

» Edition 3.0

THE ASSET

NEWSLETTER FOR EMPLOYEES, CLIENTS & SUPPLIERS OF EFT GROUP LTD



Winter 2019



SCAN ME!
SEE PAGE 6 FOR MORE

WELCOME!

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.

The Asset is a publication for use of communication of EFT Group news for Employees, Clients and Suppliers and as a means of knowledge sharing. No part of this publication design and graphics may be reproduced.



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 EFT Construction and EFT Systems which incorporates EFT Electrical.

EFT ACCREDITATIONS



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FOREWORD



EFT Group CEO

ADAM WATTS

It is with great pleasure to welcome you to Asset Vol 3, the third edition, which brings in an exciting New Year of 2019. Exciting because together we have so much opportunity to achieve even better things for everyone in the business. In short, we want to maximise everybody's potential so, in turn, we can maximise the potential of EFT Group (EFT Systems and EFT Construction) and thereby delivering the best possible service we can to the people we serve across the UK, every day.

2018 was a year of consolidation and continual improvement throughout our existing Client base.

A business reprocessing project brought about key performance improvements in the maintenance of Clients assets. Additionally, we strengthened our business in key areas including financial management, human resource, business improvement, project management, EFT's award-winning apprenticeship programme and our social value delivery. 2018 ended on a high with yet another successful night for EFT at the Security & Fire Excellence Awards in London and the celebration of the Year and our people awards held on the 20th December at Hesketh Golf Club. You can read more about these positive initiatives throughout this edition.

A key theme for 2019 is cohesion of the Group and a one team approach. We want to develop a culture within the business that delivers an EFT way of doing things. We want our Clients and customers to enjoy the EFT experience where everyone in the business is part of the same team, delivering a consistently excellent service that leaves a positive impression.

So, no matter if it's an EFT Systems service or an EFT Construction Project, we want our customers to recognise and expect the EFT approach. This will extend to our communication, reliability, branding, livery, approach and attitude of our People. In achieving this, we will be successful, both individually and as a business.

During 2018 we welcomed many new faces to the business. We hope that everyone settles in and enjoys a challenging but rewarding career at EFT. We also welcomed Rik Potter to the business, an experienced Chartered Accountant who brings a wealth of financial and business experience, professionalism and dynamism to the Group's leadership team. (See the Spotlight on Rik – Page 17). I have pleasure in announcing two new appointments to the Executive Board of Directors for EFT Systems Ltd. Paul Walker has accepted the position of Chief Operations Officer and Rik Potter has accepted the position of Chief Finance Officer. The board of directors are accountable for the management of the company's business. Together Paul and Rik will assist in the strategic and operational decisions of the company and will share the responsibility with the board for ensuring that the company meets its statutory obligations. I hope you will all join me in congratulating them.

Onto our social value and higher purpose initiatives, we would like to thank everyone for their contributions to our charitable events throughout 2018, as well as providing support to many community fund raising events. We achieved our objectives of raising £14k for Alder Hey Children's Hospital resulting in the provision of 2 incubated cots. During the early part of 2019, after we have completed our Alder Hey commitments, we will be engaging with everyone in the business to determine a new charity for 2019/20.

Finally, I would like to thank everyone within the business for our joint achievements in 2018 and look forward to embracing our cohesive 'one team' approach during 2019.

Adam Watts



EFT AWARDS

WINNERS OF THE EFT END OF YEAR AWARDS EVENT

2018

CONGRATULATIONS TO ALL THE WINNERS!

The EFT Group awards ceremony hosted at Hesketh Golf Club was a huge success and some fantastic awards were won by highlighted members of the Group for outstanding hard work, contributions to the Group, charitable acts and more. This was also a great opportunity for us to engage with all of our employees and apprentices to outline the core values and ethics of the Group.

We also had the pleasure of having Paul Sculthorpe - former rugby league star as our inspirational speaker for the night telling us all about some of his incredible career highlights and achievements, brought about by dedication and team support.



