

March 2009
No.78

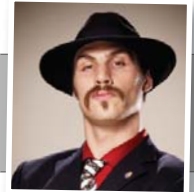
In this
month's
newsfm ►

An 'e-mag' or interactive version
of this newsletter is located on
inform (to find, type 'newsfm' into
the search bar)

Foreignfm
Working and living in Oz



fmFaces
A day in the life
with Rob Shoard



Chester Zoo Unveils 'Natural Vision' Development Plan

Faber Maunsell is working with Chester Zoo to create the largest conservation, animal and leisure attraction of its kind in Europe.

The £225 million project – given the working title Natural Vision – will involve a £90 million first phase which will include the only domed ecosystem in the UK. The 'Heart of Africa' bio-dome will be an African rainforest-themed sanctuary for a band of gorillas, a large troop of chimpanzees, okapi (rare giraffe-like creatures), and a wide variety of tropical birds, amphibians, reptiles, fishes and invertebrates, moving freely among lush vegetation.

The first phase – planning permission for which will be sought later this year – will also include a 90-bed hotel, a conservation college, a key element of which is the 'Futures' education centre, and a revamped main entrance linking to a marina development on zoo land

beside the Shropshire Union Canal.

The rest of the Natural Vision project will be completed by 2018, thus creating one of the largest wildlife attractions in the world and providing a major boost to the north west economy. This will showcase and financially support the zoo's national and international conservation work, which already spans 50 countries. Chester Zoo – which celebrates its 75th anniversary in May – already welcomes 1.3 million visitors a year, more than any other zoo in the UK. It is expected that number will increase to 1.6 million on completion of the first phase and 2 million visitors per year on completion of the full project.

Project Director, Simon Aldrich (Altrincham), said: "We are delighted to have won this wonderfully exciting project. It is going to be a unique and fascinating attraction which will offer a spectacular visitor experience and the highest standards of animal welfare."

Image provided by: Proctor and Matthews Architects



**READ
ME AND PASS
ME ON**

AECOM House

This month saw the formal opening of AECOM House - Faber Maunsell's new building in St Albans.

Accommodating two floors of production space, AECOM House will be the principal building in the St Albans campus, housing the main reception area.

Faber Maunsell's Director of Corporate Services, John Brownfield, said:

"Naming our new building AECOM House will help significantly with profile raising as we make the transition to a global AECOM brand. It is certainly the only building in UK/Europe carrying the AECOM name and may be the first globally."

Befitting a company committed to the principles of sustainable development AECOM House features a host of energy saving

features while offering improved meeting facilities, a comfortable reception, plenty of break-out space and its very own café for employees.

One of the main uses of AECOM House will be to facilitate meetings in a comfortable, spacious and convenient environment.

All ten of the new meeting rooms, situated on the ground floor, are named after distinguished engineers and planners from throughout AECOM's history such as Guy Maunsell, Oscar Faber and Frank Bullen.



Faber Maunsell Wins Low Carbon Award



Faber Maunsell has won the CIBSE Low Carbon New Build Project of the Year Award with its Zero Emissions Building Renewing Alnwick or the Zebra Project.

The ZEBRA Project is DEFRA's (Department for Environment, Food and Rural Affairs) new office in Alnwick, Northumberland. One of DEFRA's goals is to show leadership in delivering Sustainable Development within government and beyond. The project set off with minimum requirements for a low carbon, 'BREEAM Excellent' building, but DEFRA was keen to push the design and construction teams to see how far they could go while maintaining technical and financial feasibility.

This approach paid off with an office, which also won the

BREEAM offices award last year and was the first office in the country to get an A+ EPC (Energy Performance Certificate) rating.

Faber Maunsell was also runner-up in the CIBSE Low Carbon Refurbishment Project of the Year Award with the BBC, and in the CIBSE Low Carbon Energy Assessor: EPC of the Year Award, again with the ZEBRA Project.

Meanwhile, the ZEBRA project has been shortlisted for Public Building of the Year prize at the prestigious Building Awards. Faber Maunsell has also been shortlisted in the Engineering Consultant of the Year category.

Our lighting team in London has also been shortlisted at the Lighting Design awards for their work on the Stephen Lawrence Centre.

Tax Year End

The current tax year will end on 5th April. In the run up to this time, the HR Department is often asked about the standard tax forms which are prepared and issued annually by the Payroll Team.

P60 – This form summarises your taxable pay and the tax that has been deducted from it during the tax year. Your P60 form will be issued by the Payroll Team with April pay slips.

P11D – This form notifies HMRC about the value of any benefits in kind given to you during the tax year. If you receive benefits in kind, your P11D will be issued by the Payroll Team no later than early July.



fmfaces

A day in the life...



Rob Shoard

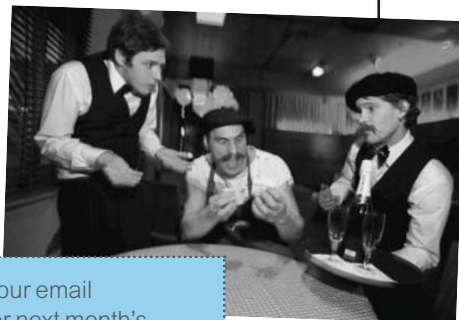
Senior Engineer
Altrincham

Describe your day to day role?

