

The Driving Home for Christmas Issue

Winter 2022



Morgan Lovell

Merry Christmas Lovelies!

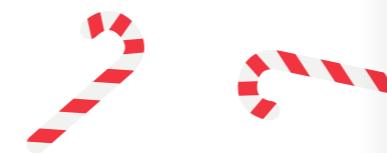
Wowzer, that seems to have whizzed by... 2022 has been tricky and challenging for sure. We entered the year with optimism and an order book at £20m and then things took a turn with project after project being cancelled, postponed and, even worse, lost. To add to matters, we've also had to navigate our way through continued Brexit and Covid legacies, the war in Ukraine, energy crises, Government chaos, inflation and world economic uncertainty. It's been a tough year for sure. Yet despite this, we have been resolute, determined, and rolled up our sleeves working hard to be as successful as possible. To this end, we've finished the year at £44m; some 70% of our budget. However, with a little help from our balance sheet, we have managed to meet our EBIT target of £3.7m so, with some jiggery pokery, we've met the Group's requirements and dragged ourselves over the line in one piece. A pretty good result indeed.



PD
84%

CEQ
9.45

This year we've been fortunate enough to work with some amazing new and existing customers including; Schuco UK, Navico, Jazz Pharma, Engage Education, CLS Holdings, IMG Media, Riverbed Technology, Henley Investments, University of Surrey, Newbury Building Society, Canada Life, Vectra, OneWeb, DWF, FFE, Snap, L&G, Instant Office Group, Health Hero, The Charities Property Fund and Thames Property Fund. In total we have WON 45 projects (16 new accounts and 29 existing) and have delivered 35 of them in the year with the remaining ten running into 2023. Interestingly enough, the blend of projects remains broadly the same at 50/50 Cat-A and tenant fit-out. Our delivery scores this year will be; H&S at 9.61 (across 186 inspections), PD at 84%, CEQ at 9.45 and our NPS at 95%. All very respectable indeed and a great credit to YOU.



With regard to our team, we have had four new Morgan Lovelies join us; **Bella, Alan, Nathan and Lauren** who are welcome additions for sure.. I would also like to thank Claire and Tim who, in addition to their day jobs, have put a lot of time and effort into looking after our Wellbeing. We have made big efforts here and I hope that you have all seen these positively. We have only just started this journey and will be pressing ahead next year. As well as working with our Customers we have also found time to support our Charity Sebastian's Action Trust, raising over £7,000 which is a fabulous achievement indeed. A big thank you to all of you who participated and made donations towards our events. On the training front, we have heavily invested in improving our teamwork, leadership and presentation skills and will continue on these themes in 2023. We also mustn't forget that we have given ourselves the most fantastic new workplace of the future here in Maxis. It's a beautiful office and I love it!

WHAT'S IN STORE FOR 2023?

Our budget has been set at £50m providing an EBIT of £3m (6%). Although I am confident that we can achieve this, it's going to be challenging. As we enter recession my feeling is that it's going to be a tough year ahead. I don't think we are going to see many large projects (although we are working on a few) with most of our workload coming about from smaller requirements. In terms of workload, it's going to be fast and furious and highly competitive as the market

place fights for every opportunity. I'm not going to dress it up, we're going to have to work our socks off to make our number. On the plus side, we move towards January with a secured order book close to £15m and we have a number of healthy opportunities identified. Predictions are that by the end of Q1 we will be at £25m which will be great. Things are a little uncertain for Q2 and Q3 but, as they say, it's early days and we have everything to play for.

Many thanks for your hard work and support this year. You are exceptional individuals who I am immensely proud to work alongside and I love you to bits. I wish you and your families a very merry Christmas and a happy and healthy New Year, and look forward to working with you all again in 2023.

Best wishes

Colin x





This little rascal has been causing mischief on site...



Christmas for our Clients

As part of our Exceptional Experience offering, the team got Ethypharm a Christmas tree and decorated it in their office ready for staff to move in. However it came at the expense of Jess's trousers which split whilst she was decorating it and a broken nail too! Well done Jess!



