



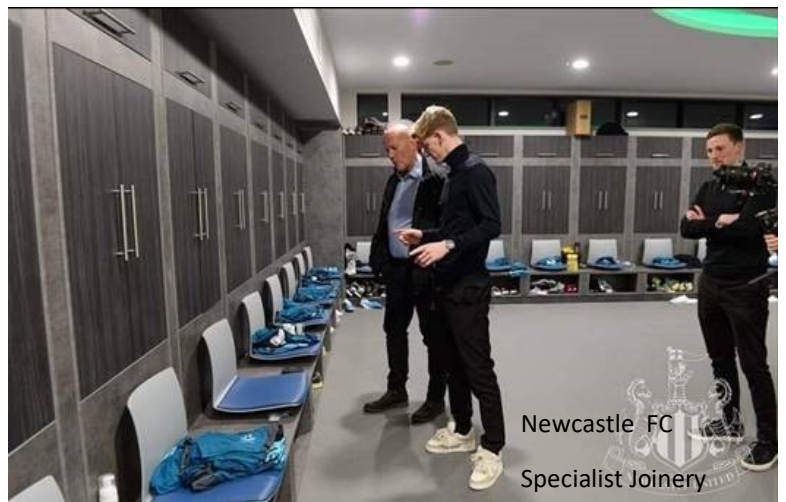
A MESSAGE FROM SIMON

2023 has been a great success story for T Manners. Through adversity the company has continued to grow from strength to strength. In order to remain competitive we have reassessed how and where our work comes from to create a stronger pipeline. This in turn has resulted in ongoing strategic planning to ensure we sustain this growth and continue at a pace that maintains the employment of our staff and supply chain as well as the quality and values we deliver to. We hope you enjoyed the end of year video which tried to convey we work we have invested in to improve the company and instil more robust mechanisms in order to maintain this.

2024 We are well into the New Year, and so we wanted to make sure you felt fully up to speed with where we are at, expectations ahead and the exciting things to come as we grow together on this next chapter for Manners.



Your Homes Newcastle
Scooter Stores



Newcastle FC
Specialist Joinery



LABM Local Authority Building & Maintenance
4,818 followers
1mo •

New affordable bungalows from [believe housing](#) are helping to address the needs of people on the social housing waiting list in County Durham.

...see more



with Catherine Priestley

BUILDING ACROSS THREE CENTURIES

2023 IN METRICS

This year, we completed in excess of 990 projects as one company



Today we have
79 Direct Employees
Plus Over 150
Indirect Employees at
any given time

2022

Contracts- 84
Fire Doors- 260
Joinery- 272
Mechanical- 84
Small Works- 189

Just over 890 contracts

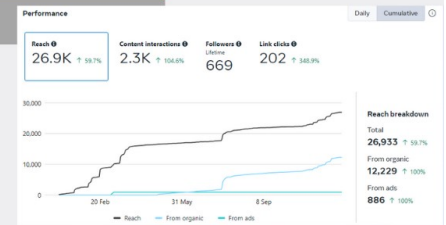
2023*

Contracts- 85
Fire Doors- 410
Joinery- 298
Mechanical- 76
Small Works- 122

(*fewer smaller low value,
increased larger high value)



We also expanded
our reach in social
media this year



136%

increase in total social
media traffic in 2023



15 YEARS LONG SERVICE AWARD

*Congratulations
Elizabeth*



TOP H&S SITE AUDIT SCORE WINNERS

*Congratulations
to all involved*



Achievements:

Joel Harding – L2 Carpentry & Joinery
Matthew Anderson – L2 Architectural Joinery
Mark Smith & Jak Cogan who both achieved
L3 Architectural Joinery – Distinction
Rebecca Hodge – Quantity Surveying Degree
Aaron Carr L3 Business Administration

APPRENTICESHIPS:

INVESTING IN OUR FUTURE

Congratulations

Well over 1000 hours invested in training; (excludes TBT and contractors) 17 directly employed retained new starters in 2023; Social & Festive Gatherings supported by the company (with request for social committee volunteers); Employee Voice with ongoing employee engagement survey continuation/ECG/MHFAs/suggestion boxes/exit interviews; Remuneration Increases; Monetary Rewards; Employee Assistance Programme with modern work & leave support; Health Surveillance; Accident, Death in Service and Pension cover; Time invested Personal Development Programme for all employees alongside development pathways/mentoring & coaching

ABOVE AND BEYOND

We have received some glowing testimonials and comments of appreciation recently. You can encourage feedback through engagement on our social channels, use of our feedback links or referring people to our pages. Well done everybody as we appreciate not everyone shouts about the good work, here are just a few we have received for you to enjoy.



