



THE ASSET >>>

NEWSLETTER FOR EMPLOYEES, CLIENTS & SUPPLIERS OF EFT GROUP

STORY HIGHLIGHTS



GROUP | CHARITY - ALDER HEY



SYSTEMS | PAUL WALKER - FEATURE



CONSTRUCTION | WELCOMING THE TERRACOTTA ARMY

► EDITION TWO | SUMMER 2018 

FEATURED IN THIS ISSUE

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CSR POLICY

EFT Group's Corporate Social Responsibility policy not only ensures compliance with the spirit of the law, ethical standards and national norms but that we go beyond this by ensuring that we do no harm and provide a positive impact on the environment and stakeholders including Clients, Customers, Residents, Employees, and Communities.

COMPLIANCE STATEMENTS

Projections and Forecasts – Any dates, projection or Forecasts contained in this publication are based on information available at the time of writing. Current contracts or future potential contracts are based on information at the time of writing.

Many external factors present risks and challenges to the business that may change any future predictions or commitments contained herein. EFT Group and its subsidiaries assumes no liability in any future projection or commitment made within newsletters.

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BUILD. PROTECT. MAINTAIN.

EFT Group provides a holistic one stop shop to design, build, protect and maintain property assets and protect people through the design supply and installation of life safety systems. The Group contains 2 distinct trading entities consisting of EFTConstruction and EFT Systems which incorporates EFT Electrical.

ACCREDITATIONS



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FOREWORD FROM ADAM WATTS

➤ CEO | EFT GROUP

WELCOME to the Second Edition of the EFT Group (EFT) Newsletter - 'The Asset'.

2018 will be an important and exciting year across the Group and Spring is a perfect opportunity to share recent news and successes as well as the ambitious aspirations and plans for the Year ahead.

Firstly, in line with our 'higher purpose' model, our chosen charity for 2018 is Alder Hey Children's Hospital in Liverpool who every year care for over 270,000 children and families. Alder Hey has become the UK's first cognitive hospital (See Page 12). We are looking forward, as ever, to our fun filled family centred charity events and raising funds for this great cause during 2018.

During the early part of 2018, due to the ongoing success of the business, which we have all contributed to, the opportunity has arisen to enhance the terms and conditions of EFT Systems Engineering Staff. This has removed some historic inconsistencies brought about by weekly pay. Moving to monthly pay, we can provide an industry leading package which consolidates holiday pay, overtime, recognition and reward.

In early 2018, to enhance service delivery to our Clients, EFT Systems has focussed on the leadership of our **Projects and Maintenance Divisions**. To maximise value, Alasdair Croft will become Director of Projects, recognising the need to provide dedicated resources and industry expertise to our UK wide life safety installations. The board would like to welcome Alasdair to the executive team in recognition of his service and expertise. Paul Walker will head up our maintenance division.

The foreword from Alasdair, his ambitions for EFT Systems project delivery and the Teams' charitable input is on **Page 8**. In recognition of Alasdair's service, Alasdair will join the executive team as director of projects.

In the last Quarter of 2017 we have also welcomed Paul Walker as Operations Manager of EFT Systems. Paul brings a wealth of executive level experience to the business and will support the exciting challenges and opportunities of a vibrant and growing 'Systems' maintenance sector. Early restructuring has introduced Area Managers for Servicing Contracts, who will focus on regional KPI's, in particular 'response times' and 'first time fixes'.

In recent months, we have welcomed Nick Armstrong to EFT Construction and introduced organisational changes to benefit the business. Jordan Duggan becomes Customer Service Director and Nick Robinsons is now Continuous Improvement Manager. Nick will be focusing on opportunities to improve the company utilising his technical skills and expertise. This will include managing and issuing parts, stock control, efficiencies and service delivery. Sadly, we also say goodbye to Diane Harrison who has steered a steady path for the business in recent times. We wish Diane well for the future.

