

news

Welcome to the latest edition of Integral News



Contrary to the general gloomy feeling around the economy I am delighted to report that Integral is trading ahead of budget in the first six months of 2009, improving on our record year of growth in both turnover and profit in 2008.

However, it would be foolish to say we are a "recession-proof" business because I don't believe there is such a thing, but I do believe Integral to be strongly "recession resistant".

Where others in our industry may struggle, with our efficient cost base we are ideally placed to prosper and go from strength to strength because regardless of the state of the economy companies must still comply with their ever-growing regulatory demands.

Like all other businesses we are seeing the fall-out from the recession, with property owners desperate to reduce their costs. Yet this situation is actually helping Integral as more organisations than ever look to outsource services or reduce property maintenance costs.

The trend of improving margin reflects our determined efforts to increase productivity and a continuing drive to reduce the cost base and eliminate waste. One prime example is in our mobile operations where, in the last three years, we have been able to reduce the travel time of our 1,600 mobile technicians located across the UK by over 20 per cent, making the service more productive and cost effective, savings we pass on to our many mobile clients.

Another factor in our continuing growth, and the one I am most proud of, is our directly-employed workforce which, time and again, gives us an edge over our competitors through their expertise and dedication.

We are committed to continuous improvement in all parts of the business and throughout this organisation we have skilled and experienced people who have driven Integral towards its current market-leading client retention levels of 87 per cent.

So my main message is that while Integral is not immune to what's happening in the economy, we remain profitable and have the strength of balance sheet and the necessary bank facilities to look at opportunities that may arise from this recession. We also have the strength of a dedicated management team in place to drive the company forward, so that when the upturn comes we are ideally-placed to lead the market.

Bryan Glastonbury
Managing Director

WEST BUSINESS OF THE YEAR

Integral has won the prestigious West of England Business of the Year 2009 award, sponsored by ITV & PricewaterhouseCoopers. They impressed the judges with their strong performance and growth figures despite the recession.

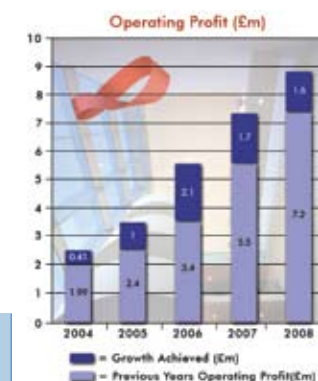
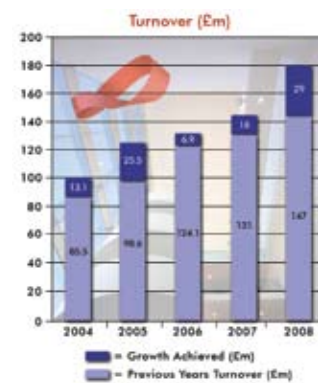
Chairman of the judges, David Charles of PricewaterhouseCoopers, said: "Integral has impressed us with its ability to continue to develop through tough economic times. Through strong management and corporate ethos, the business has evolved into a leader in its industry."

HOW DID WE DO IN 2008?

Despite the UK sliding into the worst recession for a generation, Integral has sustained its profitable growth, its expansion of services and industry-leading retention of clients (87 per cent).

- Turnover rose by almost one quarter to £180 million
- Operating profit increased by 31 per cent to £9 million
- Balance sheet strength also rose, with net assets of more than £16 million

For full audited accounts visit our website on www.integral.co.uk/news



From left:
Stephen Harrison, Regional Chairman of PricewaterhouseCoopers LLP, Paul Salmons, Finance Director at Integral, David Charles, Partner at PricewaterhouseCoopers LLP and Chairman of the Judges and ITV West's Peter Rowell who hosted the awards



Maintaining your building...



NEW APPOINTMENTS

More than ever businesses and other organisations are under pressure to reduce their greenhouse gas emissions, and Integral's newly appointed BMS Manager **John Roberts** can help them achieve it.



JOHN ROBERTS

Two new Business Development Managers with a wealth of experience have been appointed for our Housing Division. **Chris Davies** has been taken on by Integral to look after the north of the UK with **Allen Broad** looking after the south.



ALLEN BROAD



CHRIS DAVIES

With over ten years experience managing major blue chip companies in the fire systems industry **Helen Lerski** is Integral's new Account Development Manager for our Fire Division.

Following 27 successful years at Rentokil Initial Facilities where he worked his way up from Technician to Business Director, **Stuart Wilson** joins us as Integral's new Divisional Director for the Cleaning Division.

Integral's in-house health and safety expert, **Don Urquhart**, has been appointed as the company's Director of Corporate Responsibility.



DON URQUHART



www.integral.co.uk

CONTRACT WINS

Here's a quick round-up of our recent successes in the market place – with many more in the pipeline:

- Iron Mountain
- St Enoch Shopping Centre, Glasgow, and Cabot Circus Shopping Centre, Bristol
- BMI Healthcare
- Matalan
- Audit Commission
- Environment Agency Wales
- CB Richard Ellis
- Cushman & Wakefield



LONDON CALLING

To match its incredible growth rates in the rest of the UK Integral has appointed a top-line team to develop its business in London and the South East.



Heading this team as Regional Director for London and the South East is Martin McCormack, who has joined Integral having spent 30 years with PME and its new owner Carillion, where he was responsible for the company's mobile and regional business throughout the UK.



Martin said: "While the business has been hugely successful in other parts of the UK, London and the South East has not seen the growth it should have, and as a result we see it as a massively untapped market for Integral.

"My overall business plan is to match our market share in the rest of the country by strengthening our operations and sales team to get us to where we should be and, in doing that, growing the London business to £100m turnover over the next three to five years."

