

## Quarterly Report

### Customer Satisfaction

**51/51!**

#### **100% customer satisfaction in the first quarter of 2009.**

We issued 58 customer feedback forms and of the 51 that were returned, 51 customers gave us a score of eight out of ten or higher for all aspects of our work.

### Don't Just Survive—Thrive!

We are not content to merely survive but plan to prosper even in the current economic climate. Failure is not an option and we see opportunities to improve and grow our business. In a recession customers have greater choice when picking who they want to work for them. We will stick to what we do best and work harder and smarter to do more for existing customers and to continue to attract new ones.

### New Customers

We are pleased to add the following organisations to our list of customers.

#### **Tameside MBC Housing Services**



### Customer Comments

*"I have not a bad word to say about any member of your staff. They were all very helpful and I would like to say thank you to them all"*  
Mrs Cunliffe, Bolton

*"The full team was excellent. It is a wonderful job, really well done (highly recommended). You have a wonderful workforce."*  
Mr Haslam, Manchester

*"All were excellent and extremely helpful. They made me feel relaxed and I had no worries about the work they did. Excellent service, thank you"*  
Mr Mulvanny, Manchester

*"All the team were courteous, well mannered and hard working and did an excellent job."*  
Mr Jones, Little Hulton

*"My mum and I were very pleased with the workmen. They are friendly and tidy and did a good job."*  
Ms Heyes, Bury

## SPOTLIGHT ON HEALTH & SAFETY



Construction is the country's biggest industry as well as one of the most dangerous. We place Health & Safety at the top of our agenda and make sure that all concerned are kept up-to-date with procedures and responsibilities. We do not "go it alone" but employ external consultants to help and advise us and give us practical assistance. We believe that continuous training is the key to meeting legal and moral obligations.

To supplement our regular Tool Box Talks we have a training programme designed to meet everyone's needs. Recently we have undertaken Fire Safety and Asbestos Awareness training, and forthcoming courses include Manual Handling and Lifting.

# MEET THE TEAM



Denis Gibson & Richard Gibson

## Richard Gibson

The founder of the Company back in 1996, Richard's role as Contracts Manager is to oversee the smooth running of each job from commencement through to completion. Richard uses his extensive experience of the Construction Industry to ensure a consistently high quality job with the highest standards of workmanship, delivered on time and within budgets. Richard is married to Kerry, Gibson's Company Secretary, and both are long time bike racing fans. When they can find time they marshal at British Superbikes and have also marshalled at World Superbikes and Moto GP along with the occasional club meeting. It was at a club meeting about four years ago that Richard first meet Tim Hastings and his Dad, who they now help to sponsor in the British Championships. Richard and Kerry also both own their own bikes for use on the road when time allows a break from the business.

## Denis Gibson

In his role as Managing Director, Denis has overall responsibility for Tendering, Health and Safety and Environmental Issues. Denis is able to use his 32 years experience of working in Local Government in both Private Sector Housing and Business Management to ensure that we meet all the expectations of our clients and their customers and everyone involved in adaptations for the disabled. Denis is married to Lynda and they have six children and six grandchildren. Denis is a keen gardener and loves holidaying in his caravan with the family.

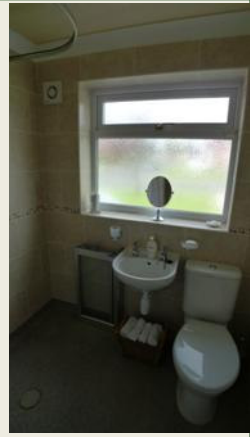


## YOU CAN PLEASE EVERYONE!

Construction of ramped access and car parking facilities at two bungalows, together with level access shower rooms brought comments from an unexpected quarter. Whilst we were on site, we received a phone call from a neighbour across the road commenting on how good our people are, how hard they work and what a fantastic job they were doing! We do everything we can to please our customers—pleasing the neighbours as well was a bonus!

## AT THE DROP OF A HAT

Two days before Easter we were asked by Bolton at Home if we could undertake a priority job to provide a level access shower for a disabled person, as a place in respite care had become available at short notice. Our team worked during the Bank Holiday and the new facilities were ready within seven days of starting the job.



## NEW GADGETS

We believe in having the right tools for the job and rather than hire equipment we prefer to own our own. Richard's latest gadget is a pipe freezing unit, which will allow our plumbers to work on central heating and water pipes without draining the systems and so speed up the job, cause less disruption and, most importantly, keep customers warm and happy.



# Maintaining Standards—Renewal of IIP

**The Investors in People (IIP) standard is a national quality standard that sets a level of good practice for improving an organisation's performance through its people.**

We are proud to have retained the standard for another three years following a review report in February 2009. The IIP Assessor said he was *"satisfied beyond any doubt that Gibsons Joiners and Builders Ltd continues to meet the requirements of the IIP new choices framework"*. In several areas we were pleased to be told that we exceed the requisite levels.

More details can be found in the "News" section of our website at [www.gibsonsbuilder.co.uk](http://www.gibsonsbuilder.co.uk).



**INVESTORS  
IN PEOPLE**

Our aim is to push up our standards to even higher levels for our next review in 2012! Meanwhile, we have set ourselves the challenge of achieving the Customer Services Excellence Award, which replaces Chartermark.