Another great project of
T Manners that we had the
pleasure of being involved in.

Great site team, as always.

GRAHAM MITCHELL,
DIRECTOR AT TILEFORM
Gosforth Civic Theatre project

It has been a privilege to be part
of this exceptional project, which
has resulted in a great outcome
for the residents. We commend
the T Manners team for their
outstanding work and dedication.

MCVICKERS, ELECTRICAL CONTRACTORS
Dr Ryan House Project

Great to see our fifth affordable housing project
with T Manners & Sons Ltd nearing completion.
We've built up a great working relationship and
partnership approach over the years and look
forward to hopefully working together on many
more new build schemes across County Durham
in the years to come.

KATE ABSON, DIRECTOR OF DEVELOPMENT
AT BELIEVE HOUSING
Ramsey Crescent

Thank you so much for your kind
donation we were over the moon.
Bishop Auckland Foodbank is the
second busiest in the whole of County
Durham and the food has never been so
low., your support is much needed.

CLAIR MCGREGOR, CEO ANGEL TRUST
Ramsey Crescent

Some good photos showing the progress
so far, for what promises to be a great
scheme! Looking forward to more
updates are we go.

HMH ARCHITECTS
Tanfield Road

Full credit to T Manners for delivering this
complicated project to a high standard and
on time, the residents and H21 staff are
thrilled with the finished product a lovely
place to live and work, credit and thanks also
to Derek Collinson and the on site team.

STEVEN TAYLOR, HOUSING 21
Fountain Court

Our Leadership Team

Our MD is responsible for the overall success of the business. As the strategist and leader Simon steers the company to the most profitable direction while also implementing its vision, mission and long term goals.



**ADVISORY BOARDS
& PROVISION**
Legal, Compliance, H&S,
Sustainability, IT, QMS



STEVE BELL
Land and
Partnerships
Director



STEVE FRANCIS
Commercial
Director



STEVE HODGES
Specialist Joinery
Director



**WAYNE
HARRIS**
Construction
Director



**ROBERT
MANNERS**
Finance Director



The shareholder is the owner of the company (PSC) that provides financial security for the company, has control over how the directors manage the company, and also receives a percentage of any profits generated by the company.

Non-executive directors (NEDs) play an important role as board members in the corporate governance of modern companies. NEDs stand back from the day-to-day running of the business, drawing alongside the executive team as required to facilitate the strategic decision-making process.

The board of directors is responsible for governance, oversight, and major decision-making, representing the interests of shareholders or stakeholders. They execute board-approved strategies, manage resources, and lead the executive team.

The board meet on a monthly basis in order to bring the companies performance together, review our financial and operational positioning and make decisions on how we maintain success. It is an opportunity to provide support across divisions and ensure cross learnings as one company to align how we work and communicate.

Feeding into this meeting, individual departmental meetings occur with the MD and following the board meeting a cascade of relevant information should filter through all departments. The Construction Directors & MD also conduct regular site reviews. To improve communications we will also share a summarised monthly update to support team meetings as well as progress against our new dashboard which we will introduce to you in this newsletter.

NEW APPOINTMENTS

Small Works & Fire Doors Division: We have welcomed Nathan Doran and Darren Turnbull as Working Foreman Joiners, and Wayne Brownless as a Decorator. The team also have Mark Walker and Mohit Kohli supporting work requirements within the team to carve out an efficient programme and support the growing work. Mohit leaves us soon so we are looking for a replacement ASAP. Please see current adverts out and let us know if you know someone, ask Joe for more details if you think you can help

Specialist Joinery: Welcome back Jack Retchless whose aspirations have been made possible through succession planning activity in place, he returns in the role as Purpose Made Joinery Supervisor and takes on greater management responsibilities.

Mechanical: Welcome back Andrew Tinkler who returns to T Manners in the capacity of Mechanical Contracts Manager supporting Wayne Hewitt.

Construction: We have said a farewell and thank you to Stuart Patrick for his support in activity requirements across our sites as required and have been able to appoint Site Managers according to skill-set and work capacity / availability introducing Kenneth Trueman and Stephen Trehwitt to the team. The potential for a Contracts Manager is being assessed.

Commercial: We welcome David Wild to the team as Managing Estimator who brings a wealth of knowledge and support to bridge the requirements currently needed. As we say farewell and thank you to Ben Ord QS for his contribution and service we look forward to welcoming Jamie Profitt Assistant QS to the team on the 4th March. Wishing you all the best in your new role Jamie

The role of marketing and comms has been tricky to fill with the right person and as such we anticipate an experienced Bid Writer / Marketer to fill this role. With a CSV lead also being explored to take a more established role within our headcount.