He added: "There is huge potential for growth here for us in London and the South East and the recent introduction of new service lines, such as our Environmental Services Division supports the Integral commitment to self delivery and compliments the existing In House Divisions such as Fire, Security and Energy providing us with a key differentiator in the market place."

Integral's Managing Director, Bryan Glastonbury, said: "Martin's track record in this industry is second to none, and he is putting in place the very best management team to support him as he builds towards a £100m turnover business in that region to match the market share we enjoy in the rest of the country."

MEET THE TEAM

Integral's new-look team in London and the South East includes three new senior management appointments.



Our Business Development Director Ian Patience joins the company from Carillion Planned Maintenance, where he was Sales Director. Prior to this he held senior sales roles with both Dalkia and Johnson Controls.

Ian has a proven track record within the industry with a wealth of sales management and business development skills.



Water Treatment specialist Steve Preston is the new Operations Manager for our Environmental Services Division incorporating self delivered water and air hygiene solutions as well as consultancy and compliance services. He has over 25 years of senior management and hands-on practical experience in the water treatment, environmental services, facilities, mechanical engineering and packing industries in the UK, as well as in Europe and the Middle East.



Stuart Rolls has joined Integral from Norland Managed Services as Head of Projects in London and the South East. Stuart has managed a range of significant projects over the past 25 years, combining a detailed knowledge of good working practice, high level project management and budgetary control with a forward thinking approach.

Martin McCormack said: "We are delighted to make these three new appointments. All of them will play a crucial role in supporting our key objectives for sustained growth across the region."



Integral UK Retail Director, Paul Warren pictured on the right with the new London team in the City

Expanded Services

As we continue our drive towards reducing both costs and use of subcontractors we are constantly looking to introduce new and innovative services for our clients. Here's a round-up of our most recent additions to the Integral one-stop-shop full-service delivery solution:



ENVIRONMENTAL SERVICES

A nationwide solution for every aspect of environmental services associated with building air and water systems, from initial site surveys to full ACOP L8 compliance checks, routine water temperature tests, chemical and microbiological analysis, cooling tower and water tank cleaning, disinfection and maintenance.

DATA STORAGE

Integral has acquired a majority shareholding in data storage and handling company Arc Data Storage Limited, designed to create a joint-venture initiative which adds to Integral's policy of providing our clients with an in-house, cost-effective, Complete Maintenance Solution.



MOBIUS FACILITIES INFRASTRUCTURE a total FM solution:



Mobius Facilities Infrastructure was formed by Asset Factor and Integral as, uniquely, the only facilities business in the UK with the capability to optimise property space and revenue generation, in asset or leasehold circumstances, and also deliver integrated best practise in Facilities Management, a total occupancy cost approach. Oliver Jones, CEO of Asset Factor, said: "The approach is different because the experienced Mobius team is complementary in its range of skills and focused on benchmarking, best practise and innovation."



INTEGRAL TECHNICAL SERVICES (ITS) DIVISION

Integral now offers a "one-stop-shop" for Fire, Security, BMS controls and Data Cabling – plus their full installation – through its new Integral Technical Services (ITS) Division.

The complete ITS package provides clients with all the above specialist services on a Design & Installation Package, together with continuing maintenance services.

This service offers the marketplace a cost-effective solution, reducing the waste of three separate sub-contractors working in isolation.



Visit our website for all of Integral's news and job opportunities...

www.integral.co.uk



NEW UK SECURITY DEALERS FOR SONY PROFESSIONAL

Sony Professional has made Integral its new UK dealership. The partnership means Integral can now offer Sony's full range of cutting-edge video security products to its clients, including network video monitoring and analogue CCTV products.



General News

ISO 18001 CERTIFICATION

Integral has received OHSAS 18001:1999 certification for providing a safe working environment for its clients and employees. The international standard provides guidance to managing the health and safety aspects of an organisation's activities and demonstrates the company is managed efficiently and responsibly and is able to provide a dependable service which minimises the risk of injury and incidents.



BAFE

Integral has recently been awarded BAFE (British Approvals for Fire Equipment) accreditation, which is recognised and endorsed by all the major regulatory and enforcement bodies, including government departments, fire authorities, insurance companies and the Health and Safety Executive.



"A business renewal ratio in excess of 87% is the most effective statistic we can leave you with..."

Meet the team at Integral



Bryan Glastonbury
Managing Director
[t] 0145 427 8900
[m] 07788423018
[e] bryan.glastonbury@integral.co.uk



Martin McCormack
Regional Director South East
[t] 0208 544 3500
[m] 07778622726
[e] martin.mccormack@integral.co.uk



Mark Johns
Operations Director
[t] 0145 427 8900
[m] 07802383404
[e] mark.johns@integral.co.uk



Paul Dolan
Regional Director North East
[t] 0191 261 1071
[m] 07802686277
[e] paul.dolan@integral.co.uk



Brian Wilson
Technical Services Director
[t] 0145 427 8900
[m] 07725201299
[e] brian.wilson@integral.co.uk



Paul Warren
UK Retail Director
[t] 0121 553 5511
[m] 07921106879
[e] paul.warren@integral.co.uk



Kevin Doughty
Regional Director Central
[t] 0121 553 5511
[m] 07802686449
[e] kevin.doughty@integral.co.uk



Phil Dodson
Regional Director North
[t] 0161 872 7925
[m] 07711827012
[e] phil.dodson@integral.co.uk



Ian Jones
Regional Director North West
[t] 0151 955 4415
[m] 07764358345
[e] ian.jones@integral.co.uk



Steve Collins
Regional Director South West
[t] 0145 427 8900
[m] 07802383425
[e] steve.collins@integral.co.uk



INTEGRAL

news

Visit our website for all of
Integral's news and opportunities
at www.integral.co.uk