Contracts News

So we wave goodbye to 2022 and welcome in 2023. It's been a funny year with our colossal project at Reading International completing – an amazing achievement. It's important to remember how emotionally draining it is to get to the end of a job like that and one of the things that has struck me most about this particular project is the incredible resilience that the team showed through some real tough times, they never gave up even at times when it must have felt like it was never going to end. We have also had some much smaller value projects complete and it's easy for these to go under the radar, but they mean every bit as much to Morgan Lovell. Engage, Riverbed, Vectra, FFE and Convatec have all been expertly completed by our small works team, with fantastic feedback from the clients involved. DWF, Ethypharm and CLS are also smaller jobs worthy of mention with new clients. Our net promoter score remains one of the highest in the whole group and even our projects that haven't achieved PD, I feel like it wasn't for the want of trying our best.

We have welcomed Alan Thompson as an official ML employee – after all these years, something I am personally really happy about and this is something that I would like to see happen more with some of our other long term committed Assistant PMs / Supervisors of which we are so lucky to have quite a few of them now.

At this time of year, I busy myself with setting new areas for focus for the coming year – health and safety plans, financial, PD / quality and I have to say it is harder to do this year because I think performance across the board is pretty good! But you know how it is, always room for improvement somewhere!

Couldn't be prouder of the whole contracts team. An absolute credit to the whole of the Morgan Sindall Fit Out Group.

Tanya



*Nobody sent Jordan the memo about keeping still:)

Social Value

The client cornerstone at One Bell Street, Maidenhead is all around social value, making a positive impact within the community through giving back and volunteering. This will provide employment and education through educational talks, up-skilling and work experience.

If you know of any community initiatives in Maidenhead and surrounding areas, anyone who may fancy some work experience or a contact for a local school / college for us to get in touch with, then please let Abi know and we will reward you for your contribution.

Social Value is a hot topic and an increasing requirement across our projects so please keep your ear to the ground, let us know ideas you may have, any assistance we can get on this would be much appreciated.



This is where you will find various templates to assist with the delivery of EE and PD, our latest best practice and a full gallery of all the great stuff we have done over the years.

Check it out and feel free to post and share anything EE and PD related there, lets share our knowledge and collaborate to be the best in our business!

STOP PRESS STOP PRESS STOP
PRESS STOP PRESS STOP PRESS
STOP PRESS STOP PRESS STOP

A screenshot of a Microsoft SharePoint site titled "Exceptional Experiences". The page shows a list of documents and images. The documents include "6. Handover Photos" (August 25), "3. Setup Photos" (August 25), "106" (August 25), "5. Communication Photos" (August 25), "1. Best Practice Photos" (August 25), and "112" (August 25). The images include "Exceptional Experience ..." (August 25), "Site set up standards.pdf" (August 25), and "IMG - Christmas Jingle Bell Rock Knopf Wednesday at 10:31 AM" (August 25).

A screenshot of a Microsoft SharePoint site titled "Perfect Delivery". The page shows a list of documents and images. The documents include "Handover" (February 11, 2021), "Signage & graphics" (February 11, 2021), "Client" (August 25), "Internal" (August 25), and "Subcontractors" (August 25). The images include "Perfect Delivery Plan.docx" (August 25), "Project Report 09/01/21...." (August 25), "Aftercare Handout.pdf" (August 25), "End User Training Sched..." (August 25), "Handover Meeting Agre..." (August 25), and "Post contract works tra..." (August 25).



to see our jingle bell rocking at IMG!

We are winners! Thames Valley Property Awards 2022



Let's have a look at what has been going on in Sales...

As we approach the final few days of 2022 it has certainly been a tough year, and I think most of the sales team (in all honesty) will be glad it has come to an end so we can look to 2023 and see the graft of 2022 hopefully come to fruition!

The out of town market has been incredibly challenging with delays in decision making, cancellation of projects and the general size of requirements being significantly smaller than what we have been used to it has been a constant battle to find '**enough**' of the '**right size**' projects '**with an angle**' to win them – balancing the learnings of previous years where we don't want the team working like busy foolsit has been small pickings!!!

