

Bright future ahead for PDC



The future's looking bright for painting specialists PDC Group following a string of contract wins and increasing demand for their services.

The company has broken through the £1m turnover barrier just three years after starting up, and they forecast trebling turnover in the next 18 months.

PDC have recently relocated to new headquarters on the Number 1 Site in Culham near Oxford, and will be opening a new centre in London this month.

The company provides painting and decorating services across a range of sectors including schools, colleges and universities, social housing and hotels and has a 25 strong workforce backed by a team of 20 sub contractors.

Chief Executive Darren Field said, in spite of the recession, the company's ethos of excellent service and competitive prices was proving to be a winning formula.

"Our business model of providing high quality service, good value and clear communication is

proving extremely attractive to customers," said Mr Field.

"We have won a series of contracts, and we are gaining recognition as a company that keeps its promises and delivers on time and within budget."

Mr Field added: "We are launching in London to meet demand there, and next year plan to open a division in Bristol – to cover the South West."

Mr Field is a founding partner of Oxford-based property services company South Midland Contracting – which he grew to a £6m turnover before taking up a position as Managing Director of a £29m turnover property services group.

He added "PDC has made an impressive start in difficult trading conditions. We are investing in training and in quality control systems to ensure we continue to deliver the top quality service our customers demand.

"We have built up an excellent team of skilled and reliable people and, because much of our work is in education and social housing, all staff are criminal record bureau checked, carry photo ID and wear uniforms."

Attractive package leads to hat trick of prestigious contract wins

PDC Group is celebrating a hat trick of prestigious new contract wins as its formula of high quality work backed by competitive prices continues to beat the recession.

The company has been awarded a full cleaning and decorating package for 87 new apartments in Slough.

It has been appointed for full decoration of a new facility for Oxford University. In addition, one of Oxfordshire's leading property agents has appointed the company to carry out house decorations following a partnership agreement on fixed rates.

PDC Surveyor James Field said: "We understand the difficulties that everyone in the property and construction sector is facing and we have put together an attractive package to provide the highest quality service at the best possible price.

"We have a strong record in the education sector and the new facility is just one of several Oxford University projects that we have carried out this year.

"It is very reassuring that in difficult times clients are coming back to us time and again for our services and we are very grateful for their loyal support."

MESSAGE FROM THE CEO

Progressing well in these difficult times

Welcome to the first issue of PDC News, I sincerely hope that you find its contents interesting and informative.

In spite of difficult trading conditions I'm pleased to report that our company is progressing well, and my thanks are due to our loyal customers and to our excellent team.

We recognise that the best way through the current economic downturn is to provide customers with the most competitive prices while still maintaining our high standards.

In order to be able to reduce prices we have lowered our overheads. Our headquarters has relocated to the Culham No 1 Site from Oxford centre providing a cheaper but highly functional base.

“We recognise that the best way through the current economic downturn is to provide customers with the most competitive prices while still maintaining our high standards.”

We have also invested in machinery to help us recycle unwanted paint tins, rather than have to pay for them to be disposed of via landfill. I am also particularly pleased that our left over paint is now being used for community projects by the Oxford-based charity Orinoco.

We continue to look for innovative solutions for our customers. Our latest service offering is a resin-based system to repair damaged woodwork. It is particularly useful for windows and door mouldings in modern and historic buildings, and has the potential to save customers hundreds of pounds as an alternative to replacement.

In addition, we are introducing an online management system which will allow customers to monitor each project from the convenience of their office. We believe we are the first painting and decorating business to provide this facility.

Thank you for taking interest in our company and if you would like any further information on our services please contact me on 01865 408565 or email me at darrenfield@pdcgroup ltd.com



Darren Field
PDC Group Chief Executive

New management system enhances customer service



● PDC Group Receptionist, Sarah Buckley, operating the ATOM system

A pioneering online job tracking system is being launched by PDC Group – believed to be the first of its kind in the painting and decorating industry.

Called ATOM, the system enables customers to get a full picture of each and every project from the comfort of their desks, saving countless hours on site visits.

ATOM is a web-based job management system used for tracking the whole project from quotation through to completion, including client payment.

Information is fed into the system on a daily basis direct from each of our jobs, ensuring all activities are captured, timed and dated – creating a comprehensive audit trail for all users without the need for site visits, phone calls or emails.

ATOM provides clear, concise reporting of all financial transactions on each project. Using document management we are able to view all related documents, from enquiry through works duration to final invoicing, project handover and client payment.

It provides complete visibility through a project diary page for clients to see the status of their own projects without need to contact our team, at any time.

It is also available for suppliers, allowing jobs to be sent online, with controlled access for them to update their progress, including photos and documents, at any time.

Chief Executive Darren Field said: “ATOM allows us to work quicker, smarter and more efficiently, providing immediate visibility of overall project status at all times.

“It allows improved, informed, communication with clients and subcontractors – all with reduced paperwork and overall it enables complete transparency of our services.”

Left over paint adds colour to community projects

An Oxford charity will soon be painting the city red – and a host of other colours – after PDC Group agreed to provide them with all their left over paint.

Orinoco is an Oxford-based charity which promotes recycling, art and creative play through education and direct action.

From its Headington-based store the charity supplies paint, scrap material and tools sourced from businesses and rescued from refuse tips to be recycled into the community.

Now PDC Group will supply left over paint to the charity as part of the Group's commitment to 100 per cent recycling throughout the business.

PDC Business Development Co-ordinator Donna Dixey said: "We have signed a deal to donate all our left over paint to this charity who re-use left over paint, scrap and materials for local community projects.

