



news and views from GHI and you
Autumn 2006 | Issue Seven

insIGHT

Transformations Through Transparency

Welcome

A New Insight

A NEW INSIGHT

Now in its third year, with a circulation of over 1200 client contacts, a fresh new format for Insight has been created to coincide with this anniversary.

We issue this newsletter at the start of a new financial year, and after another successful period for GHI. Our turnover has increased to over £18m, exceeding our original targets set.

This significant achievement is the result of greater market awareness of GHI and our capabilities, as well as further exposure to higher value projects. We have however, never forgotten our roots where smaller, but equally important, projects provided our initial platform for growth, and we still value these opportunities greatly, as they allow us to work with the clients that have been with us from the early years.

The past 12 months have also seen a number of other milestones achieved including accreditation to ISO9001, restructuring of the Board (see opposite), new internal management systems and sales and marketing initiatives.

The interiors market continues to be relatively buoyant, yet remains very competitive, and as such we continue to look at ways where we can increase customer satisfaction and retention by offering bespoke service



delivery and quality, regardless of the type, value or location of your project. We would be very interested to hear from any of our clients where we can supplement or improve the offering we provide.

I do hope you enjoy this issue of Insight and we look forward to working with you and your organisation during the coming year, rising to the challenges ahead and providing project solutions for your changing requirements and environments.

Gordon Cairns
Managing Director

Insight – your window to GHI

INSIGHT – YOUR WINDOW TO GHI

Re-birth of Historic Glasgow Landmark	Page 2
Further Success at The Sentinel	Page 2
GHI Banking on Financial Successes	
The Royal Bank of Scotland	Page 2
The Clydesdale Bank	Page 3
GHI Inclined to Lean Management	Page 3
Focus on Project Management	Page 3
Golf Prowess to the “Fore”	Page 4
Client Services Focus	Page 4

Feature Case Study

FEATURE CASE STUDY

Templeton Business Centre

Programme: 31 Weeks

The first phase refurbishment of Building 3 at this historic and impressive Glasgow landmark, (formerly the Templeton Carpet Factory), is part of an extensive redevelopment of the site by Old Mill Studios.

In conjunction with ZM Architects, GHI completed landlord upgrading works on all five floors and formed new office facilities on the upper two floors, for NHS Yorkhill.

In adherence to the tenant's requirements for patient assessments, a completely cellularised environment was created, with meeting and consultation rooms, upgraded heating & ventilation plant, new power and lighting, toilets and MF lowered ceilings.

Due to the proximity of the main city rail line, GHI initiated proactive discussions with Network Rail in order to enable a scaffold facade to be erected adjacent to the rail line, which facilitated the replacement of all windows. GHI's flexible solution, adapted our working schedule around rail operations, and ensured that the fit-out was completed without disruption to any party.

GHI are currently on-site for phase two and three of this project, which will fit-out a further 27,000 Sq Ft.



Projects

PROJECTS

Further Success at the Sentinel

Programme: 20 Weeks

Size: 18,000 Sq Ft.

GHI's remarkable track record at The Sentinel building in Glasgow, (previously for clients Aon & British Steel Pension Scheme), has been further enhanced by the fit-out of new offices for a leading global investment bank.

Successfully securing this project under competitive tender, we were then required to prove our capability on a design & build basis, which was achieved at interview, demonstrating our experience in delivering projects of this nature.

GHI, working closely with both Thomas & Adamson and ATCO, delivered a bright modern office environment for this high profile international client.



The Royal Bank of Scotland

Programme: 15 Weeks

Size: 24,000 Sq Ft.

GHI's latest framework project with The Royal Bank of Scotland was the completion of a phased refurbishment over six floors within the listed city centre property at 250 St. Vincent Street, adding to our successful track record with this client, on several city centre sites in both Edinburgh & Glasgow.

Responsible for upgrading the building's fabric within the reception area, GHI also refurbished the staff restaurant, training rooms and open plan office areas to strict corporate guidelines for colours, finishes and design.

GHI's service delivery enhanced the smooth execution of the project, with our early involvement enabling the integration of the client's move management and programme strategy into the construction process.

Each phase was completed to programme and within budget through a close working relationship, flexibility and open communication between all members of the project team, which consisted of Currie & Brown, Cyril Sweett and Michael Laird Architects.