MOST ENTHUSIASTIC NEWCOMER

CONGRATULATIONS TO:

Dan Blacker



DONKEY DERBY OVERALL WINNER

CONGRATULATIONS TO:

Scott Killick



MOST HEROIC ACT OF THE YEAR

CONGRATULATIONS TO:

John Eckersley



MOST CHARITABLE ACT

CONGRATULATIONS TO:

Jon Draper & Dawn Foster



CULTURAL ARCHITECT OF THE YEAR

CONGRATULATIONS TO:

Jason Croft



MOST IMPROVED COLLEAGUE

CONGRATULATIONS TO:

Sean Pointon



APPRENTICE ENGINEER OF THE YEAR

CONGRATULATIONS TO:

**Charlie McFarlane and
Dan Aindow**

- Collecting on behalf of Matt Aindow

EFT AWARDS

WINNERS OF THE EFT END OF YEAR AWARDS EVENT

2018



An introduction from Group CEO Adam Watts



OFFICE PEOPLE'S PERSON OF THE YEAR

CONGRATULATIONS TO:

Rachel Pert



CONSTRUCTION'S SHINING STAR OF
THE OFFICE

CONGRATULATIONS TO:

Pat Varley



CONSTRUCTION'S SHINING SITE STAR

CONGRATULATIONS TO:

Wayne Riley

Collected by Stewart Meechan



OFFICES ENGINEER OF THE YEAR

CONGRATULATIONS TO:

Andy Walsh



ENGINEERS OFFICE PERSON OF
THE YEAR

CONGRATULATIONS TO:

Rachel Abram



ENGINEER'S ENGINEER OF THE YEAR

CONGRATULATIONS TO:

Paul Robinson



EFT HALL OF FAME INDUCTEE

CONGRATULATIONS TO:

**Gary Higgins and
Chris Scott**



EFT GROUP NEWS AWARDS & SUCCESSES



EFT SYSTEMS

- Anchor Region 5 (East Coast UK) – Fire Alarms & Emergency Lighting
- Hull City Town Hall – Fire Alarm Installation
- Blackpool & Fylde College – Intruder Alarms
- ForViva – Fire Alarms & Emergency Lighting
- EEM Framework – Fire & Intruder Alarms
- Procurement for Housing – Compliance Services
- Places for People – Compliance Services
- NHC – Property Safety
- Crown Commercial Services - Integrated security UK wide



Crown
Commercial
Service



THE VOICE OF HOUSING IN THE NORTH



St. Helens Council



National
Museums
Liverpool



EFT CONSTRUCTION

- St Helens Council – Low Value Framework
- St Helens Council - Medium Value Framework
- St Helens Council – High Value Framework
- St. Helens Council – Cemetery Drainage Works
- St. Helens Council – Haydock High Door & Ramp
- NML – Terracotta Army Exhibition Strip-out Works
- Various works with Trelleborg (Works in Factory)



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.



FOLLOW EFT GROUP ON SOCIAL MEDIA

SIMPLY SHARE OUR POSTS AND WIN YOURSELF PRIZES!



Our social media presence is growing, but we need your help and support to let everyone know about all the great work we achieve together.

By sharing EFT Groups' posts and news stories on your social media, we will enter you into our monthly prize draw for a chance to win some amazing gift vouchers to spend and your favourite High Street stores! Let's proudly show the world what we do, Let's get social!

LET'S GET SOCIAL!

FOLLOW EFT GROUP



LinkedIn /company/eft-systems-ltd

Twitter /EFTGroupLtd

Facebook /EFTGroupLtd

We are always looking to share news about the company and its employees, so let us know about any significant events or highlights you want us to publish by messaging our page or email admin@eftgroup.co.uk



IN THIS ISSUE YOU WILL SPOT SOME OF THESE QR CODES. SIMPLY SCAN USING YOUR SMARTPHONE FOR MORE



AT THE HEART OF THE CUSTOMER SERVICE CENTRE

The Customer Service Centre has grown over the last two years due to the increased volume of calls being taken each day. With the start of the Anchor contract, our processes were tailored to ensure that we could accommodate the variety of requirements in terms of call priority – from 1 hour to 20 day calls are logged for our customers, depending on the priority.




If we were to look back to three or four years ago, the majority of the calls would have been taken over the telephone. We now work with our customers who have their own portals, with the calls being raised by their own calls centre, which we then log on our CASH system to be sent out to our engineers. Once the calls are completed, we update the customer portal accordingly, also attaching invoices when they are raised.

We also have an exclusive email address which enables calls to be raised directly to callouts@eftsystems.co.uk. With the whole process being logged on to the CASH system from start to finish, we are able to provide real-time reports to our customers, enabling them to track their orders. Once the engineer completes his job, an engineer docket in PDF form is automatically sent to the pre-set email address for each contract. This works well in keeping everyone updated of our progress.




Within the Customer Service Centre, we have a daily huddle, together with the Area Managers who are responsible for all the Service and Breakdown Engineers. This enables the whole team to have a 360 degree view of the outstanding jobs, together with highlighting areas that they can focus on to ensure that our KPI targets are met.

