen attended the Business Growth Programme; this turned out to be a tough four month course taking him through an analysis of all aspects of the current business, the identification and adoption of best business practice and the creation of a detailed new three year business plan.

Mark and Kim's course known as Essential Management Programme lasted throughout January 2011 and was designed to develop their strategic perspectives, sharpen their

business leadership skills and identify how they could add value to all operations at John Lord.

We were lucky to retain one of the senior lecturers at Cranfield, David Welling to assist and coach us through an intense implementation programme to the point where we are now; the beginning of our plan.

Ambitious – definitely, revolutionary – maybe; but one thing is certain – the whole company is behind us.

WHO ARE YOU?

Tell us and get a chance to win an iPad.

Go to <http://bit.ly/JLdata> before Friday 28th October 2011, complete the form and we'll enter you into a FREE prize draw to win an iPad.

We want to ensure that in future we only send you information that will be of interest to you in the format you would prefer. The form will ensure our records are up to date by asking for your name, company and contact details; it then gives you the option to receive information from us via email or post or to opt out completely! Each completed form we receive before the closing date will be entered in to the draw; simple as that!

For full prize draw terms and conditions visit <http://bit.ly/JLterms>, Good luck.



Focus on People

At John Lord we are very conscious that the skills and experience of our installation teams are just as important (they would say more important) as our established range of quality resin floors.

So welcome to the first of a regular series of features on members of our valued teams, many have been with us man and boy and without them the John Lord machine would grind to an instant halt!

Top image, left to right

Mixer/Preparation Specialist - **Phil Meakin**
Driver/Tradesman - **Paul Campbell**
Senior Foreman - **Darran Breary**
Trainee Tradesman/Preparation Specialist - **Carl Turner**

Bottom image, left to right

Mixer/Driver - **Will Burnell**
Mixer/Preparation Specialist - **Mick Dawson**
Tradesman - **Adam Ford**
Senior Tradesman - **Paul Knowles**



Health & Safety; Keeping Ahead of the Game

At John Lord we have a proud history of providing customers with quality resin flooring designed to their specific needs. We are also proud of our 'peace of mind' installation service.

Customers of John Lord can be confident that when our employees are installing the resin flooring, all relevant health and safety legislation and guidance will be understood and complied with.

Several years ago we recognised that Health and Safety issues were becoming an increasingly more important aspect of installation work and we realised that to provide the necessary protection for our employees and customers we needed to commit resources specifically to H&S management.

We now have a Group Compliance Manager who has a very close working relationship with individuals within the Health and Safety Executive (HSE). In addition members of the John Lord management team sit on the management council and technical committee of the Resin Flooring Association (FeRFA): All of this helps us keep ahead of the game with regard to H&S legislation.

The government is planning an overhaul of H&S legislation in the Autumn of 2011 with a concentration of HSE efforts in 'higher risk' industries including construction and installation work. At the same time there has been a shift of emphasis within the HSE towards health as opposed to safety. We are fully aware of all of the health aspects of our work and are ideally positioned to cope with the changes.

Doctor Derrick Hulett
Group Compliance Manager

Exhibitions 2011 to 2012

John Lord has been on the road at two very successful exhibitions so far in 2011, 'Pro2Pac' held at ExCel, London in March and 'MEATUP', a new event for the meat industry, at Stoneleigh Park, Warwickshire in June.

We will continue our quest to meet lots of existing and potentially new clients at the following exhibitions.

The PPMA Show - The Definitive Showcase for Processing and Packaging Machinery
27th - 29th September 2011
N E C Exhibition Centre, Hall 5, Stand No A17.

Foodex - The UK Show for Processing, Packaging and Logistics
25th - 28th March 2012
N E C Exhibition Centre, Hall 20, Stand No F 249.

Why not take time out of the office to visit us? We would be delighted to show you our exciting new products as well as our existing ranges. We look forward to meeting you all.



Project Focus

Pigs in Polyurethane Blankets

A little while ago, David Morgan of D. P. Morgan pig breeders of Driffield in East Yorkshire approached John Lord to discuss with us the opportunity to become involved in an initiative to provide improved environmental welfare for his birthing sows and their offspring.

This project was to be part subsidised by one of D.P. Morgan's major customers; Sainsbury's Supermarkets. Here at John Lord we also felt strongly that this was a project we wanted to be involved with; to show our support for the efforts many of our clients in the food industry are continually making to improve its reputation for animal welfare.

So, in a 650m² purpose built farm building that has been fitted with state of the art birthing pens, John Lord has installed its Uragard Polyurethane screed. This provides an anti slip surface, is wear and abrasion resistant and, particularly important when it comes to pigs, has an easy to clean hygienic surface.

Another client of John Lord, Cranswick Plc, has already shown great interest in the benefits being seen of our Uragard Polyurethane screed in this type of environment and word is beginning to spread amongst the many companies involved in farming, meat processing and the production of food products for the consumer.

This project is a fantastic example of the commitment John Lord has to the development of initiatives for the food industry for the benefit of all and, in this case, especially the sows and their piglets.



Project Focus

Tulip Redruth; The Big Weekend

As a company our main aim is to provide a level of service that is 'second to none': It was with this knowledge that our client in Redruth, Cornwall contacted us to install a floor in circumstances no other flooring contractor could match.

The whole project was the conversion of a 1,500m² storage area into a food processing zone. To accommodate the factory's existing production schedule the resin floor finishes had to be installed over one weekend; thus requiring a huge team of 25 skilled operatives for John Lord. It was a big logistical challenge for both companies; but with meticulous planning and our previous experience on similar projects we were confident that it could be completed in the timescale.

The size of the task created some anxiety for our client; the implications of not meeting the deadline with the client's own customers were considerable. Our dedicated contract management team were heavily involved in all the pre-planning meetings and were on site during installation to ensure confidence was instilled and the project ran smoothly.



The floor was completed on time and feedback was complimentary for all aspects of the project; the quality of the work, the efficiency of our skilled workforce on site, and the management of the project. One factory manager was quoted "I cannot believe what John Lord has achieved in one weekend; I never thought it was possible, John Lord is a pleasure to work with".



John Lord does not use sub-contractors all our installation teams are employed by us. We excel at finding solutions to challenging floor projects that require exceptional skill, experience and commitment: **Why not set us a challenge?**