Many opportunities await us during 2018, through our approach to targeted tendering of new contracts, mini tendering through our Frameworks and organic business development with existing Clients. We hope that everyone within our business benefits from these opportunities, through secure employment, career satisfaction, a good work life balance, training and personal development. As a business we want to provide the best possible service to our Clients. **Best Wishes for the Year Ahead!**

Adam Watts

Adam Watts

EFT GROUP NEWS | COMPANY VALUES

As a group we have a defined set of values that govern how we perform, we have incorporated these into our business model.



Respecting each other, Clients, Customers and the Community. We ensure that in the delivery of our service we add value by operating sustainably and delivering social value commitments.



We aim to be as transparent as possible with our work practices and always behave fairly in our service.



Reliability ensures a great reputation and helps us develop lasting relationships with all stakeholders.



Ensuring efficiency is essential to us, this saves both time and money for clients and EFT Group alike.



We see collaboration in our business practices, we aim to work with stakeholders to achieve the best possible outcome.



At EFT we are open to others' opinions, tend to others' needs, admit our mistakes, self-reflect and trust people do their jobs.

MANAGING OUR VALUES

Each value contributes to our Higher Purpose Model
 (See page 17)

Our company values will be enshrined into our employee handbooks, company and project inductions and employee reviews

Our values will be posted around our offices and sites as a reminder of the way we do business

EFT GROUP NEWS

| AWARDS AND SUCCESSES

RECENT AWARDS

EFT Systems

- Efficiency East Midlands – Fire Safety
- Efficiency East Midlands – CCTV & Door Entry
- Places for People – Fire Alarms, Repair, Maintenance & Upgrades
- Northern Housing Consortium – Multiple Fire Safety Lots
- Walsall Council – CCTV & Auto Doors servicing and Maintenance
- West Lancashire District Council – Fire Alarm & Emergency Lighting



[NHS (Shared Business Services)]
 Regions: North West, Yorkshire & North Lincolnshire, North

EFT Construction

- Lancashire Constabulary - Reactive Building Maintenance (Multiple Lots)
- Multiple repeat business from Architects & Consultants
- Refurbishment of St James Church in the City Church (Parochial Church Council)



THE GROUP RECOGNISES THE VALUE OF FRAMEWORK CONTRACTS, AS THIS ALLOWS US TO BUILD RELATIONSHIPS WITH CLIENTS OVER A PERIOD OF TIME. THESE OFFER US AN OPPORTUNITY TO GROW SUSTAINABLY AND DEVELOP GREAT RELATIONSHIPS WITH BLUE CHIP CLIENTS.



2017 WAS AN EXCELLENT YEAR FOR EFT'S GROWTH!

EFT Systems & Electrical saw growth of 42% from June 2016 – June 2017

+

EFT Construction achieved 100% growth, doubling the turnover between 2016 and 2017 to date

EFT GROUP NEWS | CUSTOMER SATISFACTION

EFT EMBARK ON A CUSTOMER SATISFACTION JOURNEY

EFT Systems have teamed up with Survey Monkey to formalise our approach to gauging and learning from our customer feedback.



Net Promoter Score® (NPS®) Survey

ONLINE NPS SURVEYS

EFT's Net Promoter Score provides a quick way to get feedback by asking the ultimate question: "How likely is it that you would recommend this company to a friend or colleague?" If you've seen this question before, you're already familiar with the easiest and fastest way to measure customer loyalty to your company, product, service, or brand.



The Net Promoter Score questionnaire provides the data we need to quickly understand what customers feel about our organisation—and to react to any negative feedback. An NPS score also makes it easy to set both internal performance benchmarks, as well as external benchmarks to compare against competitors in our industry.



EFT GROUP NEWS

| WEBSITE DEVELOPMENT | SOUTHPORT RUGBY CLUB | TSA MEMBERSHIP



< GROUP WEBSITE RE-DEVELOPMENT

During the second quarter of 2018 we will see the redevelopment of the Group website, which will provide a consolidated interactive platform for both EFT Systems and EFT Construction. We believe a re-development of our website will help bring our online presence forward and reflect the quality and standard of our work.