Design and specification of mechanical services systems (heating, vent, water services, etc); attending design team meetings; advising other members of the design team on services issues. And finally, and most importantly, I am the keeper and manager of the "chocolate biscuit fund" in our bay.

What do you like to do in your spare time?

I'm really into music. I write my own songs which I perform with our band "Thingumabob & the Thingumajigs" made up of some friends of mine who I've known for years. It's a vaudeville cabaret show band which mixes elements of music and theatre. I am the lead singer and I play bass too. We mostly play at beer festivals, community events, parties and large pubs around Manchester, but we also wrote a musical which we performed in February (I played the bad guy - see picture, left).



What are you working on at the moment?

Mechanical services for Hull College and M&E project manager on Rotherham Mental Health Unit.

Which work based moment has given you the most enjoyment / satisfaction and why?

It has to be getting involved with the Movember - grow a moustache for charity - campaign. I am led to believe that the moustache I've had for years was the original inspiration for us getting involved. I really enjoyed doing a bit of fund raising for such a good cause. It's not project related, but as a morale boosting exercise it was fantastic.

Most difficult situation you have had to deal with?

Dealing with an extremely awkward construction project manager on one of the projects I'm involved in. He's really hard-nosed and aggressive but works for one of our main clients so it's often a case of keep smiling, remain polite and try not to show that I've got gritted teeth. Generally speaking I'm a lover not a fighter thankfully, but I can imagine someone with a more violent temperament than me flipping out 'Michael Douglas style' and kung-fu-ing him.

Most embarrassing work-related moment?

Getting caught performing an impromptu Otis Redding song and dance routine in the reception by one of the directors who I didn't know was watching.

What is the best thing about working for Faber Maunsell?

The banter and esprit de corps of the people I work with. Working life is always easier when it's more fun and that only comes if you're surrounded by good people who you're comfortable around.

What changes, if any, would you like to see within FM?

Bike facilities! Here in the Altrincham office the bike to work facilities and showers are rubbish. It would be an easy ride in for me along the side of the muddy canal with no cars but I haven't done it yet because the facilities aren't great.

Provide two interesting facts about yourself?

- 1) I have lived all over the world in various different countries and speak all sorts of foreign languages.
- 2) I currently hold the dubious honour of being the 17th ranked "musketeer style" moustache in the world (from the World Beard & Moustache Championships).

Which famous person do you most admire?

Nelson Mandela. Anyone who can go through what he's been through and still come out smiling is an example to us all. I wish there were more people in the world who shared his views.

Earliest childhood memory?

I have a terrible memory. I remember being about 6 years old in France with my family when we got lost and slept in the middle of a field all night. I remember my Mum and I waking up really early and watching the sun come up together feeling really cold.

Biggest ever fashion faux-pas?

Wow! Where shall I start...? The worst would probably be a Mohican haircut when I was about 17. I tried to bleach the crest blonde but didn't rub the dye in properly so ended up with a leopard print effect. It looked rubbish.

Do you do your bit for the environment?

I get public transport in to work every day, always recycle as much as I can... and never let decent food go to waste (especially biscuits!)

What was the last text message / email you received?

It was a text from a friend wishing me congratulations on recently getting engaged to my long term girlfriend. I don't know why he sent it now though, it was months ago when I got engaged!

Please send your email nominations for next month's fmfaces to:
paul.collins@fabermaunsell.com

Pan People

Three teams from our St Albans office took part in the city's annual pancake race recently in a bid to win the much coveted Frying Pan trophy.

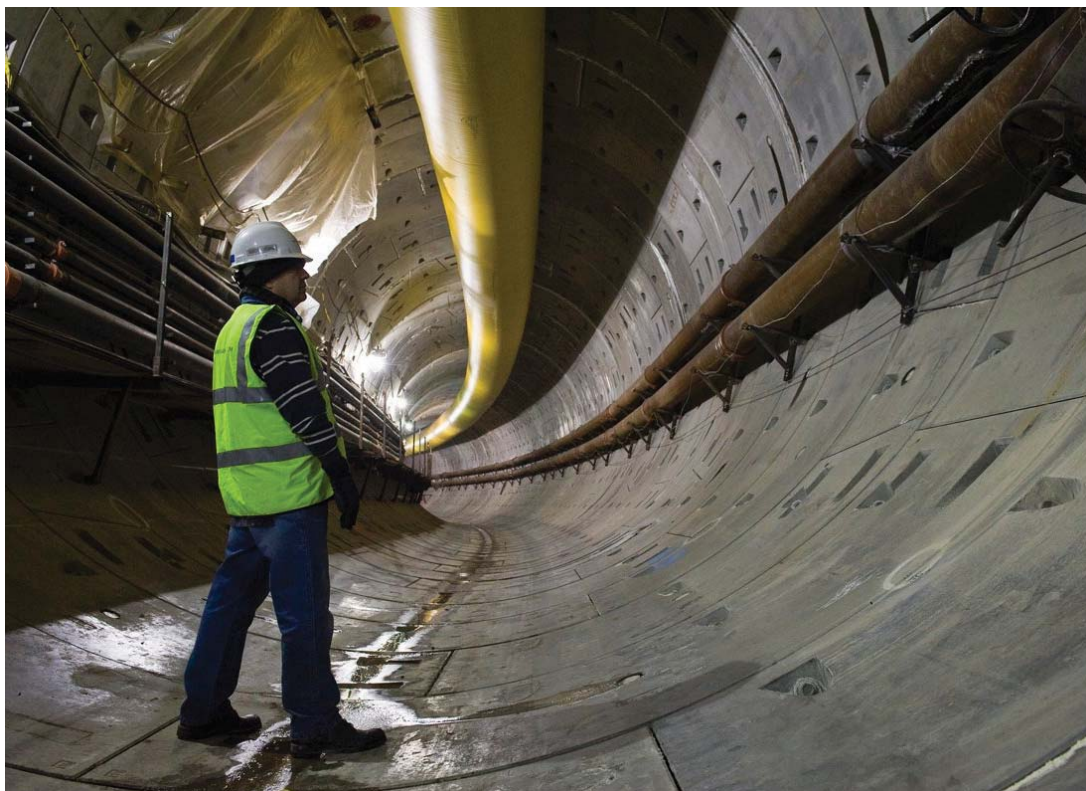
Despite being restricted by the dubious choice of high heels, platform boots and comfy engineer shoes each team managed to progress through the early rounds with some expert pancake tossing on show.