Within the Customer Service Centre, we have two Customer Account Managers who have responsibility for their specific portfolio of contracts. This is working well, ensuring that we have a point of contact and ownership of the individual contracts. Attending customer meetings ensures that they are building up a good working relationship with our customer base.

TOP THREE HIGHLIGHTS FOR 2018

-  Achieving an improved first-time fix rate for the jobs attended by the engineers. This has been achieved by closely monitoring the reasons why jobs are not completed on the first visit and eliminating them where we can, to improve the experience for our customer on subsequent visits. This has been done by changing and improving the stock levels held on the vans, sending suitably experienced engineers to calls and giving enhanced training to our engineers.
-  Achieving improved SLA targets. With the advent of the Area Manager role, there is a very structured process in place to ensure that response times are being achieved.
-  The new roles of Area Managers and Customer Account Managers within the Service and Breakdown Department. This has given us a clear route when dealing with enquiries and issues raised by the Customers, enabling us to solve them in a timely manner.

TOP THREE ASPIRATIONS FOR 2019

-  Further improving the first time fix rate
-  Further improving the SLA rates
-  Bringing in a new Senior Administrator to provide further robust support within the Customer Service Centre



EFT SYSTEMS EMPLOYEE SPOTLIGHT



SHELBY LANG

EFT SYSTEMS

When did you join EFT?

I joined EFT in September 2018

Why did you want to join EFT?

After working in different industries for the last few years, I wanted a complete change and something that challenged me more.

What do you like about working for EFT?

It's a lovely environment to work in and I love how friendly and supportive everyone is.

What is the best part about working for EFT?

I like how every day is different, and there are always new situations we assist with which helps me gain more knowledge.

What do you feel EFT offers as an individual?

For any staff wanting to progress further in the industry, I feel EFT will always accommodate this, pushing their staff to be the best and helping them as much as they can.

What ambitions do you have at EFT systems?

I would like to develop my skillset further to help me with my role. I would also like to help take part organising charity events.

What do you do in your day to day role?

My job role is a Customer Accounts Manager, I help deal with day to day queries/complaints and help assist our Area Managers as much as possible. Also helping to log day to day jobs that are received.

Can you describe yourself in 3 words?

Positive, Friendly, Motivated.

What are your hobbies and interests?

In my spare time I enjoy going to the gym and yoga. Also socialising with my family and friends.

What are your aspirations for the future?

I hope to develop my career with EFT Systems, and to ensure I make an excellent Customer Accounts Manager.



AMY GOULDER

EFT SYSTEMS

When did you join EFT?

I started working at EFT in March 2016.

Why did you want to join EFT?

EFT is an established local business, with a good reputation.

What do you like about working at EFT?

I use my own initiative and I'm supported to make decisions and resolve problems.

What is the best part about working at EFT?

The team of people I work with in the office and the Engineers. Everyone is supportive and friendly.

What do you feel EFT offers an individual?

EFT has given me the opportunity to progress my career and build confidence in my abilities.

What ambitions do you have at EFT?

Learn more about the industry to enable progression personally and through my career.

What do you do in your day to day role?

I am one of the Customer Account Managers, my role is to support our Area Managers and team. I also act as a point of contact for our customers if they have queries, concerns or compliments.

Can you describe yourself in 3 words?

Positive, Resilient and Adaptable.

What are your hobbies and interests?

I love holidays abroad and want to travel more.

What are your aspirations for the future?

I want to further develop my skills to enable myself to progress further in my career.

EFT GROUP VALUES

HOW THE GROUPS' 6 VALUES CAN BUILD A STRONGER WORK FORCE

Our company values are something you may already be very familiar with, and we all take great care and attention to detail in our daily work to see these values achieved. We believe a 'self policing workforce' that acts with integrity and looks out for one another is what it takes to reach our fullest potential in both work and life.



RESPECT



INTEGRITY



RELIABLE



EFFICIENT



COLLABORATIVE



HUMILITY



GROWING OUR GROUP CULTURE

A successful business needs to reflect the diversity of the communities we work in and this includes Race, Disability, Gender, Sexual Orientation, Age, Religion or Belief.

With over 100 employees across the Group, working alongside our specialist supply chain, one thing above all is key to our delivery. That is the culture and fit of the people who supply our services to our Clients.

WORKING & INVESTING TOWARDS A BETTER FUTURE FOR EVERYONE

A wise man once said "Investing in Your Employees Is the Smartest Business Decision You Can Make." There are many companies out there that do not take employee training seriously. Just having a rulebook rarely suffices to help employees understand the nuances of their job. Many times companies see employee training as an expense rather than investment and end up paying dearly in terms of low productivity. People want to work for a company that promotes self growth, that's why EFT Group invest both time and money into their employees by providing cutting-edge training and development programs, staff benefit packages and brand new company hybrid vehicles.