Project Profile

PROJECT PROFILE

The Clydesdale Bank features as this issue's live 'on-site' project, with the complete refurbishment of this prominent listed building at 30-40 St. Vincent Place.

After extensive redevelopment, these premises will provide executive office accommodation for the bank's expanding operations, and add to their growing property portfolio in Glasgow.

Completing the entire strip-out of all seven floors, GHI are responsible for the property's modernisation, and separation from the adjoining building at 12-24 St. Vincent Place. Further works include the installation of new passenger lifts, suspended ceilings, partitioning, floor coverings and creation of a modern reception area and staff hub.

Upgrading work is currently in progress to the client's crucial building services consisting of a new mains supply, switch gear and generator. GHI have also replaced existing roof mounted ventilation and air handling units, carefully executing their removal at weekends, minimising city centre disruption through road closures.



The GHI Team:
George Hunter, Project Site Manager
and David Watt, Project Manager

Lean Management

LEAN MANAGEMENT

As part of our continuous focus upon refining our systems and operations, GHI participated in Scottish Enterprise Lanarkshire's Lean Management Training Initiative, to evaluate the effectiveness and efficiency of our processes and procedures.

This supports our ongoing commitment to challenge and improve the focus of our attention on customer service, highlighted by our Post Project Questionnaire process.

Forming the Lean Team, Operations Director David McDicken with Projects Director, Craig Sibbald; Accounts Manager, Laura Donnelly and Project Site Manager, Andy Devlin reviewed current GHI systems, developing an action plan which identified key operational areas for specific focus.

The GHI team are currently integrating these recommendations which will add greater value and flexibility to the benefit of our clients.



Project Manager Profile

PROJECT MANAGER PROFILE



Alan McKay
Project Manager

Recepción a GHI, Alan

In this issue we introduce Alan McKay, a Chartered Building Surveyor of twelve years experience who has joined us having fulfilled previous roles with Ryden, PMP and GVA Grimley.

As one of GHI's true 'single points of contact', responsible for the tendering, management and successful delivery of a project, Alan has managed contracts for the Templeton Business Centre, the Scottish Court Service and The Clydesdale Bank.

GHI's proactive recruitment and training ensures that our necessary resources are in place well in advance of the growing market place.

Outwith GHI, Alan from Glasgow, enjoys foreign travel, going to the gym and learning Spanish.

Recepción



GHI Clients Make Their Choice

GHI CLIENTS MAKE THEIR CHOICE



In 1999, GHI launched its PPQ (Post Project Questionnaire) in order to obtain valuable feedback from our clients regarding all aspects of our service. Every response is analysed at Board level, and appropriate action is implemented, to continuously improve our high levels of customer satisfaction in service delivery. Additionally the results of these questionnaires are used as the basis of GHI's Annual Project Management Awards, with the successful winners being chosen solely by our clients and their project teams.

After a very close run contest, this year's recipients were David Watt, Project Manager of Year (left) and David Spence, Project Site Manager of the Year (right), who are pictured with Gordon Cairns, MD and Sallyann Hunter, Administration Director who accepted the Team Working award on behalf of the Admin Department.

Congratulations to all personnel involved.

Events

EVENTS

GHI Client Golf Day

In September, the GHI Client Golf Day was held at Dalmahoy Golf and Country Club. It was an enjoyable day, with warm sunny weather, diverse company, and an excellent menu.

Ian Williams of PWP received 1st Prize for a very creditable net '65' (gross 71), and Graham Connor of Cooper Cromar and Mike Christie of AYH Brown won the 'Nearest the Pin' and 'Longest Drive' respectively.

Ian, pictured receiving his prizes from GHI's MD, Gordon Cairns, also featured in the winning team with David McDicken, James Flanagan and Paul Sherry of Faithful & Gould.



GHI Team Golf Day

Dalziel Park Golf Course, selected to host GHI's annual team outing, provided all participants with a challenging afternoon, with adverse weather conditions contributing to variable play.

In a tight finish, Gordon Cairns regained the winner's trophy from Project Site Manager, David Spence.



Announcements

ANNOUNCEMENTS

Movers and Shakers

This quarter, GHI has welcomed Anthony Smith as Project Site Manager and Mark Blair as Assistant Project Manager. We look forward to introducing them to you over the coming months, and we wish them both success in their new roles.

Congratulations to Tommy Higgins on his promotion to Working Foreman.

If you wish further information on GHI's services, or wish to discuss your project requirement, please contact:
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