Our new website will be re-built from the ground up, with a more fluid and simple 'user experience', plus improved functionality and new features. We look forward to developing this project and sharing it with you later this year.

SOUTHPORT RUGBY CLUB >

Introducing; Southport RFC new playing kit for the 2018/19 season. Adam Watts CEO of EFT Group said "EFT are a values based company with a higher purpose and as the new main shirt sponsor we are delighted with our partnership with Southport RFC. It is a partnership of shared values, commitment to the community, and a mutual desire to help each other achieve the goals we have set ourselves. Next season cannot come soon enough!"

Responding Steve Olive, Chairman of Southport RFC commented "we have worked with Adam and the EFT Group over the past year and we are thrilled with the way our partnership is developing. We are looking forward to our teams running our next season with EFT front and centre on the shirt."



Photo: oneills.com



< EFT SYSTEMS IS A MEMBER OF TSA

The TSA is the industry body for Technology Enabled Care (TEC), representing the largest industry specific network in Europe and bringing together a growing membership of organisations across local government, health and the private sector.

TSA works across health, housing and social care through a wide range of public services (NHS, local authorities, Fire and Rescue Services), housing associations, leading industry suppliers, independent and voluntary sector organisations.

TSA promotes and supports the technology enabled care industry, highlighting the benefits of TEC for commissioners across health and social care, service users, their family and carers including organising the annual International Technology Enabled Care Conference and driving quality throughout the sector through its internationally recognised Integrated Code of Practice.

SYSTEMS & ELECTRICAL



FOREWORD

FROM

ALASDAIR CROFT

EFT SYSTEMS – DIRECTOR OF PROJECTS

As Adam has mentioned in the Group foreword, In early 2018, to enhance service delivery to Clients, EFT Systems has created two separate sub divisions: **Projects and Service & Breakdown**. As a result of this opportunity It gave me great pleasure to accept an invitation to join the Executive Board of Directors in the role of Director of Projects. EFT Systems rolling 5 year strategy sets our sales target for 2018 at £6m. The current turnover profile suggests we are on course to meet this target. A key aspiration for 2018 is to develop an industry leading 'Customer Service' Last year, Jordan's work as Customer Services Director, highlighted the true value of customer service and how good communication and performance positively impacts on our business. We aim to continuously improve on this. See our Net promotor initiatives (Page 6)

Other aims this year include achieving a nationally recognised Auto Door and Gates Accreditation (ADSA), allowing us to install and service auto doors, gates and barriers in house, as well as joining the TSA (Telecare Services Association) to strengthen our presence in the Warden Call and Nurse Call markets. Other potential developments include IT, TV infrastructure and Sprinklers.

Our flagship installation project of 2017/18 was the fire alarm and PAVA upgrade at Royal Armouries Museum in Leeds valued at £330k. Upgrading from Notifier to EMS FireCell, this project has over 45no RCC's, 650no fire devices and 550no speakers. The project was successfully completed by Paul Robinson and his team and adds to the list of prestigious projects such as Preston Town Hall, St Georges Hall, Liverpool and the Mersey Tunnels project. This project was referenced in the tender submission for EFT Construction's prestigious M&E contract to control the environment in the rooms housing the Chinese Terracotta Army at Liverpool's World Museum.



EFT Systems providing Life Safety and Security at Leeds Armouries Museum

Photography Credit - leeds armouries / Wikipedia

I take great satisfaction witnessing the development of people within our business. Last year I worked closely with both Dale Robertson at Legge Street, Birmingham and Paul at Royal Armouries and I have seen them both transition from Apprentices to Engineers and on to Senior Engineers. Both are now very competent and talented Lead Engineers and Site Supervisors. It brings a lot of pride to see them now passing on their knowledge and experience to others.

Another exciting opportunity is the successful implementation of Protec's new open protocol panel. Protec are making this innovation available to a small select number of Contractors of which EFT is one. Liam Dean and others have done an excellent job embracing this technology and installing these across City West assets. We are currently taking orders to use this panel for new installation projects throughout 2018.

As always I extend my gratitude, a business is only as good as its people and I would like to thank you all for your continued efforts and hard work during 2018.