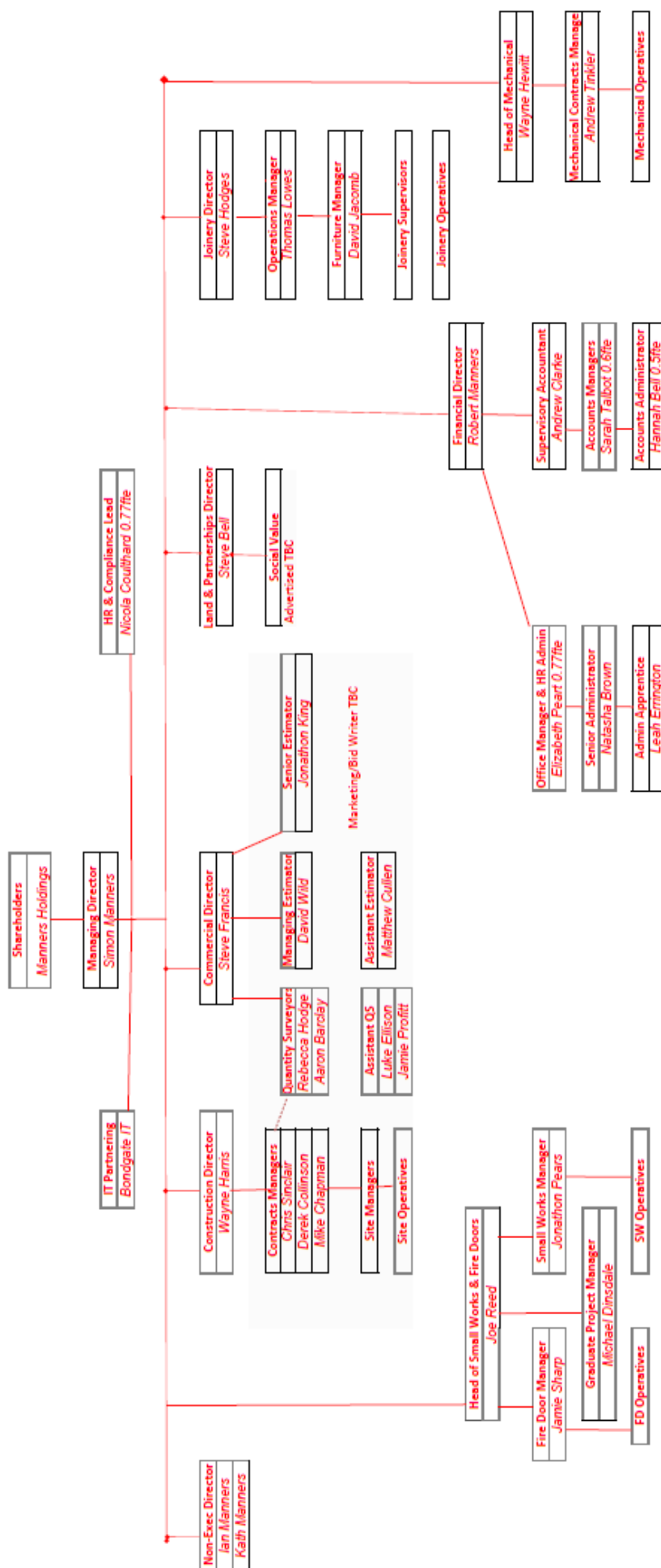
Over the last few months we have welcomed a few new starters both within the office as well as trades. This has been important to support the delivery and sustain the workload we have. It is great to bring more employment to the area as well as playing our part in fulfilling construction requirements and forecast within the Northeast.

In future editions we will look to take a snapshot into roles across the organisation to help understand how we all contribute to the success of the organisation and support each others roles.

UPDATED ORG CHART

Management Structure for T Manners & Sons Ltd.

04/03/2024



Our dedicated and approved Supply Chain Partners support our delivery and business demands. Some roles will also rotate and contribute across divisions in line with demand and capability (or development), this includes Apprentices but not exclusive to

1. This model shows the management structure and individuals with overall responsibility for specific functions.
2. Key Accountabilities:
the Construction Director is our lead for our Health & Safety Management System
the NCSG is our lead for our Environmental Management System
the HR Lead is our lead for the Quality Management System
the MD is our lead for the IT Management System
the HR Lead is our ICO
3. The actual staff carrying out tasks may be those named or may be under the supervision of those named.