Nevertheless the sales foot hasn't come of the gas all year and without a doubt there have been some amazing highlights to 2022 which we reflect and learn from.

- Team:** we had some movement with Lucy and Sophie moving onto pastures new, but we managed to bag Lauren and the quality of projects coming through from her working really closely along side James is already starting to show.
- We have a great team who trust one another and work in an open and honest fashion and 2022 has really compounded that.
- Leads:** we have generated over 1000 new business leads for projects this year.
- Appointments:** we have met with 167 new project opportunities for new business booked appointments
- Projects moved from Developing into Current – we have moved over £47m worth of business into workload for the team to work on
- Developing Pipeline:** we have continued to build and nurture the developing pipeline to have over £70m of opportunities to shift into the current workload when ready!

- Marketing and Digital content:** Jordan has really assisted me in this arena this year. Working between London and Bracknell and bridging the gap to ensure we both benefit from content being produced for pitches to then use it to market to develop the brand and further business. The weekly and monthly confab with marketing to ensure the right balance of proactive and reactive content is critical and will continue in 2023.
- Weekly business development communication:** You have had a whole year of weekly communications to let you know what we are working on and if you can add value to this information there has certainly been more engagement with this and extra snippets coming from the wider ML team.



So what can we expect in the new year...

- We will continue to provide weekly updates – everyone is selling, and your snippets of information to add to what we hunt will continue to make a difference
- We have completed the 2023 Sales plan which will be published for all to see. This gives complete visibility about our strategy for new business, existing client, Day 2 and furniture, projects managers, agents, marketing, events – you name it.....basically acts as little road map to getting to our budget!
- Foot Down / Relentless and Hungry mentalitywe think the first half of 2023 could be as challenging as 2022, so we must ensure our foot is firmly down on every element of our sales strategy to generate decent projects for you to all work on.

BREEAM News

Here is the final Post Construction BREEAM certificate from MTT demonstrating BREEAM 'Excellent' for Campus.

That was a great effort from everyone to get these over the line. That was one of the more challenging ones for various reasons... Thanks for all your help!



**The Ultra Challenge
Halloween Walk was on
Saturday 29th October.**



**Prepare to be
scared... (it's a
frightening video)**

NOVEMBER

5th - Dee
9th - Lianne
13th - Michael
13th - Phil

18th - Emily
30th - Pino
23rd - Carol



Schueco Project Celebration



Bit of dinner, bit of darts, bit of music.



JANUARY

3rd - Max
6th - Dan Danby
8th - Jess
14th - Carrie
14th - Megan
14th - Rafal
17th - Lewis
25th - Tim
28th - Graham
31st - Ab:



CEQ highlights 2022

"The project was driven by Morgan Lovell and I was always given options and solutions. You made my life so much easier. Morgan Lovell thought through every little thing. It was an absolute pleasure." – Navico, Southampton

"Morgan Lovell were a delight to work with, from the moment we first met and all the way through to moving in. It was a brilliant experience and we are already recommending you to our customers." – Schueco, Milton Keynes



"Morgan Lovell is a great brand, a respected D&B contractor who would definitely deliver. It was a great experience, in fact out of all the projects I've done, it was the best I've had. The feedback from the Landlord and Commercial Agents is, 'this was the best fit-out experience' they have ever had. That's saying something." – Engage, Watford

"Morgan Lovell were very professional throughout the process, the best I have experienced with this kind of work. I will certainly be in touch with you again when we have another project and, providing the price is right, we will negotiate with you." – Vectra, Richmond



"I would recommend you in a second, I thoroughly enjoyed working with the Morgan Lovell team. It was a great experience. The team were very proactive and kept me fully informed at all times." – Project Building & Consultancy, Birmingham

"If someone approached us and asked what it was like to work with Morgan Lovell, we would be very pro-you. It was a great experience and we would use you again at the drop of a hat." – IRI, Bracknell

NEW STARTERS NEW STARTERS NEW STARTERS NEW STARTERS NEW

Who is Lauren? Let's find out...