However, a lack of experience showed in the later rounds with the marketing and acoustics teams going out in the quarter-finals and the IT team just losing out in a hotly contested semi-final.



fm focus

A look at some of our top projects:



Did you know?

- 1 The Pittsburgh Steelers (American Football) won an unprecedented sixth Super Bowl title with a late touchdown in a thrilling 27-23 win over Arizona recently. They now lead the all-time winners list.
- 2 Pittsburgh is known as "The City of Bridges" and "The Steel City" for its many bridges and former steel manufacturing base.
- 3 In 2007, Forbes magazine named Pittsburgh the 10th cleanest city in the world.
- 4 Large parts of the film 'Silence of the Lambs' were filmed in Pittsburgh.
- 5 During the boring operation, a total of 4,480 linear ft (1,366 linear m) was excavated, and some 69,000 cu yd (53,000 m³) of spoil was removed.
- 6 The entire project is on schedule for completion in 2011.

PROJECT: North Shore Tunnel, Pittsburgh

1 **CLIENT:** PAAC (Port Authority of Allegheny County)
FM OFFICE INVOLVED: Beckenham
PROJECT MANAGER: Andy Miller

Faber Maunsell's Tunnelling team has just completed a major milestone on a unique and extremely challenging tunnel construction scheme in Pittsburgh, Pennsylvania, USA.

Part of the \$552.8 million North Shore Connector (NSC) Light Rail Transit project, the second of two tunnels, broke through in January of this year. The NSC project includes a 1.2-mile light rail system extension which will connect downtown Pittsburgh to the North Shore.

Together with the U.S.-based AECOM tunnelling team in Boston, Faber Maunsell's Tunnelling Group was responsible for the design of the tunnelling element of this challenging project, including the alignment and tunnel lining as well as the construction specifications. The tunnels threaded through a number of difficult locations including an

existing building's pile-supported foundations, beneath a busy downtown street adjacent to a historic building founded on spread footings, and, finally, underneath the 875 ft wide, 25 ft deep Allegheny River.

The tunnel boring machine began mining the first tunnel under the Allegheny River in January 2008, and was completed in July 2008. The second tunnel began mining in October 2008 and was just completed in January 2009. The light rail system is scheduled to open to the public in 2011.

Both the tunnel and tunnel construction (including the tunnel boring machine) were designed and specified by the Faber Maunsell Tunnelling Group in Beckenham, led by Andy Miller and Steve Woodrow.

Andy Miller commented: "Tunnelling in a heavily developed urban setting is always a challenge because of restricted working space and the presence of buildings and infrastructure that may be affected. In this case we were successful because of the teamwork among the many individuals and groups involved, and the skill and professionalism of those who built it."

PROJECT: Artisan Bakery and School of Artisan Food

2 **CLIENT:** Welbeck Estate Company Ltd
FM OFFICE INVOLVED: Leeds
PROJECT MANAGER: Dave Burton

Faber Maunsell has been commissioned by the Welbeck Estate in Nottingham to work on the refurbishment of a former motor yard on the family's estate.

The Welbeck Estate is the home of Welbeck Abbey in which the Duke of Welbeck and his family still live.

Within the grounds of the estate are several buildings and out houses which are to be converted into public use. Our buildings team in Leeds is currently working with the family to convert a Grade II listed, two-storey motor yard into a bakery and cookery school.

The yard was last in use as the technology building of the Army Sixth Form College. The building has been vacant since 2005, when the Ministry of Defence moved their college to a new purpose built campus. The proposal is to convert the yard and surrounding buildings into an artisan bakery and school

of artisan food, which will be used by the University of Derby to teach catering students.

Faber Maunsell's Project Manager, David Burton, said: "The conversion of Lower Motor Yard is part of the first phase of a wider scheme to bring new uses to vacant and underused buildings on the Estate."

Faber Maunsell is providing all M&E services on the refurbishment and BREEAM assessment reports.