Health & Safety Disclaimer: Whilst our H&S provision is supported by Northern Counties Safety Group we recognise that it is the responsibility of everyone. We ensure conscious competence through roles & responsibilities, training, policies & procedures, signage and dedicated PDP (Personal Development Planning) objectives.

NEW DIRECTOR



Steve Bell was appointed in the newly created position of Land and Partnerships Director. Steve brings with him a wealth of experience and industry knowledge in a career that spans 30 years in the construction sector and is a huge component of our growth and sustainability strategy now he is in role. Please say hi if you want to chat more about the opportunities this space will offer our company following his introductory email a few months ago.

SAY HELLO TO



We were pleased to announce that in order to further strengthen the Construction Division Team we welcomed two new starters in the Summer.

Aaron Barclay joined us as a Quantity Surveyor. Aaron had been working at Taylor Wimpey as a QS and prior to this, he spent nearly 10 years at Gus Robinson Developments.

Mike Chapman joined us a Contracts Manager. Mike had been working as Head of Building Services for Darlington Borough Council. Prior to this, he worked as a Contracts Manager for other contractors in the region including Frank Haslam Milan and Surgo & Southdale.

(pictured left to right: Aaron Barclay and Mike Chapman)



David Wild has recently joined the Commercial Team as Managing Estimator—he brings to T Manners almost 40 years experience within the construction industry starting as a QS through to Estimating. He has worked with the likes of Interserve, Tillbury Douglas, STP to join us.

From Shildon originally David is local and will know some of you from old. He is excited about coming back to working within a company in his local community and the contribution he can bring to the team from his knowledge and experience as a Managing Estimator.

Business Strategy 1st Jan 2024 to 1st Jan 2027

Winning Statement

Built on the Manners family legacy we are one of the leading construction companies in the North East. We are financially resilient with a plan for continued sustainable growth. Our highly skilled and engaged teams safely deliver quality projects to a high standard for our customers.

SMART Metrics

- 1) Profit percentage to allow our growth to be sustainable
- 2) Safety score inc. accidents, hazard Obs, audit scores, HSE
- 3) Quality score project del on time to budget, cost of snagging, defects, sub contractor score)
- 4) Employee Engagement Score of 85%
- 5) Customer Satisfaction score of 90%

Key Strategies

Strategy 1

Recruit, retain and develop skilled People

Strategy 2

Monitoring and measure business performance to drive quality

Strategy 3

Implement processes which add value

Strategy 4

Effective business development and marketing

Strategy 5

Develop an expanded supply chain

KPI DASHBOARD

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Following ongoing performance talks and economic pressures it was prioritised by the board to ensure some time was invested in defining the one vision of the organisation and the strategic drivers to support that joined up thinking and work. The strategy created will help lead our direction of work and as you look at defining your SMART objectives for this year you can pull from here which will be most impactful for you in your role and use this in your PDP instead of the mission statement components. Even if we each make one small improvement to what we do and those around us will make a significant difference collectively.

To help us measure how we are doing the (orange) KPI dashboard will reflect metrics to see at a glance.

To support us to get where we want to be (all be it a live document so we can continually add to this as things may need to change or adapt) the tactical summary plan below breaks down each strategic pillar that underpins the strategy defined by the board and heads of departments. Each pillar has a senior lead to ensure delivery.

Each area in this plan will help our people and business grow positively and progressively.

2023 / 2024 Tactical Plan Summary

Green = project is on track
Amber = some issues, being managed, needs closely monitored
Red = serious issues, dates being missed, recovery plan required

Strategy 1

Recruit, retain and develop skilled People

PDP process

Management Training

Resource Planning

Job Grading

Apprenticeships

Succession Planning

Strategy 2

Monitoring and measure business performance to drive quality

Quality Score

Health and Safety Score

Customer Satisfaction Score

Commercial KPIs

Programme / Delivery Performance Measures

Finance Measures

Strategy 3

Implement processes which add value

IT Strategy / System

ISO processes

Lean Training

Lean Projects

Strategy 4

Effective business development and marketing

Contact Tracker

Marketing partner / plan

Frameworks / Procurement Portals

Business Development Plan

Strategy 5

Develop an expanded supply chain

Supply Chain Database

Supply Chain Strategy

Implement and communicate Strategy

STRATEGIC PILLARS

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PEOPLE PLAN

T. Manners & Sons has grown from a small company, beginning its Investors in People journey in 2002 through to its present day status with its highest turnover, employment rates and strengthened relationships, reputation and opportunities within the industry.