- **£100K EARMARKED FOR INVESTMENT IN STAFF TRAINING AND DEVELOPMENT**
- **IN EXCESS OF 10 NEW VANS TO REPLACE OLDER MODELS ACROSS THE FLEET**
- **CONTINUED DEVELOPMENT OF STAFF BENEFIT PACKAGES**

WE ARE INVESTING IN NEW FULLY LOADED HYBRID VEHICLES (HYUNDAI IONIQ) WITH HALF OF CO₂ EMISSIONS OF THE CURRENT FLEET.

IONIQ
H Y B R I D

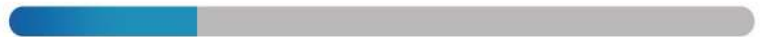

HYUNDAI



STANDARD VEHICLE CO₂ EMISSIONS



HYBRID VEHICLE CO₂ EMISSIONS



"Switching to **hybrid** means our company vehicles emit **50% less CO₂** Making a positive impact on the environment around us."

**OVER 99% STAFF
ATTENDANCE
THROUGH
2018!**



YOUR AMAZING PUNCTUALITY AND COMMITMENT NEVER GOES UNNOTICED

Punctuality displays a person's respect for people and time. During 2018 our attendance hit an amazing 99.98% This really is news to be proud of! When we consistently complete documents, finish projects, or produce any other kind of output on time, it reflects positively on our work ethic and our quality of work.

Not only will clients notice your personal standards, but also they will acknowledge the commitment to our company and its success.

We are proud to work together as a committed workforce.



THE GROUP'S NEW HEALTH CASH PLAN PROVIDER IS HEALTHSHIELD

This will provide the following benefits to employees:

- **ADVANCED BENEFITS INCLUDING A VIRTUAL G.P. THIS IS A SERVICE WHERE WE CAN FACE TIME A DOCTOR THROUGH AN APP AND GET A DIAGNOSIS THERE AND THEN. THEY WILL ALSO BE ABLE TO PRESCRIBE AND SEND A PRESCRIPTION. THIS CUTS OUT THE WAITING TIME FOR AN APPOINTMENT WITH A DOCTOR.**
- **A MORE VARIED LIST OF TREATMENTS SUCH A TEETH WHITENING AND HOT STONE MASSAGES!**
- **ACCESS TO HEALTHSHIELD PERKS WHICH PROVIDES AN ARRAY OF DISCOUNTS ON HOLIDAYS, CINEMA TRIPS, GYM MEMBERSHIPS ETC.**

Employees should have received information packs by now, if not please email or contact Kyla Watts at HQ.

Employees can also upgrade membership to the next level for a small amount each month and add your partner on for a fee. Please see pack for more details.

SYSTEMS AND ELECTRICAL NEWS



◀ FIRE & SECURITY EXCELLENCE AWARDS

We are delighted to announce that we came home with 2 fantastic awards from the Security & Fire event on the 21st November 2018 in London. Congratulations to Jamie Rodd & Sam Howard who picked up 1st place for Fire Apprentice and 2nd place for Security Apprentice! We are very happy with the team at EFT Systems for doing such a great job and making us all so proud.

Another big thank you to London Hilton on Park Lane for the fabulous food and being such brilliant hosts. Take a look on our Facebook page at some photos of our team enjoying the night!

Here's to all future opportunities and successes in 2019!

LCR SKILLS SHOW 2019 ▶

EFT are showcasing the company and the skills EFT Systems has to offer at the LCR Skills Show 2019. This allows us to show over 2,500 residents and students from local schools what EFT are all about with hands-on activities at this interactive exhibition.

This helps the next generation explore new career paths and educate them about apprenticeships, required skills and vocational pathways.

TUESDAY 26th February, Aintree Racecourse, Ormskirk Road, Liverpool.



◀ FUTURE WORKS WITH PLACES FOR PEOPLE

EFT are proud to announce we have achieved a place onto the Dynamic Purchasing System for Places for People.

Places for People are one of the largest property development and management companies in the UK.