"All our left over paint and empty paint buckets will be donated to the charity. We will also take all their empty tins and bring them back to our headquarters where we will crush them to send for



● Donna Dixey gives some of the left over paint to Jon Stacey



recycling, thus saving them the cost and hassle.

"This is all part of our aim to recycle as much as possible whilst being socially responsible and active in local community projects."

Jon Stacey, Orinoco's Store Manager, said: "We're delighted to be working with the PDC Group.

"They've been very enthusiastic about supporting our work, and we look forward to a long and successful partnership with them."

PDC has also invested in a paint tin crusher (right) enabling all empty paint tins to be recycled rather than go to landfill.



Top marks from head teacher for PDC service

The head teacher of a special school has praised PDC for its service after completing a major contract in double quick time.

Mark Blencowe, Headteacher of Northfield School, Oxford praised the company for its professional approach and responsiveness.

His plaudits came after PDC carried out redecorating of a gymnasium and corridors at the school during a one week shut down for half term.

PDC Surveyor James Field said: "Under normal circumstances we would have scheduled-in four weeks for this amount of work but we realise that schools are limited to downtime and we were happy to move in extra teams to get the job done."

Mr Blencowe said: "I cannot praise PDC too highly. I was extremely impressed with their service right from the pre-contract meeting through to completion.

"The work was executed in a professional manner and to a high standard with minimal disruption to other people in school."

PDC joins Construction Line

PDC Group is now registered with Construction Line – the UK's largest certified pre-qualification database.

Construction Line is a public private partnership between the Department of Business Innovation & Skills and Capita Business Services.

As a national online database, it is the UK's largest register for pre-qualified contractors and consultants. Its aim is to improve efficiencies for buyers and suppliers in the construction industry, by reducing the duplication of work and administration relating to

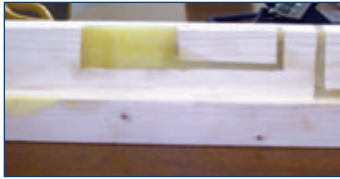


the process of pre-qualifying suppliers for construction contracts.

PDC is also in the process of being assessed for CHAS and ISO 9001 accreditation as part of our ongoing business development programme.

New service provides cost effective repairs to woodwork

A new system to repair woodwork alleviating the need for costly repairs particularly in historic buildings is being introduced by PDC Group.



The Repair Care System is a unique, flexible resin which can be used on large and small repairs, including complex moulded profiles. The system has been specially developed for the long term maintenance of public, commercial, listed and domestic properties and provides a genuine cost effective alternative to traditional joinery repairs.

It enables repairs to be carried out to all woodwork including windows, doors and door frames providing a cost effective alternative to replacement.

Benefits of the Repair Care System include:

- No need to replace windows or doors
- Improved paint durability
- Reduced future maintenance costs
- Protects against future decay
- Conserves original architectural features
- Solvent free resins – virtually odourless – environmentally sensitive

Darren Field, Chief Executive said: "This is a wonderful system which will save some of our customers thousands of pounds in replacement costs. It provides an invisible repair to damaged woodwork and will be an invaluable tool for restoring woodwork in old and Listed Buildings."

PDC recently hosted a training programme for the Repair Care joinery system. Key personnel had a thorough introduction to the problems that can affect exterior joinery and how these problems can be cured or, even better prevented.

Richard Vincent of Repair Care International said: "It is always important that contractors understand their customers' needs. As PDC take this responsibility so seriously we are delighted to be working closely with them.

"Their team of qualified operatives now know how to offer a durable, cost effective solution to decayed joinery with a system that costs a fraction of the price of replacement and saves the disruption associated with removing old frames.

"Both environmentally and economically this makes a lot of sense. With listed buildings or conservation areas, the Repair Care System ensures that as much of the original building is retained and the appearance is unaltered."



● PDC training programme for the Repair Care System

MEET THE TEAM



Darren Field – Chief Executive

Darren is one of the founder partners of the business and has a wealth of experience in providing property services across commercial and public sectors. Darren is leading the company's expansion plans based on a business model of high quality service and great value. He is always available to discuss customer requirements.



Colin Fleet – Commercial Director

Project manages all jobs, visiting sites to ensure all running smoothly, liaises with Site Managers and Surveyors. Manages the day to day running of site personnel. Responsible for Health and Safety and company vehicles.



James Field – Surveyor

Produces quotes and estimating packages, maintaining client relationships.



Donna Dixey – Business Development Co-ordinator

Donna is responsible for developing our client base, opening up business opportunities, identifying potential clients and furnishing them with information on the company. She develops and maintains the company website, manages the process for gaining trades accreditations as well as providing a marketing function including advertising and corporate communications.



Sarah Buckley – Receptionist

Sarah is often the first point of contact with customers and therefore has a key role. She meets and greets visitors to our headquarters, provides telephone reception service, arranges meetings, tracks quotes and is responsible for updating the new online project tracking system – ATOM.



Tracey Stoter – Company Book Keeper

Tracey provides the important behind the scene role of managing accounts, payroll, CIS, tax returns and financial management reporting.



Debbie Townsend – Operations Co-ordinator

Main client contact throughout project duration. Monitors job closely ensuring deadlines are met and the project comes in on budget. Project purchases, including sub-contractors and materials ensuring all information is captured on the ATOM system. Client invoicing, credit control, customer service.

For more information on any of the items in this newsletter, call Donna Dixey on: 01865 408565, or email: donnadixey@pdcgrouppltd.com

www.pdcgrouppltd.com