Three people you would have at a dinner party, dead or alive...

Kurt Cobain, Dolly Parton, George Clooney

What's your most embarrassing moment?

Happened a couple of years ago, was rushing out of the house to a meeting, turned up flustered then looked down and realised I had odd shoes on! I had to be honest

and tell everyone what I'd done, they laughed and I think I rocked the look!

What would your last ever meal be?

A roast dinner

Childhood nickname?

Olive Oil!

Movie title for the story of your life...

It's a Wonderful Life

Any phobias?

Its not really

heights, its looking over an edge and thinking I will fall, maybe I should stop looking over edges!

When are you happiest?

At home with the whole family having one of our famous kitchen parties.



NEW STARTERS NEW STARTERS NEW STARTERS NEW STARTERS NEW

Who is Alan? Let's find out...

Three people you would have at a dinner party, dead or alive...

Keith Moon , Steve Marriott , Roberto Duran

What's your most embarrassing moment?

Attempting to roller skate as a teenager and fracturing my arm.

What would your last ever meal be?

Poached eggs beans on toast

Childhood nickname?

Tommo

Movie title for the story of your life...

Drunk

Any phobias?

Spiders - with a passion -

horrible things.

When are you happiest?

With the grandchildren.



No context photo...

Wellbeing Calendar

Q1

JANUARY-APRIL

Relaunch of Wellbeing & MLSO Office

Following the wellbeing 1:1's we did last year, we used this feedback to refocus and refine the wellbeing offering and strategy. We hope this was successful relaunch and coupled with the new office space we have really listened and pushed wellbeing to the top of the agenda.



WE TAKE HEALTH SERIOUSLY



OPEN ACCESS TO SUPPORT



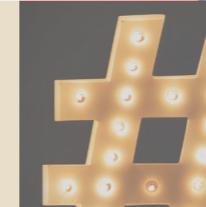
WE'RE CLEAR AND TRANSPARENT



RECOGNISING EACH OTHER'S WORTH



NURTURING OUR SOCIAL CONNECTIONS



Q2

APRIL-JULY

Access to Support

✓ **09th May**

Recognising Mental Health Awareness week, we put on a lunch spread getting everyone together to raise awareness of this important subject and introduce the events happening around this quarter's focus.

✓ **07th June**

Karen Van Dijk hosted a fantastic L&L around our Employee Assistance Programme explaining the offering and how to get the most from it.

✓ **Mental Health First Aid Courses**

To all those that registered their interest you should have received an email from us about the dates for the courses. We are running 2 courses due to demand and a follow up email should come out soon for you to book on to your preferred dates.



Mental Health World Cup 2022



GAI's Mental Health Awareness Week
9-15 May 2022

Q3

JULY- OCTOBER

Physical Health & Fitness

16th September

Sebastian's Action Trust Golf day. Raising money and getting those steps in.



22nd September

National Fitness Day. Keep your eyes peeled for more information to come.



29th October

Ultra Challenge Halloween Walk

Corporate Rate Gym Membership

We have received a fantastic deal for a reduced rate membership at East Park gym in Bracknell.



Q4

OCTOBER- DECEMBER

Wellbeing 1:1s & Nutritional Health



POSTPONED



MOVEMBER®



Sebastian's Action Trust

We have raised over £7,000 in 2022!

YOUR WELLBEING CONTACTS



TRUSTDOC24

0345 319 4129

(quoting 'Morgan Sindall Group plc')

<https://trust.doc24.uk>



PRIVATE MEDICAL INSURANCE

[https://healthcare.healix.com/
morgansindall](https://healthcare.healix.com/morgansindall)

Password: MS010618

0345 241 9876



EMPLOYEE ASSISTANCE PROGRAMME

www.healthassuredap.com

Login: Morgan

Password: Sindall

0800 030 5182



CCS CONSTRUCTION INDUSTRY HELPLINE

0845 605 1956

www.constructionindustryhelpline.com