Securing our place on their DPS will allow us to tender for future works with Places for People, including Fire Safety Systems, Electrical Testing and Emergency Lighting.

placesforpeople.co.uk



LET'S TACKLE LONELINESS TOGETHER

We are delighted to volunteer our support to the monthly Soup Social Club in partnership with Wirral Methodist Housing to tackle loneliness amongst the elderly, especially those who live in isolated residences in the Wirral Borough. This fantastic opportunity allows the elderly to interact in a sociable and friendly environment which may have not otherwise happened for them. The first Soup Social event saw over 20 WMH residents attend - a brilliant start to the monthly get together. EFT Groups' Director Jordan Duggan, and Chief Finance Officer Rik Potter got thoroughly involved and were on hand to stir the soup and load the dishwasher - we're not shy about getting our hands dirty!

Overall a lovely afternoon for everyone who got involved and took part and we look forward to next months Soup Social event on **Thursday 28th Feb at Wesley Grange, Pemberton Road, Wirral**. If you would like to get involved and help your local community then please drop us a message or email admin@eftgroup.co.uk



◀ LANCASHIRE APPRENTICESHIP + CAREERS EXPO 2019

We will be exhibiting at the Lancashire Apprenticeship and Careers Expo on Tuesday, March 26th, 2019. This is a fantastic opportunity for any aspiring apprentices to learn more about the trade and what we, as a company can offer you to help progress with your future career.

If you are looking to start an apprenticeship, come down and pay us a visit at: Preston Guild Hall on Tuesday March 26th 2019 - From 12:00 PM - 7:00 PM

Head over to appexppo.co.uk to book your visit

We look forward to seeing you!

APPRENTICES SELECTED FOR LANCASHIRE RUGBY ▶

We are very proud to announce that keen rugby players **James Cook** and **Charlie Southwood** both EFT Apprentices have been selected for Lancashire Rugby team! James and Charlie play for Southport RFC which EFT Group are the main club sponsor.

"WE ARE THRILLED TO SEE OUR APPRENTICES EXCELLING AND GROWING NOT ONLY AS HARD WORKING TEAM MEMBERS WITHIN THE EFT GROUP, BUT ALSO OUTSIDE OF WORK WITH THEIR PASSIONS. THERE IS NO DOUBT THE LADS WILL DO US AND THEIR FRIENDS AND FAMILY PROUD AND SHOW TRUE DETERMINATION AND PERSISTENCE IN ACHIEVING THEIR GOALS AHEAD."

SYSTEMS AND ELECTRICAL NEWS



◀ EFT OPEN DAY – FRIDAY 8TH MARCH

EFT Group continue to lead the way with our award-winning apprenticeship programme. This fantastic event is open to anyone who has a keen interest in finding out more about an EFT apprenticeship and to gain first hand industry experience.

To support our apprentices, we have added a unique training house to our academy, so engineers can learn in an environment closely resembling a residential single-storey property.

Come and meet the team and have a trial on our demo boards!

Friday 8th March 2019 - Cobden House, 39A Cobden Rd, Southport.

Please contact jordan@eftsystems.co.uk for more info

APPRENTICESHIP AMBASSADORS FOR MERSEYSIDE ▶

Last week EFT Systems became Apprenticeship Ambassadors for Merseyside. EFT Director Jordan Duggan and 4 of our apprentices were invited to give a presentation on what apprenticeships mean to us and their journey so far with EFT. The event was a great success and even saw attendance by the Metro Mayor Steve Rotheram who is heavily supporting apprenticeships across Merseyside.

EFT are absolutely delighted to be part of this fantastic initiative supporting future generations for many years to come!



◀ EFT APPRENTICESHIPS - HOW THEY WORK FOR YOU

You will be employed and typically work 5 days a week and attend college in block weeks. You will develop job specific skills and knowledge whilst in the workplace and be assigned to a college assessor to support you in gaining qualifications at the same time.

We offer apprenticeships within the 3 sectors of our business, construction, electrical and fire and security. Not only on the engineering side but also office based like administration or accounting. Practical and relevant experience – learning from professionals on the job alongside your paid external training at college.

Unlike many students who go to study at university, an EFT apprenticeship won't leave you with the dreaded student debt. In fact, with an eft apprenticeship you will **earn** as you **learn**. It's a no brainer! Contact us for more information.





SYSTEMS AND ELECTRICAL NEWS

OUR PARTNERSHIP WITH THE PRINCES TRUST

If you're aged 16 to 25, currently unemployed or in full time education and you don't know what to do next, The Prince's Trust Team Programme can help you. This well established nationally recognised programme ensures most participants enter employment, education or training within three months of completion. It's a once in a lifetime experience that can also help build your CV and open new doors to employment or training opportunities.