With a strong Silver accreditation to reflect the policies, processes and culture in place at T. Manners the investment in time and money to maintain this and further develop it means we can continue to put our people at the forefront of what and why we do it. This in turn has resulted in stronger employment benefits, increased contract opportunities and greater stability with improved working lives for all our workforce.

Whilst T. Manners has had a Business Plan to support its financial operation this has been developed to underpin its strategic requirements to succeed and a people plan is the next step in embedding such an important business tool. It is essential for organizations to effectively manage their most valuable asset—their people—and to drive sustainable growth and success in today's competitive business environment.

By developing and implementing a people plan tailored to the specific needs and goals of our SME construction business, we can effectively manage our workforce, enhance employee engagement and productivity, and position of our company for long-term success and growth.

Whilst HR and the Board will own the People Plan in full, and ensure that this is continually adapted to meet the needs of its people to compliment the overall business strategy an overview is presented here so that a greater understanding can be appreciated on what our key priorities need to be to support each other in the continued success of the business and develop as an employer of choice.



- ◇ **PDP PROCESS** : to ensure all employees receive adequate training to support their effective use of this process to enhance their employment experience. All employees should have a PDP established and in place by Q1 of each year, with touch point conversations throughout the year and a close out conversation early Q4 so that this information can be collated and fed into other processes i.e. training planning, remuneration reviews, succession planning and talent management
- ◇ **MANAGEMENT TRAINING** : a programme has been scoped out by providers and investment budgeted however a roll out schedule needs to be agreed with the hope of completion by YE 2024. This training will be complimented by the online training academy now available via the Bondgate platform and buddying/mentoring programmes to be introduced.
- ◇ **RESOURCE PLANNING** : recruitment requisitions will be used to discuss vacancies at board level, once agreed roles will be advertised and filled. Communications regarding strategic approach for a long-term view and short-term support will be improved. Careers page on website will be updated to support ongoing and hard-to-fill role campaigns.
- ◇ **JOB GRADING** : by consistently evidencing and measuring individual performance high performers can be recognised therefore PDPs need to be completed on order to support this. The next phase is to review all job descriptions to ensure they have the right level of granularity to support a revised remuneration scheme supporting performance and profit related compensation. This project is likely to take us into the longer-term aspect of the strategy given the extent of work.
- ◇ **APPRENTICESHIPS** : commitment to numbers across the business, rotation to ensure experience and skills acquired for course and adequate mentors for success need to be mapped out. Reintroducing careers fair activity at targeted partners to support branding and pipeline and continued work with colleges to increase success rates of their students.
- ◇ **SUCCESSION PLANNING** : map out core, critical and hard-to-fill roles/activities alongside potential timescales to support more proactive succession planning in place. Development pathways in place for individuals identified or expressing an interest to support personal development and readiness. Greater transparency to mitigate disruption.

What is a PDP?

WHAT MOTIVATES YOU?



Personal Development Plans are a way that employee and manager can have a meaningful conversation about what their work expectations are both in terms of what they need to do but also how they do it (how we conduct ourselves as a team member but also ambassador to the company). Everyone's motivations to work are different and therefore a personal plan means you can focus this discussion on what drives you. If it is money then what are the requirements to get what you want, if you have aspirations to do more how can you get there? If you are not happy with what you are doing what can we do to support positive changes?

Ask for support if you are unsure of how to get the most from this opportunity. The idea is to set your objectives for the year now so there are clear expectations for the year ahead. Regular short focused catch ups ensure you have a meaningful discussion about you and check in so there are no surprises with a close out meeting at year end to help bring it together.

You can prepare by thinking about SMART objectives (not just copy the question) and how you actually consistently achieve against this. Areas for improvement or how you feel you have exceeded plus feedback to support what you have done.

Training tips are available online, please ask HR for more details as required.



Where are you? Where do you want to be?

MAKE IT HAPPEN

Become part of the implementation team that brings the company in-line with industry best practices of supply chain evaluation.

FIND SOLUTIONS

Research supply chain contractor prequalification solutions, provide a list of possible options that would close the deficiency gaps.

"EMBRACE IT!"

Gap Analysis: Initiate an evaluation of the supply chain assessment deficiency, identify missing elemental requirements (policies, tools, training, resources, interdepartmental involvement, data repository, staff, verification of information, annual renewal, etc.)

ACKNOWLEDGE REALITY

Acknowledge the deficiency and commit yourself to making a positive change.

WAIT AND HOPE

Hope some other person or department addresses the deficiency before a negative event affects the supply chain.