HELLO FROM PAUL WALKER



EFT Systems welcomes Paul Walker who will head up our maintenance division.

Paul is currently undertaking a root and branch review of operational systems, from the moment a call is taken to ensuring full completion of work in accordance with performance requirements. Paul has already started to introduce operational improvements which is increasing EFT's first-time fix rate as well as ensuring reactive response times are met.

We asked Paul a few questions:



What do you bring to EFT?

I have vast experience of building business structures to enable growth, whilst increasing customer satisfaction and operational leadership experience which has previously delivered cost reduction through process efficiencies.

In addition, I have significant change management experience, in particular working with employees and customers to improve the services provided. In previous roles in industry I have grown business revenue through the creation and execution of robust Sales and Marketing strategies.

What are your previous experiences and highlights:

I have had 7 years within private manufacturing/wholesale businesses. This involved:

- > *Driving increased customer satisfaction through the creation of multi-channel experiences and implementation of key performance indicators*
- > *Implementing and delivering significant IT programs and projects enabling rapid controlled business growth and greater operational efficiencies*

10 years with RBS Group

During my time with RBS I had 4 years managing a banking portfolio of 60 Commercial clients (£5m to £20m turnover), operating within the SME market. I achieved and exceeded targets on income generation, new business, customer retention and deepening share of wallet by increasing product penetration during an economically challenging period. This was followed by 6 years operational management with the manufacturing arm of RBS, This included transforming work place cultures through management accountability and robust communication plans derived from employee feedback mechanisms.

What you are planning in the Year with EFT:

My main priority will be to gain an understanding of the People and Processes within EFT by evaluating the current operational methods with the view to strengthen the existing platform and develop new where required. Highlighting areas that require further stability the plan will be to future proof the business, enabling smooth operations through a major growth period. I will be meeting all customers and understand their requirements and how we are delivering them.

A LESSON IN WING CHUN

& EARNING THE BLACK SASH

WITH PAUL WALKER

Not many people know Paul Walker of EFT Systems has a passion for Wing Chun.. and he's really good at it. We wanted to share his story and commitment toward the art of Kung Fu.

We asked Paul a few questions about the art...



What is Wing Chun?

Wing Chun is a traditional Southern Chinese Kung fu specializing in close range combat.

Why Wing Chun?

After playing a lot of competitive sports through my 20's I suffered a number of injuries to my knees..... Meaning I'd stopped most impact sports and in a nutshell used to come home from work and just sit on the couch all night! I decided as part of my 5 year plan that I would take up a martial art and Wing Chun doesn't put significant strain on the knee's..... 5 years later I have progressed from my first Sash (belt's in other martial arts's) to my Black Sash in April 2018

How often do you Train?

As a minimum I aim to train 3 times a week (at least one private session and 2 or more classes where possible)

Now you have achieved your black sash is that it?

No way.... Some say you can now start to really learn the art!



Paul receiving his black sash award 2018



Grappling with a performance issue - don't mess with Paul!

SYSTEMS & ELECTRICAL

Virtual Training House

To add value to our training academy, EFT Systems are currently building a virtual house to enable Systems Trainees, Apprentices and Engineers, to learn the correct installation techniques for Life Safety and Security Systems.

Based on a single reception area and a two- room ground floor property the house will be a facility for our engineers to train on the installation and commissioning of intruder alarms, fire alarms, CCTV, electrical power and lighting, and emergency lighting systems.

This is our latest initiative to prepare our apprentices in readiness for the IFSEC National Apprenticeship Awards Challenge in London each summer. During 2018, EFT will be entering four, two person teams, due to the strength of our current apprenticeship programme. EFT look forward to inviting our family of Clients to visit the House!

EFT SYSTEMS CYCLING CHALLENGE

FROM HOLYHEAD TO CARDIFF

250 Miles. 3 days. This year's chosen charity 'Alder Hey Children's Charity'



Message from Alasdair Croft:

'As you may be aware on the 7th of June 2018 My team and I are attempting a monumental cycling challenge from Holyhead to Cardiff covering 250 Miles in just 3 days as part of this year's chosen charity 'Alder Hey Children's Charity' elected by EFT Group LTD. This particular challenge has been agreed between a group of enthusiasts to push our varying abilities without striving to be the best in order to raise money for a worthy charity.