Photo: groundwork.org.uk ©

"YOU WILL BE TAKING PART IN A NUMBER OF EXCITING CHALLENGES AND ACTIVITIES THAT WILL STRENGTHEN YOUR ABILITIES. YOU WILL ALSO MEET NEW PEOPLE AND GAIN ALL SORTS OF NEW SKILLS THAT WILL CHANGE THE WAY YOU THINK OF YOUR FUTURE."

To find out more, text the word **PRINCE** to 80 800 (this is free of charge)



CONGRATULATIONS

A big congratulations to EFT Team Member Will Moorcroft on the arrival of his baby girl. Another big congratulations to expectant Father, John Eckersley. (Baby due in July 2019).



HAPPY BIRTHDAY TO YOU!

Penny Rushton has just recently celebrated her 60th birthday. Everyone at EFT Group would like to take this opportunity to wish Penny a wonderful happy birthday. Three cheers for Penny!

FEATURED PROJECTS SECURED BY EFT CONSTRUCTION

ST HELENS COUNCIL FRAMEWORK

EFT have recently been appointed on the framework across 3 lots, for all building works to the councils assets. Lot 1 £5 k - £25 k, lot 2 £25 k – £100 k, lot 3 £100 k - £500 k. Projects will be awarded for the relevant value under mini competition, this is a great opportunity for EFT to strengthen their order book throughout 2019.

NATIONAL MUSEUMS LIVERPOOL

Due to the successful delivery of the fit out works for the arrival of the terracotta warriors exhibition in 2018, EFT have been appointed to refurbish the exhibition area at NML back to its former glory. Works to include strip out and alterations, M&E works, full re-decoration ready to house the next big exhibition.

ST HELENS COUNCIL – HAYDOCK HIGH SCHOOL

As part of our framework agreement, EFT are due to start works at Haydock High in the February half term on one of the PE blocks at the school. We will convert a new entrance area which will provide a new glazed entrance with curtain walling plus a new access ramp.



NATIONAL MUSEUMS LIVERPOOL

Photo - The Week UK



“EFT have been appointed to refurbish the exhibition area at NML”

RESEARCH AND DEVELOPMENT LABORATORIES FOR A WORLD LEADING MANUFACTURER

EFT have recently completed and handed over two new research and development laboratories for our client creating state of the art facilities to test and commission new technologies and products. Great work from our new Foreman Matt Garner on his first project for EFT.

NATIONAL MUSEUMS LIVERPOOL – PIER MASTERS HOUSE ALBERT DOCK

Works are due to commence in January 2019 at our new site on the Albert Dock. EFT are upgrading the old Pier Masters House providing a great space for the museum to display how life was in the early days of the Liverpool docks a great project to be involved in for EFT. Full refurbishment to include M & E, new doors, partitions, decoration and flooring.

ASPIRATIONS FOR 2019



- To develop the reactive side of the business, we are in discussions with a Merseyside Local Authority in respect of their short term requirement for reactive building support
- Training and development of our staff in line with the industry standards ensuring EFT employees are at the top of their game
- We are seeking to execute our growth and development plans for 2019 engaging with architects and consultants alike. Our contract values have risen to circa £500k with our 1st £1M project targeted for 2019

CONSTRUCTION HIGHLIGHTS OF 2018

- 
- Award of all 3 lots of St Helens council framework – generating repeat business locally for our operatives with a healthy forecast of works for 2019
 - Successful delivery of prestigious projects with many happy client offering repeat business and great testimonials

EMPLOYEE SPOTLIGHT

MATT GARNER



Matt Joined EFT in September with great aspirations to become a site manager and grow his skills with the business.