"I CAN'T"

Know there is a need for an evaluation program, but you are cautious about bringing up the issue because you either don't have the time for it, don't want the additional responsibility or worry it will fall on deaf ears.

PERSONAL EXCUSES

Aware there is a need for an evaluation program, but don't believe it's your personal or departmental responsibility to bring the deficiency to the surface.

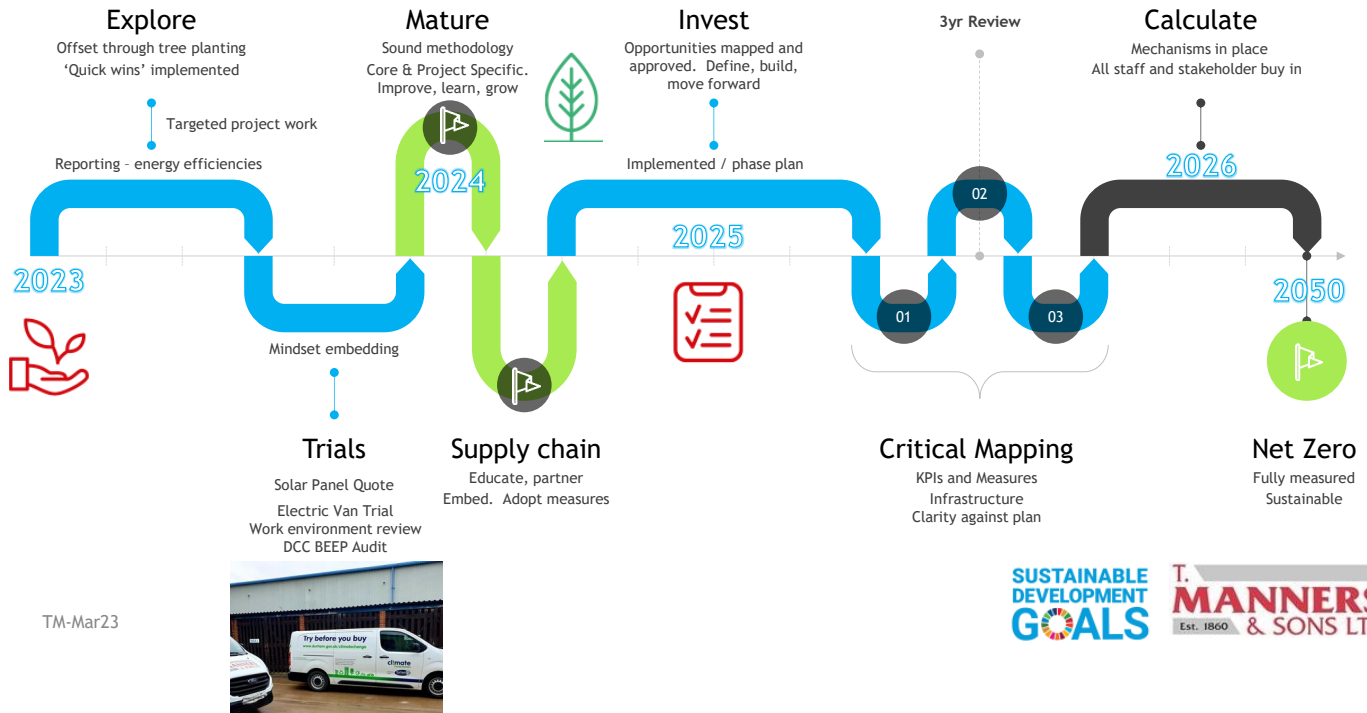
BLAME OTHERS

No supply chain evaluation program, and no concern there is a deficiency.



THINK GREEN

Our Greener Construction Roadmap

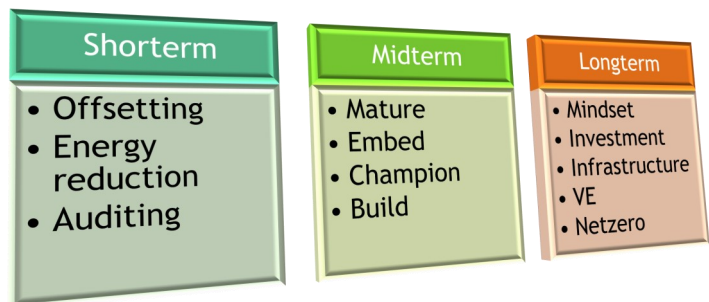


Whilst we emphasise the need to drive performance it is very much centred against our values—how we do it, ensuring that performance is not only measured by output but quality and our values. A big part of this is our ethically application which is why you will see and be encouraged to use opportunities to drive a greener agenda as well as share ideas so we can roll these out across the whole company and through our supply chains.