Alder Hey Children's Charity raises vital funds to help make Alder Hey a truly world-class, patient-friendly hospital for the 270,000 patients and families they care for every year.

Since October 2013, volunteers and supporters from far and wide have already raised a life saving amount of money for research, innovation, education and an abundance of medical equipment.

As a charity Alder Hey are not satisfied treating children using basic medicines and/or technologies and would like to continue their success and find the very best in next generation medicines and inventions which can only happen with continued support.



▶ Watch the short version of our charity video on YouTube.

Search: Support Life Changing Research at Alder Hey

Charity events such as this are a brilliant way to fundraise and get the backing from friends, family, and colleagues alike, as well as all the fundraising support directly from the Charity.

The best bit is we have chosen to enhance a sport we all love and enjoy, whilst raising money for a great cause! As a team we would like to excel in our upcoming challenge and raise a significant amount of money to purchase heated incubators on behalf of the hospital and would ask for any pledge, big or small to help us make this happen.

Any donations can be made via the following link, and remember **EVERY PENNY COUNTS** and we would be grateful for your support'.

You can find more information about Alder Hey here:
Alderheycharity.org/what-we-do

SYSTEMS & ELECTRICAL

Highlights from our most popular social media stories

EFT Systems Ltd shared a Story



Fundraising Alzheimer's Society #HigherPurpose

EFT Systems Ltd have just finished an amazing year of fundraising for Alzheimer's Society. Jordan, Director of Customer Services, shared the following with us; "After much discussion about which charity we would support for our first partnership, we felt compelled to choose Alzheimer's Society given that some of our staff had seen first-hand the terrible effect dementia had on their family members or friends."

EFT Systems Ltd shared a Story



Engineers of Tomorrow Competition #Let'sWin

The Engineers of Tomorrow competition, which sees young security apprentices compete against each other in a live installation challenge, will return to IFSEC International in 2018 for its 20th anniversary. Given the growing engineering skills gap undermining the industry as well as the wider economy, the need for such an event has never been greater. The competition will pit more than 60 young engineers – working in teams of two – against each other for a grand prize of £1000!

EFT Systems Ltd shared a Story



Open doors to local apprentices #FutureWorkers

We have thrown open our doors to welcome over fifty budding apprentices for the 2018 Open Day. We had over 50 potential apprentices attending and we are so pleased and proud that so many young and talented people want to start their careers with us. Thank you so much to each and every person that attended, you were all fantastic and we are really looking forward to the next stage of interviews.

EFT Systems Ltd shared a Story



Remember, Safety First! #Health&Safety

First Aid Training in the Academy is a crucial step in making sure all of our employees are able to administer first aid in the field. Accidents in the workplace are not uncommon, therefore it is essential that our team and staff are up-to-date with the latest first aid and health and safety procedures. Our team had a great day putting what they have learned into practise.

 SEE MORE STORIES FROM US ON OUR FACEBOOK PAGE SEARCH: EFT SYSTEMS LTD

SYSTEMS & ELECTRICAL

A number Of EFT Systems Engineers have undergone Dementia Awareness Training Course

This Dementia Awareness training course has been designed as an introduction to dementia so that our front line Engineers can learn more about the subject and feel more confident about recognising symptoms and working on behalf of a customer with a dementia condition.

The course is divided into five accessible, interactive modules and includes an assessment at the end:

- **Introduction** – what is dementia and can it be prevented? Dementia statistics, the types of dementia and the people most at risk.
- **Symptoms of Dementia** – the role of a carer, memory loss, disorientation, personality change, difficulties with everyday tasks and words and how dementia progresses.
- **Diagnosis** – contacting a doctor, early diagnosis, how dementia is diagnosed, contacting a support group, living and work arrangements, driving, legal and financial affairs and treatment for dementia.
- **Caring for Someone with Dementia** – remaining independent, managing relationships, memory aids, everyday life, diet and general health and getting further help and support.
- **Home Adaptations for People with Dementia** – introducing changes, adaptations for the kitchen, bathroom, living space and stairways, lighting, warmth, specialist equipment and further contacts.