Lidl front entrance

PROJECT: Lidl Stores

3 **CLIENT:** Lidl
FM OFFICE INVOLVED: Leeds and York
PROJECT MANAGER: Ed Spivey

Faber Maunsell has been providing highways consultancy to supermarket chain Lidl on a successful story amidst the current economic gloom.

In the last year the German firm has opened around 40 new stores in the UK, with almost a fifth of those in Yorkshire and the North East. Helping Lidl deliver potential sites for these new stores is our Transportation team in Leeds and York.

As Associate Director, Ed Spivey (Leeds) explains: "We have built up a very close working relationship with the property managers at Lidl so we know their basic requirements inside out.

"This means they can email us details of a site and we can give an initial opinion, in transportation terms, within hours, based on our local knowledge, and our knowledge of the individual local authorities."

The latest of these new stores is Haley Hill in Halifax. It is the 40th Lidl store in the region which Faber Maunsell has worked on with others, including Hartlepool and Spennymoor, due to open soon.

The Haley Hill site is a good example of how the process works.

After carrying out an initial site review the Development team in Leeds highlighted the highway and utility requirements which would be needed and suggested a preferred access location.

Ed added: "We provided Lidl with budget cost estimates for all its infrastructure needs, which they included in the cost plans. We also noted the location and condition of retaining walls bounding the site.

"Armed with this information, Lidl completed their land deal. We undertook the detailed design of the highway works and procured them, and from the initial site review to store opening the whole process took just one year."

Over the next 12 months further new stores scheduled to open include; Thirsk, Durham, Alnwick, Sheffield, and Featherstone, where consultancy advice has been provided by Faber Maunsell.

foreignfm

After seeing one too many Foreign FM articles landing on my desk, I decided it was my turn to take advantage of the best part of being an engineer, the possibility to work anywhere.

It was time for me to bust a move somewhere else and after speaking to a few friends my chosen destination was Sydney.

Compared to London, life here is a lot more relaxed. Bassett and Maunsell have a huge office in the centre of Sydney and the commute is a quick 30 minute jog over the Harbour Bridge and past the Opera House, which beats the Northern Line hands down.

Working life is a bit different however. It was a bit daunting learning all the new building codes and regulations and seeing how roles can differ. It took me out of my comfort zone but it's all character building and I'm getting my teeth stuck in.

I'm working on a number of projects

including the new AECOM office in Sydney. There are lots of M&E cost estimates to be done, which is all new, but my main project is the University Of Wollongong SMART Infrastructure building which is similar to the project I left behind at London Southbank University.

There is so much to do with your spare time here. I have been fishing with the boys from work, playing rugby, sailing and I have been to cricket and football matches. The best bit is surfing and the beaches. I have even done a spot of impromptu shark spotting in the harbour from the balcony on the new flat. The only thing that takes some getting used to is drinking small beers!

I'm missing the UK but am not rushing back just yet!

Richard



Stories from our Faber Maunsell colleagues across the globe...

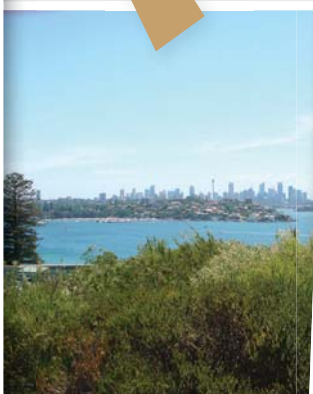
Richard Morgan spent four and a half years working for FM in our London office before last year he decided on a move to Australia.

Australia

After growing up in the 'old' South Wales he decided it was time to try the 'new' one and using the internal transfer system he joined our sister company Bassett Maunsell out in Sydney. Here, he tells us how he is enjoying his new life and using his skills as a building services engineer on some of Australia's biggest building projects.



Sydney Harbour Bridge



Richard Morgan

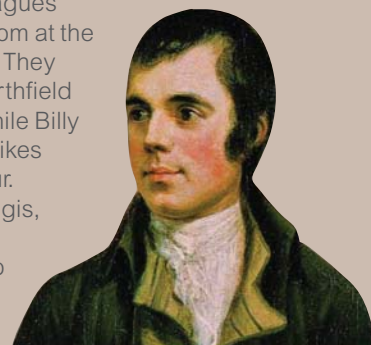


Burns Night Celebrations

Our Midlands offices held their Annual Burns Night event to celebrate the 250th Anniversary of Robert Burns birth recently.

More than 140 clients and colleagues attended the event in the Round Room at the Birmingham Museum & Art Gallery. They were greeted by music from the Northfield Caledonia Pipes & Drums Band, while Billy Connelly and Sean Connery look-alikes provided some extra Scottish flavour.

Guests dined on a dinner of haggis, neeps and tatties while Business Development Director, Stuart Munro (Edinburgh) gave a truly Scottish 'Address to a Haggis'.



Edinburgh High Fliers

The structures team in our Colinton Road office in Edinburgh has enjoyed recent success with Nathaniel Buckingham, Robin Card and Daniel Kee successfully passing their Chartered Professional Reviews to become Chartered Engineers through the Institution of Civil Engineers (ICE). Nathaniel Buckingham has also been nominated by ICE for the Final of the James Rennie Medal 2009, where, in London on 26th March, he will give the judges a presentation on the key challenges he faced as Project Manager for the new Roseisle Distillery in Elgin. The James Rennie Medal is awarded to the best Chartered Professional Review candidate and Nathaniel is one of three finalists selected from a total of 1000 candidates.