What we do is not just about construction but also building better futures, being part of a wider agenda for a better country and world. Trying to operate with best practice in mind is always where we want to be over the minimum effort (or even worse work against our values and company ethos).

QUICK WINS

- ✓ **Energy Reduction** - turn lights, equipment, printers, aircon/heaters, chargers, screens etc off when not in use or down few degrees
- ✓ **IT** - lock screen, use battery saving modes where appropriate. Reduce attachments on email
- ✓ **Resources** - think before you print, post or order. Recycle when used. Use water as required, turn off, boil what's needed
- ✓ **Transport** - drive economically (safe, constant speeds within legal limits and not leaving vehicles idle) & be fuel smart. Car share and take eco route where possible.
- ✓ **Sites** - opt for most cost effective solutions for duration of project, reuse and recycle
- ✓ **PPE** - take care & keep safe, replace when necessary and only specified quantity, dispose responsibly when not fit for purpose
- ✓ **Materials** - order JIT and to site/source
- ✓ **Waste** - ensure reuse where possible. Landfill last resort. Report discrepancies to QS as stock is measured and could be reused



Our Dashboard: We Have Achieved ...
3.1 tonnes CO2 offsetting per annum projected plus

Reuse / Recycle	Reducing Energy Consumption	Smarter Vehicle Use	To Landfill
↑	↑	↑	↓

TM-Mar23

Social Value in our Work

SUPPORTING ANGEL TRUST FOOD BANK



We were proud to be working on a new-build project at Ramsey Crescent, on behalf of Believe Housing, comprising ten bungalows for affordable rent now completed.

As part of our commitment to support the local community, we were delighted to donate over £100 of provisions to Angel Trust, in Bishop Auckland.

Mykal, the site manager at Ramsey Crescent, delivered the donation and saw first-hand the sterling work the Angel Trust do in the local area.

Joanne, Food Bank Manager at Angel Trust, said : "We are very grateful for T Manners' generosity and will ensure their donations support those in the community who need it most."



believe
housing



COMMUNITY SUPPORT AT A GLANCE



T Manners & Sons Ltd
3 Apr · 🌐

On Friday we had the honor of sponsoring the first monthly [BACCANALIA](#) Street Food Market in Bishop Auckland and while the weather wasn't great that can't be said for the event itself! There were some tasty food offerings from various vendors followed by some hilarious entertainment from Flick the Drag Queen at The Cabaret Club. We hope everyone that attended the event had a great time and will spread the word about the next event to be held on 28th April.

#BishopAuckland #Supportingthelocalcommunity #BACCANALIA Bridge Creative



CHARITY INITIATIVES

PROUD TO SUPPORT
The Lighthouse Construction Industry Charity

Providing emotional, physical and financial support to construction workers and their families across the UK and Ireland.

Helpline
UK 0345 605 1956
ROI 1800 939 122
Text FREEDAY to UK 800758 or ROI 50808

Make It Visible

T Manners & Sons Ltd
10 Mar · 🌐

Congratulations to [Davey Holmes](#) on winning the two tickets to see Collabro at Durham Cathedral on the 23rd March in aid of the Poverty Hurts Campaign in our prize draw today. Have a lovely time and please send us a photo! Thanks to all who participated, and have supported the cause! As Davey is an employee the tickets are on us and we will do the draw again. Your email address has been shared with the [County Durham Community Foundation](#)



SPONSORSHIP



#MAKEITVISIBLE ON TOUR



You and 59 others

5 comments · 2 reposts

There were no frowns with their tools down last week when the teams at Back Lane and Saxty Way for our Karbon Homes sites were asked to take a moment out of their day to invest in some me time. We were incredibly privileged to welcome the #makeitvisible team who delivered an informative and engaging talk

Site Manager Colin Bentham, T. Manners & sons Ltd explained how, despite the broad content it was a very enjoyable and well delivered talk. He mentioned how it was not only informative and educational but really worthwhile as it made you realise how all the aspects of your life can compound and have a huge affect on you. He spoke about how he could relate to it on both a personal and professional level and how it will have a lasting impact. Colin observed, and shared the same reflection as Wayne Harris Construction Director who also attended the event by stating how well received Rob and Jack were with not a snigger or backlash but pure support, engagement and reflection.

Wayne Harris commented "Rob was absolutely brilliant, the impact of the in room face to face interaction and story telling is something that touched all those in attendance. Their engagement was immense and will hopefully have an ongoing positive ripple effect".