Aims of the Course

At the end of this course learners will:

Understand what the different types of dementia are and understand who is most at risk from the illness.

Know which are the most common symptoms of dementia to look out for.

Understand how dementia is diagnosed.

Understand the importance of taking care of everyone involved in the diagnosis, including both the patient and the carer.

Know how to care for someone with dementia, maintain their health and help them with everyday tasks and issues.

Be aware of the different home adaptations that can be made to make living with dementia easier and maintain the person's independence.

This course will be rolled out across our Engineer teams to add value to our Social Housing Clients



EFT | Dementia Awareness Training Course



EFT CONSTRUCTION



FOREWORD FROM STEWART MEECHAN EFT CONSTRUCTION – DIRECTOR

The last 12 Months have seen solid and sustainable growth for EFT Construction, which is great news. 2018 has started equally as positive with a forecasted 26% increased turnover on the same time last year. This in part is due to the retention of existing Clients and the developing relationships with new Clients as we develop traction in the North West market place. 2018 is heading for a £4m turnover from a standing start less than 3 years ago!

With an ongoing relationship with Merseyside Police Authority, EFT Construction has now added Lancashire Constabulary with the recently awarded, multi Lot, reactive Maintenance Framework Contract.

Another breakthrough includes tender success at Southport & Ormskirk NHS Trust. Working locally provides so many benefits, both to the Client and our business. Social value benefits are huge with local supply chain and reduced journey time benefits. Work includes improvements to Ward 10B at Southport Hospital in addition to the refurbishment of the 'Y' Building.



Recently we have welcomed both Nick Armstrong (Contracts Manager) and Pat Varley (Assistant Quantity Surveyor) to the Team. Nick has a B.Sc. (Hons) degree and is an experienced site manager on Public Sector, Commercial and Housing projects. Pat has a Business and IT degree from Aberystwyth University.
(See spotlight page 19)

Thank you to everyone in EFT Construction for the part each of you continue to contribute to the success of our business.

Stewart Meechan

EFT CONSTRUCTION OVERVIEW



For the benefit of new clients or if this is your first visit to The Asset, EFT Construction are a North West based multi – disciplinary building specialist. We are part of the EFT Group, alongside EFT Systems.

The benefit of the Group is the ability to provide specialist resource to BUILD, PROTECT and MAINTAIN our Clients' property assets. Formed in 2015, EFT Construction continues to go from strength to strength, as a result of a reputation for safe delivery to the highest quality. Our growth and order pipeline is a combination of work secured through competitive tendering and repeat business with our maturing client base and framework contracts.

Our specialities include:

- New Build
- Extensions
- Refurbishments
- Reactive Maintenance
- Project Management
- Design & Build

Our Client base matches our approach to business, which is built on integrity, trust and the culture of our people. Our values are identified within our Group Company Values and Corporate Social Responsibility (CSR) pages. Working with JCT, NEC or NSR type form of contracts, **our Clients include:**

- Multiple Local Authorities
- Merseyside Police
- Lancashire Constabulary
- NHS Trusts
- Regional Social Landlords (RSL's)
- Multiple Universities, Schools and Colleges
- High End Commercial Developments



**Lancashire
Constabulary**

police and communities together

EFT Construction Ltd are proud to have won a responsive, reactive maintenance contract with Lancashire Constabulary starting on the 1st April for a two year period. We have been successful on five lots consisting of General Building Works, Joinery, Roofing, Cladding and Flooring. This will enable us to develop our reactive side of the business in line with our business strategy