Daniel Kee



Nathaniel Buckingham



Robin Card

Successful candidates are nominated by their reviewers on the basis that they have demonstrated outstanding qualities in all attributes and have shown a significant contribution in the promotion and development of civil engineering. Good luck Nathaniel!

Faber Maunsell Sets Sail

For a number of years many Faber Maunsell employees have enjoyed weekend sailing trips in the Solent, West Coast of Scotland, East Coast and South-West England. These sailing trips are open to all Faber Maunsell employees and most events are suitable for both novice and experienced sailors. A number of sailing events have already been planned for 2009.

18-19 April: South-West England (Plymouth)
Sail from the heart of Plymouth along the coast towards the River Fowey in Cornwall or

Salcombe in Devon.

20 June: Round the Island Race

Join 1600 other sailing yachts in this exciting race around the Isle of Wight.
www.roundtheisland.org.uk

September or October 2009: West Coast of Scotland (Largs)

A weekend sailing on the sheltered waters of the Firth of Clyde and the Kyles of Bute. RYA courses can also be organised if there is sufficient interest.

Please contact Maurice Houkes maurice.houkes@fabermaunsell.com if you are interested in any of these events or would like to be included on the

email circulation list for future events.

Many thanks to John Lloyd for organising a number of events over the past few years.



Cooling the Planet

A group of engineers from our London office have made it through to the second round of the IMechE (Institute of Mechanical Engineers) 'Cooling the Planet' competition.

The competition asked for teams to think of an idea that would help combat climate change either through a geo-engineering or mitigation solution. Competing under the name

Planet AECOM, the team consists of Peter Armitage, Fabia Pennington, David Davies, Lizzie Batchelor, Gabriel Burton and Paul Szczesiak. Their proposal was based on closing the carbon cycle by using Waste to Biochar and Hydro-Pyrolysis technology.

The team propose that organic waste streams are diverted from land-fill to a network of pyrolysis plants. The syngas produced in the process can be used as fuel, whilst the biochar can be used in agriculture to

enrich soils and sequester carbon stably in the ground.

For the next round the team must present their idea to the Institution of Mechanical Engineers on Friday, March 5, accompanied by a 20-page written report sent to the judges beforehand.

We wish them the best of luck!





In Memorium: Lindsay Edser-Fairweather

By Steve Hodkinson

All of us in the company and particularly those in the Hatton Garden office were deeply shocked when they heard the tragic news of Lindsay's untimely death. Lindsay had given birth to twins on 21st January 2009 following which she contracted a serious illness which got progressively worse. She continued to deteriorate and finally lost her battle on Monday 9th February 2009. She was 29. It's difficult for us to imagine the pain and despair her husband Jim and Lindsay's family are going through in such circumstances and our thoughts

and condolences are with them.

Lindsay started with us in Middle Street seven years ago as a young assistant progressing to our office manager. We had grown used to her bustling around the office keeping us all in check. Whilst she may have had a small physique she had a large and friendly personality and was great to work with. The success of our move to Hatton Garden was down to Lindsay's ability to organise us – no mean feat.

We all have fond memories of her and she will be sadly missed.

Appointments & Secondments

Dave Newton has joined our Altrincham office as a Director responsible for Government Services activity across the North of England. He joins from the Greater

Manchester Passenger Transport Executive (GMPTE) where he was Senior Strategy Manager.

Andy McCrea has joined our Belfast office as a Director specialising in Renewable Energy.

Andy has over 35 years experience in the energy industry. He spent 30 years at Northern Ireland Electricity and subsequently set up Action Renewables, the leading organisation in Northern Ireland.

Peter Bradbury (Birmingham) has been seconded to North Staffs Regeneration Ltd. He will be working with the regeneration company as Interim manager for Transport and Planning over the next three months.

Newcomers

Altrincham

Laura Cottrell Accounts Assistant
George Appiah-Kubi Senior Engineer
Christopher Bates IT Support Technician
Peter Ulleri Associate Director
Dave Newton Director

Beckenham

Richard Ambrose Technical Director

Belfast

Andy McCrea Director

Exeter

Ian May Senior Engineer

Leeds

Grant Wilson Regional Director

London

David Jordan Graduate Consultant

Newcastle

Pete Dodds Regional Director

St Albans

Reza Tolouei Graduate Consultant
Jason Clouston Principal Engineer
Helen Rees-Powell Senior Consultant
Magdalena Noster Rajkowska Consultant
Emma McManus Assistant Accounts Administrator

*A warm welcome
to everyone!*

fmfamily

Births

Simon McKay (St Albans) and his partner Mercedes had a baby girl, Lola, born on February 6.

Christoff Power (Birkenhead) and his wife Sarah had another baby girl, Esme Rose, on December 1, 2008.

George Appiah-Kubi (Altrincham) and his wife Francisca had a baby boy, Edem, on January 26.

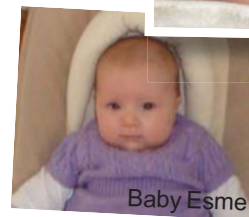
Qualifications

Sarah Bryant, Katie Marsden (London) and Tom Williams (St Albans) recently passed the IEMA Affiliate Exam.