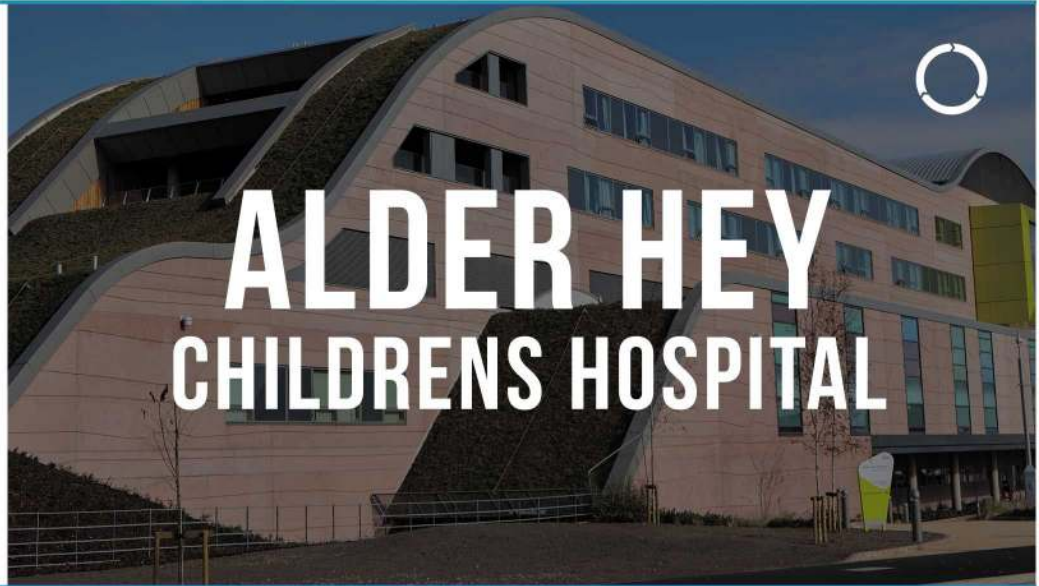
Matt has excelled and taken this new role in his stride delivering 3 small works projects at a factory in Skelmersdale totalling circa £100 k worth of work, all the projects have been a success and the client has reported excellent feedback on Matt's performance on the projects a great start to what will hopefully be a very long serving employee of EFT.

HIGHER PURPOSE - EFT GOOD CAUSES

WE'RE PROUD TO HELP

During 2018 we raised just under £14,000 to secure the 2 neo natal cots for Alder Hey. A huge thank you to every single person that has participated, supported and donated. These cots will make a huge difference to many families with sick infants. We have been truly blown away by everyone's generosity throughout 2018.

We look forward to announcing our chosen charity for 2019 shortly.



MORE EFT GOOD CAUSES

EFT Systems Ltd shared a Story



The Soup Social Club

#HigherPurpose #HelpYourCommunity

As mentioned in our Systems & Electrical news section, we are proud to volunteer our support to the monthly Soup Social Club in partnership with Wirral Methodist Housing to tackle loneliness amongst the elderly, especially those who live in isolated residences in the Wirral Borough. The first Soup Social event saw over 20 WMH residents attend! A great success all around and we can't wait for the next one:

Thursday 28th Feb at Wesley Grange, Pemberton Road, Wirral.

EFT Systems Ltd shared a Story



Supporting future careers of students

#HigherPurpose #FutureWorkers

EFT are working with Elevate (The Education Business Partnership) to offer a placement for a Formby High School student who is looking to join our industry when they finish school. Elevate work alongside schools and colleges in the region to support future careers of students within local companies to gain experience of the workplace. EFT are also working with local schools and colleges to guide young people to the world of work to inspire them and help them to make more informed decisions about their future.

HIGHER PURPOSE - EFT GOOD CAUSES

EFT Systems Ltd shared a Story



Main Club Sponsor | Southport RUFC

#HigherPurpose #HelpYourCommunity

Rugby is a sport that runs through EFT, that's why we are proud to be the main club sponsor for local club 'Southport RUFC'. Many EFT Group employees and apprentices have played and still do play the sport and are proving to show real dedication and talent. It was a no brainer for the group to become the main sponsor for the club, we are always making efforts to help others within our community strive and progress by giving our committed time and support.

EFT Systems Ltd shared a Story



Investing in our people - Team building

#HigherPurpose #TeamBuilding

In 2018 EFT took part in many team building activities, one highlight was the staff Go Karting day. This was a fantastic opportunity for EFT Group team members to have some friendly competition while spending time with each other out of office. Everyone had a great day and we definitely look forward to round two!

EFT Systems Ltd shared a Story

DEMENTIA AWARENESS



EFT Invest £100k into training for 2019

#HigherPurpose #EFTInvest

We have invested £100k into training funds to help EFT Group employees to further develop their skills and knowledge. Some of the training covers: Dementia Awareness, Code of Conduct, First Aid, and Safeguarding.

EFT Systems Ltd shared a Story



EFT COMPLETED VALHALLA WHILST RAISING MORE FUNDS FOR ALDER HEY CHILDRENS HOSPITAL

EFT completed Valhalla for Alder Hey

#HigherPurpose #ForAlderHey

EFT completed Valhalla to raise additional funds for Alder Hey Childrens Hospital. Another excellent opportunity for EFT Group team members to work together, out of office, while contributing to this great cause.

HELLO FROM RIK POTTER



EFT Group welcomes Rik Potter who has been recently promoted to Chief Finance Officer

Rik is an experienced Senior Leader with a background of working within non-profit organization management industry, retail/logistics and financial services sectors.

