

all about eve

Spring/Summer 2010
Issue 7



Eve is making life a little easier

Customer service still remains our top priority.

Lovely Lorryload

New, big, bright, sparkling, shiny, eco-friendly lorries.

British & Proud

Yes, another British Standard certification.

Our products are temporary. Our service is permanent.

That was the half-year that was.

Here are a few of our activities during the last six months. No sign of any stick-whittling or navel-gazing, you'll notice.



The new switcheroo.	On Kirby Moor Baht 'At.	Stampede to Eve.	Eve and Terry.	As not quite seen on TV.	During the election, Eve got their vote.	Stopping the ruins getting ruined.	The race to use our new barrier first.
We're nearing the time of the big digital switch-over. But, before then, the entire terrestrial television infrastructure needs to be replaced. Which means plenty of engineering work. Eve is providing a number of North Yorkshire transmitting stations with vital temporary access.	Kirkby Moor is pretty isolated. It's also home to 12 electricity-generating wind turbines. To make maintenance, inspection and repairs possible at the otherwise inaccessible wind farm, we've created a temporary roadway.	When we flung open our doors on our February open day, 70 eager visitors promptly rushed in. They wanted to learn about, and see first-hand, our range of temporary access systems and services. The next open day is on Wednesday 22 September . Everyone's welcome.	Chelsea won the FA Cup and Premier League title this season and went on a well-earned victory parade from Stamford Bridge to Parsons Green. The players and support staff were aboard two open-topped buses. In places, the crowd were four or five-deep. Fortunately, 4,000 heavy-duty Eve barriers kept the peace.	Eve has helped to provide on-site access for broadcast and filming equipment for commercials and shows such as the BBC's Laming Live, Merlin and Ashes to Ashes, to name but a few. And at the BAFTAs, we should've won an award for Best Crowd Control.	Around the general election, we were given very short notice for certain jobs. But we always managed to meet the demand. In London, we provided barriers for the Metropolitan Police and Labour's campaign trail. And we also protected the artificial pitch at the London Soccerdome when it was used as a polling station.	Furness Abbey, the ruined Cistercian monastery, was sinking into the ground. English Heritage needed to conduct emergency work that involved the installation of steel wall supports. Eve provided a temporary roadway to protect the historic Cumbrian site and accommodate a giant crane.	They didn't hang about. Ignis Asset Management Women's 10K, Blenheim Triathlon and The Halfords Tour Series all used our new Concord barriers. In the case of the Halfords Tour, Concord's easy transportation and reinstallation were essential: we had to keep up with the cyclists as they moved from city to city.

Working together in difficult times. Helping to make life easier.

These are hard times for everyone. Things haven't got any rosier since our last newsletter. And the new Chancellor's budget wasn't exactly designed to put a skip into the nation's step.

So we've taken it on ourselves to make our customers' lives a little easier.

Everyone at Eve is playing their part in this. That includes our experienced account managers, specialist project managers and highly trained installation crews.

And our friendly and helpful customer service team are achieving the impossible by managing to become even friendlier and more helpful.

We can see from the number of new and returning customers that this is very much appreciated.

We've noticed, too, how eagerly they've responded to our broader range of products and services. And also to the add-ons and complementary services that our partners provide.

The fact that we're a one-stop shop with a single point of contact enables our customers to achieve significant cost and time savings. And they can rely on us to project manage everything, too.

See for yourself how we provide everything you need. Including a service you'll wish other suppliers would emulate. And all at a price that suits you; particularly at the moment.

Here's a little list of what's in store:

- An impressive, ever-expanding range of products and services
- Multiple and flexible options for different budgets
- Great, and proven, customer service
- Closer long-term relationships
- Extra value and quality in both equipment and service
- Cost-effective tailored solutions
- Prompt responses to requests for quotes and information
- Provision of site surveys and drawings

Setting another British Standard.

We're proud to say that we've just notched up another BS certification. Namely **BS 8901**, which is the new British Standard of sustainability for the events industry.

As the BSI itself puts it (but not in 10 words or fewer):

"The standard defines the requirements for a sustainability event management system to ensure an enduring and balanced approach to economic activity, environmental responsibility and social progress relating to events."

To meet the exacting standards of certification, we were required to look at all areas of sustainability. We needed to demonstrate our awareness of the effect our activities have on the environment, society and the economy. Then, crucially, we had to take practical steps reducing the overall effect of those.

The management of our submission, in conjunction with BSI Management Systems, was handled by Mick Timmins, our (very) dedicated Health, Safety and Environmental Manager.

Mick said: "Achieving this industry standard was important for us to show the sustainability of our activities. It's yet another feature that differentiates us from our competitors.

"We can bring twin benefits to the local communities. 1) The obvious economic advantages that come with the staging of major events. 2) Minimising the environmental impact of these.

"As more and more event organisers appreciate the importance of corporate social responsibility (CSR), they'll be attracted by our BS 8901 certification."

Eve gets a lorryload of new vehicles.

We've just invested around three-quarters of a million pounds in new lorries. The six heavy-goods vehicles, supplementing our existing lorries, are state-of-the-art, six-axle beauties.

For those of you with an interest in such things, we're talking about MAN TGS 26.440s. These will enable us to transport, install and recover Trakway systems, fencing and barriers with greater ease. That's down to the lorries' formidable cranes, which have increased speed, lifting capacity, reach and manoeuvrability.

They may be beasts of the road, but these lorries are greener beasts. They've reduced our carbon footprint because of better fuel efficiency, driver-behaviour monitoring and a larger load capacity.

Furthermore, the vehicles are also safer. The cranes are remotely manoeuvrable, giving drivers increased visibility and a 360-degree view at all times during installation and recovery.