Emma Young (Newcastle) recently passed the new Transport Planning Professional (TPP) Qualification developed by the Transport Planning Society and IHT. This is a new qualification in its pilot year. It provides professional recognition for transport planners at a level similar to that of Chartered Engineer. Candidates for the TPP need to demonstrate an appreciation of a broad range of transport planning procedures and techniques. The TPP is open to IHT and TPS members.



Baby Lola



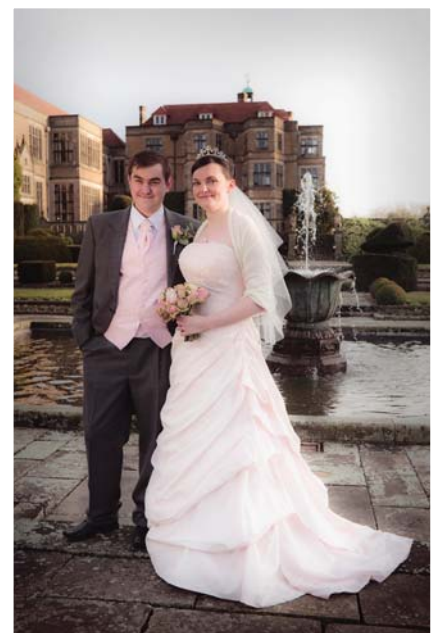
Baby Esme



Baby Edem

Marriages

Fiona Findley (St Albans) married David Burton (also St Albans) on Saturday 24 January 2009.



Customer Care Survey 2008

FABER MAUNSELL | AECOM



High Achievers

The results of the 2008 Annual Customer Care Survey are in and reveal that a massive 14 members of staff scored 90% or higher on their customer satisfaction survey. This is from a total of 144 responses from 1,443 questionnaires that were sent out electronically. The results from all the returns are shown overleaf.

Congratulations to the following who all scored over 90% on their customer satisfaction survey.

Buildings

Paul Caton
Nick Barnard
Matthew Lyons (right)
Andy Morgan (right)
Catherine Hirst
Nigel Banks



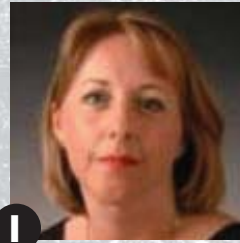
Environment

Steve Cole (right)
Brian Dimbylow (right)
Eugene O'Shaughnessy (left)
Andy Yarde



Transport

Chris Abdee
Katherine Dawson
Charles Cocksedge
Michael Page (right)



Results

Customer Care Survey 2008



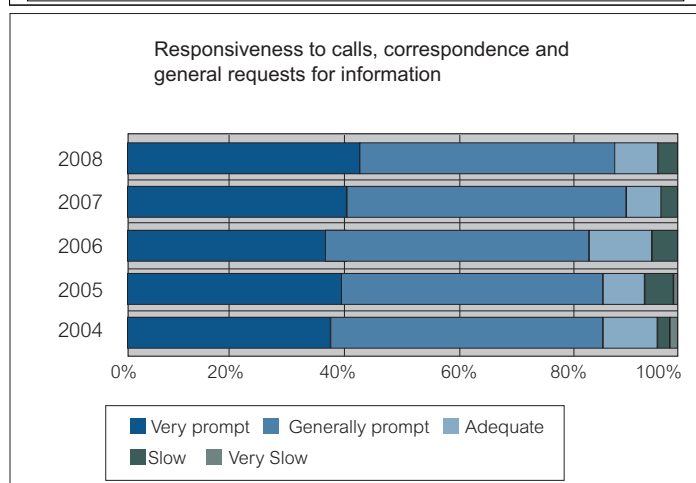
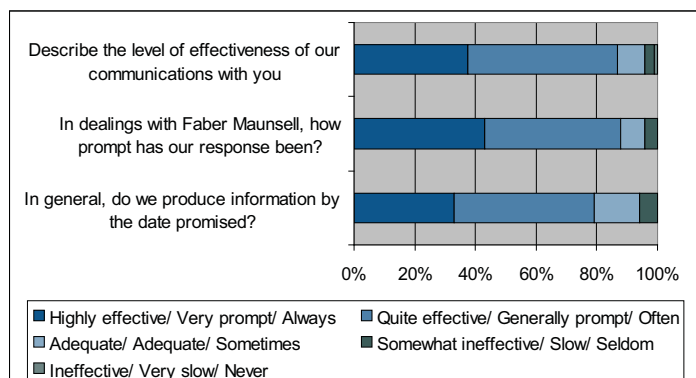
This is the second year that the customer survey has been carried out via an e-mail invite and many more responses were received this year than last. Please take a moment to digest the results below and set yourself the task of seeing if you can personally improve in any of the areas below.

Communication

Clear concise communication skills are important as is a proactive approach to problem solving.

The quotation above from a questionnaire reply shows how important it is to pay attention to how we communicate with our customers.