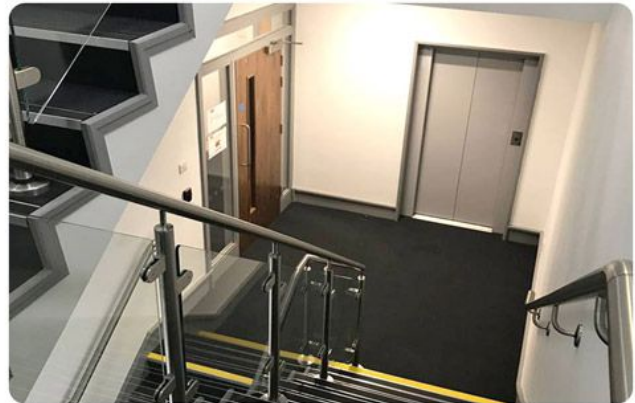
EFT CONSTRUCTION NEWS

The following short case studies identify a selection of our recently successfully completed projects. Please keep up to date on our EFT Construction Facebook page for the latest news and updates about our on going and completed projects.



Crosby Coast Guard Service

Works have now completed on the refurbishment of the Coast Guard buildings over in Crosby, great work from all involved on this tight programme.



Adelphi House - University of Salford

Internal works are now complete at our Salford University site. Works included communal area upgrade comprising of internal decoration, flooring, wc refurbishments, new fire doors, reception suite, new glass balustrades over three floors and new entrance doors. The building has been totally transformed and is ready for the delegates to continue their professional development.



Chorley District Hospital

Works are nearing completion ready for handover. EFT have created a welcoming new main entrance to the Education Centre along with a new reception counter, another great team effort from out site staff.



Sefton Park Library

Another project has been secured by EFT, working on behalf of Liverpool City Council. Works will commence on Monday to refurbish the existing welfare facilities whilst parts of the building still remain operational.

HIGHER PURPOSE | EFT GOOD CAUSES



In the CEO Foreword address, Adam identified that EFT Group's employees chosen charity for 2018 will be Alder Hey Children's Hospital in Liverpool. We are proud that everything we do each day in support of our clients will result in a % of the value of that work going to this great hospital. During 2018 EFT has committed to raise at least £7000 to enable Alder Hey to purchase a brand new incubated cot. Each Year EFT Group will provide a tangible non-cash donation to our chosen charity, making a demonstrable difference to the needs of local people. As employees and 'Ambassadors' to the charity we know that every effort we make each day is making a higher value contribution.

Frequently our tender awards are predicated by a commitment to deliver social value in the areas we work. This arises from the Social Value Act 2012 where Clients and Services Providers including EFT Group are duty bound to deliver economic, social and environmental well-being in connection with local public services we deliver. It is these events supported by you that delivers these commitments.

It is our aim to complete contracts not only to the best of our ability but to also help the local community by creating future work opportunities through apprentice offerings. We hope this helps deliver a legacy in every contract we undertake and adds value to our community.

Having fun whilst raising money is always a bonus.

2018 will see the first year of our Charity Teams initiative. EFT Group teams will compete at charity events. Each team will acquire points, raising money for our chosen charity. At the end of the year there will be an award ceremony. This will bring together our employees and create positive competitiveness between the chosen teams for our good causes.

In early 2018 we entered the Mad Dog 10k Run, a fantastic event that raised money for local charities.

WHAT ALDER HEY SAY

At Alder Hey Children's Hospital we know a lot about our patients. We know that a visit to hospital can be a difficult experience.

We know that you may be anxious about the environment or nervous about your treatment.

Continue on page 18 ➔



WELCOME TO ALDER HAY THE UK'S FIRST COGNITIVE HOSPITAL

We know you will have lots of questions about everything and that these questions won't stop as soon as you leave the hospital. It's this insight into our patients that has inspired Alder Hey to become the UK's first cognitive hospital.




Working with the Science and Technology Facilities Council's Hartree Centre and powered by IBM Watson we are investing in a range of new cognitive computing technologies that will transform the way services are provided – delivering genuinely personalised care for patients.

The cognitive hospital isn't being created for our patients, it is being created by them. Our vision is to create the world's first living hospital.