And the more spacious, high-tech interiors allow drivers to arrive feeling fresher and more alert.

A glorious summer.

Much as we like a bit of sun, we're talking about our new-business wins; not the weather. These wins included: the Farnborough International Airshow, Urdd National Eisteddfod and Polo in the Park.

Farnborough International Airshow 2010
As well as providing and installing the barriers, fencing and screening throughout the world-renowned aviation event, we were also responsible for crowd control.

Grahame Jones is the Operations Director for the airshow's organisers, Farnborough International Ltd (FIL). Giving his reasons for appointing Eve, Grahame said:

"We selected Eve because of its excellent reputation for quality and can-do attitude. FIL is working tremendously hard to ensure that Farnborough International Airshow 2010 is our best yet. And I am sure that Eve will be a great asset to our valued team of contractors who help bring the show together."

Urdd National Eisteddfod
At Wales' cultural youth festival – an event spread across 80 acres, with 100,000 visitors – we provided a hefty amount of event infrastructure: over 5km of roadways, mesh fencing and bridges leading into and around the site for both vehicles and pedestrians.

Ian Carter, Urdd National Eisteddfod's Field and Business Manager, said of Eve's appointment:

"The Urdd National Eisteddfod is a great showcase for young, Welsh talent. I'm delighted to be working with Eve this year to ensure the event is of the highest standard. Eve's competitive prices and the

standard of their presentation set them apart from the rest."

Polo in the Park
It made a sow's-ear-to-silk-purse transformation look like a doddle: turning a public park into a polo arena. But we were more than equal to the task. Our event infrastructure included both roadways and walkways, and involved over 2,000sqm of Supa-Trac; 500m of crowd-control barriers; and 750m of aluminium Trakway.

Paul Vernon, Polo in the Park's Event Director, was full of praise, saying:

"Eve stood out from its two competitors, not only because a cost-effective solution was presented, but also due to the professionalism of the team and the high quality of the products. With Eve on board, plus our new management team, we're looking forward to building on the success of last year's inaugural Polo in the Park event and giving this year's event a real wow factor."

In each case, our clients were delighted. And it was another bright summer for Eve, despite the economic climate.

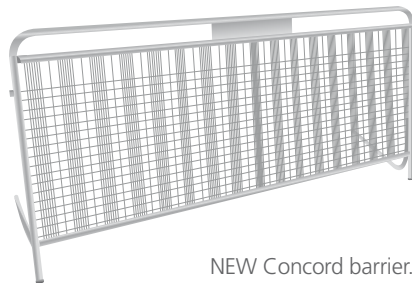
Form an orderly queue for our new crowd-control barrier.

Our new Concord barrier has a uniquely practical design. 3m x 1.2m high, the Concord is made of galvanised tubular steel with an anti-climb mesh infill. It has a stand-alone construction with an angled design. And although very strong, it weighs only 34kg. Its legs are adjustable for uneven ground.

Here are a few of its features:

- **Great advertising/sponsorship opportunities:** Advertisements can be slid into special panels that run along the entire length of the barriers. (We offer a fully managed branding service, if required.)
- **Cost effective:** Rapidly installed and dismantled, these barriers have the strength to be used time and time again.
- **Flexible and versatile:** The advertising on display can be rapidly switched, thanks to the interchangeable advertising panels that the barriers can accommodate.

- **Multiple uses:** Site enclosure, crowd control, tunnelling and general demarcation for shows and events. You name it, Concord has the versatility to do it brilliantly. The angled design is particularly good for running or cycle races. It keeps spectators safely back without marring their view.



NEW Concord barrier.

Senior drivers: superior drivers.

So, what is an Eve senior driver?

It's someone we've singled out for their exceptional expertise, customer focus, company representation and experience across the full range of our services. For industrial jobs as well as events. And this employee will be demonstrably committed to the company: typically, they'll have been on 3,000+ installations.

They work closely with customers to deliver the best possible on-site service. Giving additional operational support at every stage: delivery, installation, maintenance and recovery.

Their day-to-day duties include:

- Optimising communication with customers
- Playing a leading role in health and safety management
- Management of all on-site works
- Control of resource levels for stock and workforce
- Liaising with logistics team about transport
- Setting and enforcing standards of protective equipment and clothing

We're delighted to announce that we've just expanded our senior driver team. And although these new additions may be senior, their lorries are not. They're the lovely new MAN TGS 26.440s that we've talked about elsewhere in this newsletter.

These six drivers – and our mechanics – have all been fully trained at MAN's own training facility. That's a responsibility we take very seriously indeed.

We're determined to maintain our excellent reputation for service. To that end, we'll continue to invest in staff training. And we'll steadily strengthen our senior driver team with exceptional individuals.

Good, not so good and what we are doing about it.

If you were one of the helpful respondents who took part in our recent customer survey, then many thanks. Your feedback has been invaluable. It's helped us ensure that what we do is appropriate, cost-effective and of the highest quality.

We're glad to say that the news was very good. On average, our products and services have all scored between "good" and "excellent".

But we've also been able to assess where there's room for improvement. Namely:

- Our after-sales service: invoicing, off-hiring and dealing with 1) damages 2) thefts from site 3) complaints, of which we are undertaking a total review of the service and processes, to not only streamline, but also

make them more transparent for all to ensure clients continue to receive the same high level of service after the job is finished.

- Developing more detailed and technical product information and making it more readily available, in a timely manner.
- Answering clients' needs by developing new products/services/complimentary partnerships through the on-going and rapid assessment and response to clients' new and changing requirements and the introduction of more formalised partner relationships.
- Improving the quality of our fencing equipment through additional planned maintenance and continuous investment in new stock.

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