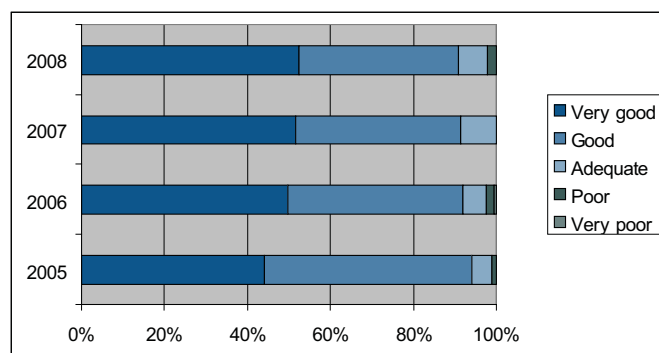
As last year the questionnaire asked how effectively we communicate with our clients, how promptly we respond to enquiries and if we deliver information on time. Our communications were scored as highly effective by 37% of respondents compared to 36% for last year. However the percentage of customers rating our effectiveness of communication as 'quite effective' fell from 51% to 49%.



In 2008 43% of our customers said we were 'very prompt' in our responsiveness to calls which is an increase from 40% the year before. However the number of customers who thought we were 'generally prompt' has gone down from 50% to 45% with at least some of the change resulting from more customers scoring as 'adequate' in this respect.

Technical Competence

The technical competence of our staff is often the most important aspect considered when customers engage us and as such this is a vital measure. The top category of 'very good' was awarded to us by 52% of our customers which is unchanged from last year. Last year no customers thought that the technical competence of our staff was poor but this year 2% gave that answer.

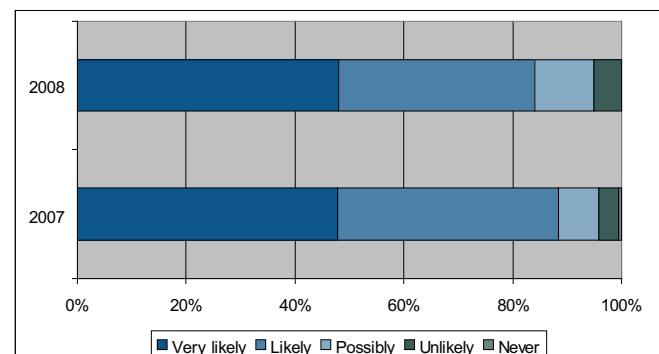


Action

Ensure that ePMP is rigorously adhered to so all work is checked.

Recommendations

There is no better way to advertise our services than have our existing customers become advocates of what we do and recommend us to others. For the last two years 48% of our customers said that they would be very likely to recommend us which is an excellent result. At the other end of the scale none said that they would 'never' recommend us compared to 1% last year.



Action

Continue to develop customer relationships so they remain confident to recommend us.

Action

Using Key Relationship Management ensure that customer relationships extend beyond single projects.

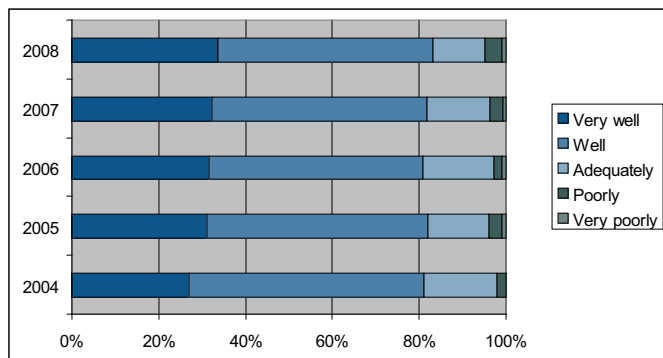
Results

Customer Care Survey 2008



Dealing with Problems

There will always be unexpected events and difficulties in any project. What is important to a customer is how we deal with these events and the survey results suggested that 84% of our customers feel we do this 'well' or 'very well' compared to 81% last year.



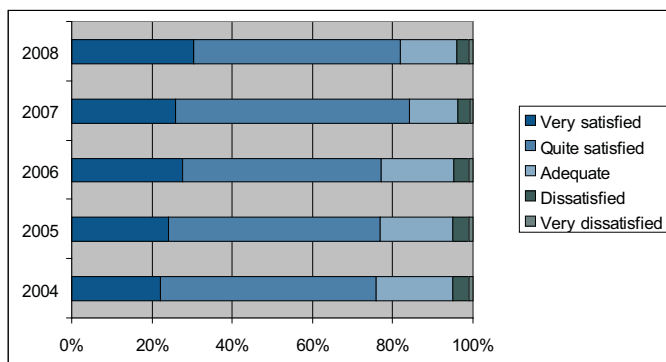
This is an excellent result. The fact that our customers realise that Faber Maunsell staff go out of their way to swiftly deal with problems associated with a project can only strengthen our customer relationships.

Action

Continue to encourage customer focus in all that we do.

Value for Money

In the 2008 survey 30% of questionnaire respondents were 'very satisfied' with the value that Faber Maunsell supplied compared to 26% in 2007. This type of result indicates how we have gone the 'extra mile' and will help to ensure client loyalty during more difficult times.