Becoming a cognitive hospital will also support us to improve the services we deliver, raise quality and help us to save money for the NHS.



> Learn more about this project!
 YouTube search: Alder Hey Cognitive Hospital Project

	<p><</p> <p>COGNITIVE COMPUTING BRINGS TOGETHER A NUMBER OF INNOVATIVE TECHNOLOGIES AND SYSTEMS.</p>	
<p>></p> <p>COGNITIVE COMPUTING TECHNOLOGY OFFERS ALDER HEY AN INCREDIBLE OPPORTUNITY TO PERSONALISE SERVICES FOR THEIR PATIENTS.</p>		<p>^</p> <p>CREATING A MORE POSITIVE ENVIRONMENT FOR YOUR LITTLE ONES WHILE THEY VISIT.</p>

Visit our website so you can understand what exactly a cognitive hospital is and why we want to create one as well as hearing from some of those involved in managing the project.

You can learn how patients are already helping us to shape the **hospital of the future**.

EMPLOYEE SPOTLIGHT



RACHEL PERT

EFT SYSTEMS – ADMINISTRATION ASSISTANT IN THE SERVICE DEPT.

When did you join EFT?

I joined the EFT team in May 2017

Why did you want to join EFT?

After working in retail for 10 years I wanted a change of direction and a new challenge

What do you like about working for EFT?

Everybody is so friendly and helpful

What is the best part about working for EFT?

Learning new skills and industry knowledge

What do you feel EFT offers an individual?

EFT offer excellent career aspect for anyone wanting to progress in this industry

What ambitions do you have at EFT?

To work my way up through the company and to further develop my skillset

What do you do in your day to day role?

My job role is in the service team, processing information from service visits.

Can you describe yourself in 3 words?

Positive, friendly, determined



PAT VARLEY

EFT CONSTRUCTION – TRAINEE ESTIMATOR

What degree did you do and tell us about your time at Aberystwyth University?

At Aberystwyth I achieved a degree in Business Management with Computer Science. Apart from lectures most of my time was spent in the water - surfing or hanging out with friends. For most of the three years I lived in Aber I luckily lived right on the beach so that's where I spent the majority of my time.

Why did you choose EFT above other career offers you received?

I chose EFT owing to a recommendation and introduction from Earle Consulting – Moving into the construction industry was a step into the unknown, something that has proved to be both challenging and rewarding.

What are your hobbies and interests?

In my spare time I enjoy playing guitar, listening to music and going on walks. Living up in Southport means a good walk is never too far away.

What are your aspirations for the future?

I hope to develop my career with EFT and see where that takes me! My current role with EFT is evolving into a more project management based role however further down the line I would like to balance both estimating and project management.



UPCOMING EVENTS & TRAINING

- TOOL BOX TALKS BASED ON MONTHLY THEMES
- MULTIPLE FIRST AID REFRESHER TRAINING
- AN ONLINE TRAINING COURSE ON ASBESTOS AWARENESS
- ACCESSORY REPLACEMENT WORKSHOP - 3DAY COURSE (NICEIC/ELECSA/ECA)
- FIA FOUNDATION COURSE IN FIRE DETECTION AND ALARM - 2 DAY COURSE
- FIA EMERGENCY LIGHTING FOUNDATION COURSE - 2DAY COURSE
- CUSTOMER RELATIONS TRAINING
- DEMENTIA IDENTIFICATION TRAINING

WEEKLY CHARITY BONUS BALL FOR ALDER HEY

MONTHLY MUFTI DAY FOR ALDER HEY

OLI'S CHARITY WALK AT KNOWSLEY SAFARI PARK

SEE RECEPTION FOR DETAILS

HOLYHEAD TO CARDIFF

250 MILES IN 3 DAYS

FAMILY FUN DAY – AT SOUTHPORT RUGBY CLUB

14TH JULY 2018 | 12-4PM

EFT GROUP CHARITY GOLF DAY

22ND JUNE 2018



If you have any significant events on the horizon in later 2018, please let Jordan Duggan know and we will happily incorporate them into our Autumn/Winter 2018 edition.



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