Skilled in Business Planning, Systems Development, Business Partnering, Accounting, Management, Performance Management, and Financial Reporting. Strong accounting professional with a Bachelor's degree focused in Accounting and Finance, CIMA qualified as well as a qualified mediator.

We asked Rik a few questions below ▼

WHAT DO YOU BRING TO EFT?

Over the past 19 years I've worked for a few major UK based businesses including Matalan, Shop Direct (Very and Littlewoods) and Phones 4U to name a few, all of these companies have annual Revenues in the £ Billions. I've worked as far as Australia for David Jones (similar to Selfridges in Sydney and overlooking the stunning Harbour Bridge) and more locally at United Utilities (in sunny Warrington overlooking the not so beautiful Lingley Mere Duck Pond!)

From all these opportunities I've learnt to develop operational systems, people, processes improvement, financial reporting and my excel skills. I do demand honesty from all the colleagues I work with, it's a value I hold in the highest regard and in return you have my word I will be honest in return. The values are truly lived at EFT, long may that continue!

WHAT ARE YOUR INTERESTS AND HOBBIES?

I'm a keen sportsman and extremely competitive. In 2016 at Southport Rugby Football Club I was part of a team of 46 players who beat the Guinness World Record for the longest rugby match. We played competitive rugby for 26 hours, 35 minutes and 2 seconds (It Hurt!) I played along side Dan Aindow and Jamie Rodd who work at EFT and we raised over £35k for charity. I'm also a keen diver and have dived over 60 times across the world – I love shipwreck dives and on my bucket list is to cage dive with Great Whites and Tiger Sharks over the coming years. I also love skiing and try to go every year to Bulgaria.

DO YOU HAVE ANY PERSONAL HIGHLIGHTS FROM 2018?

In October 2018 we had a second child (Noah) to join Hollie aged 5 and Liz (Age not disclosed). My family is my world and I would not be where I am in life or business without their love, support and daftness. They keep me grounded, challenge me every single day and motivate me to improve myself. Don't get me wrong, they also do my head in, but I wouldn't change them at all.

FINAL THOUGHT FROM RIK

Every day I think it's great to find out something new. The finance team have to put up with these facts so I thought I'd share – So today's fact, an Octopus has 3 hearts, 9 brains and its blood is more blue in colour because it pumps copper rich protein blood around its body! Geeky but interesting! So my point is challenge yourself to learn in whatever way best assists you, the only person standing in the way of you and greatness, is you.

EFT | UPCOMING EVENTS

APPRENTICESHIP EVENTS - IN PARTNERSHIP WITH SOUTHPORT RUGBY CLUB

FORMBY HIGH SCHOOL CAREERS FAIR WEDNESDAY 6th Feb

AINTREE RACE COURSE SEFTON SKILLS SHOW TUESDAY 26th Feb

SOUTHPORT RUGBY CLUB SATURDAY 2nd March

LANCASHIRE APPRENTICESHIP EXPO TUESDAY 26th March

We will be showcasing what EFT can offer on our apprenticeship schemes. If you are interested in becoming an electrician, a fire and security engineer or to work in the construction sector please come and have a talk with one of our representatives on the day.

For more information contact: admin@eftsystems.co.uk

NATIONAL APPRENTICESHIP WEEK: 4TH - 8TH MARCH

EFT supports this event every year and uses it as the annual kickstart to our apprenticeship recruitment. EFT Open Day for potential apprenticeships will be on Friday 8th March this year and we invite anybody thinking of an apprenticeship to attend to find out what an EFT apprenticeship can offer them.

LIVERPOOL CITY REGION APPRENTICESHIP GRADUATION 2019

Let's celebrate the fantastic achievements earned by hard working EFT apprentices: **Charlie McFarlane, Jamie Rodd and Sam Howard**. The Liverpool City Region Apprenticeship Hub is proud to announce the launch of an apprenticeship graduation event taking place on Thursday 7th March 2019 at St George's Hall, Liverpool. The achievements of hundreds of committed apprentices from across the City Region, who have successfully completed their apprenticeship during 2017 / 2018 academic year, will be celebrated in a prestigious ceremony.

**"TOGETHER WE CAN CREATE
A MORE POSITIVE AND PROSPEROUS
FUTURE FOR EVERYONE"**

WE ARE EFT

RESPECT | INTEGRITY | RELIABLE | EFFICIENT | COLLABORATIVE | HUMILITY



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If you have any significant events on the horizon for 2019, please contact Jordan Duggan and we will happily incorporate them into our Spring / Summer 2019 edition.

eftgroup.co.uk