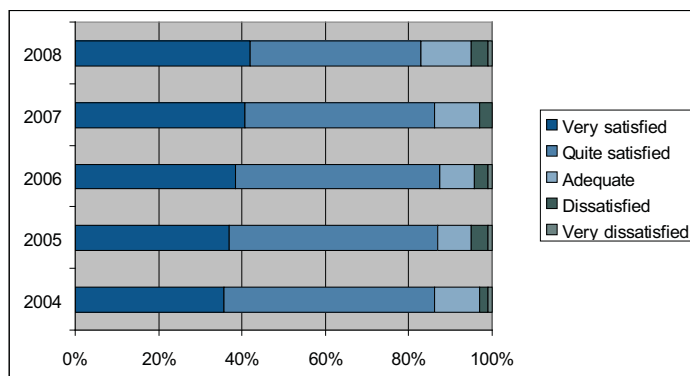
Action

Continue to ensure client loyalty by going the 'extra mile.'

Overall Performance

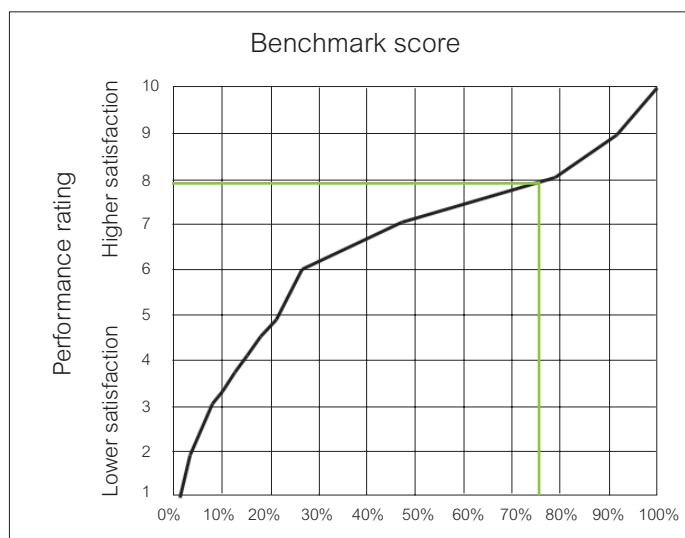
I remain very happy with the service that we receive from Faber Maunsell – and appreciate all the staff there that we deal with.

In the 2008 survey 42% of our customers were 'very satisfied' with our overall performance compared with 41% for the year before. The chart below shows that the trend for this figure has been upwards over the last few years while the numbers of 'dissatisfied' customers have remained low.



ACE Benchmark Performance

The results for overall performance of the ACE (Association of Consulting Engineers) members for overall performance in 2008 are shown below. This year, the Faber Maunsell average has increased slightly from 7.84 to 7.9 out of ten. This score again puts us in the top 25% of engineering consultancies.



It's Not All Great News Though!

'FM are reluctant to change and inflexible when client driven changes are required.'

This is a quote from the comments section of one of the questionnaires returned. If all the results from this survey were excellent then it would not be worth carrying out and its real worth is as a vehicle to improve our customer service. There will be times when all of us feel that the customer is being too demanding but a moment spent trying to see things from their perspective may lead to a long and fruitful relationship rather than a comment like this one.

Better Business with our Best Customers

There is a large resource available on Inform to show how much business we are doing with specific customers, the individuals we are communicating with and the future opportunities with them. Using this information will allow us to be well informed about customers and prevent the awkward situation of them being contacted twice about the same opportunity.

The tools available are:-

- **Pursuits** – showing all opportunities and their progress. <http://inform/pursuits/>
- **Customer Database** – capable of listing all customers across the organisation and the meetings with them. This can be found on Inform under: Clients.
- **Knowledge Networks** – some of our larger customers have their own Knowledge Network. The knowledge networks are accessible from the front page of Inform.
- **Client Web Pages** – These bring together information on specific customers such as current projects, key FM staff dealing with the customers and latest Knowledge Network posts. They can be found on Inform under: Clients>KRO Web pages.
- **Client Analysis Spreadsheet** – this shows all current projects and can be searched via division, business unit, office or a myriad of other factors. This can be found on Inform under: Clients>KRM Toolkit>Client Analysis spreadsheets.

RNLI Receive a Grand Donation

All questionnaire returns are put into a draw and the winner has £1000 donated to their preferred charity. This year the draw winner was Dave Sadler of Darnton ETS who put forward the RNLI as his favourite charity.



attract new business. Faber Maunsell is able to get things right in terms of intangible product, technical content, price and marketing, but unless we ensure excellent customer service, we may lose business and miss new opportunities.

A big part of creating value is building personal relationships. This doesn't just mean with our direct customers, but we should also be building relationships with our suppliers, our partners, internally between our colleagues – whether or not there is direct contact with the customer.

Offering good service simply depends on the attitude of everyone in the company, and the management capability to ensure the basics are right, and implemented to deliver an excellent service to our customers.

On a scale of 1-10, where 10 counts high, customers scoring 9+ on overall satisfaction will always return to their supplier. Customers who score 7 or below and who have a choice, will often not stay loyal. It is therefore essential to find ways to ensure customers are very satisfied with our service so that they score us high every time and stay with us. Our customer strategy is designed to help us do just that.

Satisfaction and Loyalty

Research has shown that there is a clear link between the level of a customer's overall satisfaction with previous service and whether they will stay loyal to their supplier.

You will agree that when you receive top rate customer service, it generates a sense of well-being and confidence in the company you are dealing with – "great people to do business with". Companies providing excellent customer care reap many rewards, retain their customers and