Making Welfare & Wellbeing Support Visible, in sight, on site.

The #MakeItVisible team reach out to frontline trades to let them know about the crucial support services provided for free across the UK and Ireland. Visiting construction companies, builder's merchants, hire centres and sites across the country to help spread the word and break the stigma of #mentalhealthinconstruction.

<https://www.constructionindustryhelpline.com>

We are proud sponsors of the Lighthouse Charity as their offering and support are critical for Construction Workers and their families. If you or anyone you think could benefit from any of their services please reach out.

DON'T MISS YOUR CHANCE

Having been on the waiting list for over a year, we have been really lucky to work with the core coordination team and secure a further two visits on the current tour. Whilst in the Northeast region the team will be visiting our Thirteen Group Westdale Road site on Wednesday 6th March at 8am and our Head Office at Peel House DL14 6XW on Thursday 7th March at 8am. We encourage all staff to try and arrange their day around being able to attend one of these impactful life changing sessions if they can.

Please remember to reach out to a MHFA or complete the Wellbeing Action Plan should you require support.

TAKING SHAPE

We have been working on some fabulous affordable housing schemes for clients including Thirteen Group, North Star, Karbon Homes and Believe Housing. Here is a snapshot of work-in-progress at some of the sites.

Work is well underway at our Tanfield Road site, in Hartlepool, where we are building affordable homes for rent. The project includes seventeen two-bedroom bungalows, of which two properties are wheelchair-friendly. Before starting the North Star Housing Development, the site had to be cleared, involving the demolition of a former garden centre, cafe and greenhouses.

Progress has been good. Substructure works including the masonry below DPC, block and beam ground floors and structural screeds are well under way. The superstructure works have also begun on some plots. The development was unanimously backed by local councillors who agreed it will bring much-needed bungalows into the town's housing stock. Supported by Homes England, North Star is investing £3.2m in the project which is focused on the needs of the community.

All the bungalows will have private rear gardens and parking and are light and thermally efficient, with some featuring electric car charging. The units will be available at an affordable rent to people aged over 55 and the site will include communal planting within the courtyard development.

We are proud to be partnering North Star Housing, HMM Architects, Billinghurst George & Partners and RNJ Partnership LLP to inject new life into this brownfield site.

TANFIELD ROAD



It's great to be working on a second project with Karbon Homes at Back Lane in Thirsk, not far from the Saxty Way site. Another rent-to-buy project, Back Lane features 10 bungalows and 54 houses, to support the local community with a range of affordable housing choices. Given our reputation and relationship it was great to secure this contract with Karbon Homes directly when Tolent went into administration.

There is a lot of activity on site at the moment with ground workers installing drainage, all foundations have been excavated and cast, and sub-structures making good progress on the plots with some plots near complete. We look forward to keeping you posted as the site develops. Check out our social platforms for Colin's drone footage as the site progresses— with quite a few houses up already now.

BACK LANE



Working on behalf of Thirteen Group, we are delighted to receive a glowing Considerate Constructors Scheme Monitor's Report for our Westdale Road site, in central Thornaby. The report rates the site 'Excellent' in the three key criteria of: Respect for the Community, Care for the Environment and Value for our Workforce.

The site has been praised for the excellent start to its works and for showing consideration in its operation to ensure the minimum impact on the local community, including a good start in both its careers and community events planning. Environmental systems have been credited as being robust, with a number of good practices implemented, such as favouring local suppliers and sub-contractors to reduce travel, fuel and ensuring local spend.

Additionally, the site is providing its workforce with excellent welfare facilities and has been applauded for taking a large number of the scheme's e-learning modules. Well done to site manager Wayne Howmans, contracts manager Chris Sinclair, quantity surveyor Rebecca Hodge and the rest of the team for their dedication to achieving such an excellent report.



WESTDALE ROAD



We have a number of apprentices working on our Westdale Road site, including Nathan, who works for Buildroute Ltd as a bricklayer and lives within the local catchment to the Thirteen Group development.

Nathan is currently studying towards his Level 1 bricklaying apprenticeship at East Durham College. Wayne Howmans, Site Manager at Westdale Road, said: "Nathan is progressing well in his first year as an apprentice. He is working well with the bricklaying squad he has been placed with, and shows willingness to learn and care for the work he carries out. The squad he is with still have employed an apprentice that they trained previously, now out of his time he has become a full-time member of the team."

The site also provided employment opportunity for two of Thirteens tenants, one who had experienced long-term unemployment having previously worked as a plasterer before an accident ended his career and confidence the other is successfully doing joinery on the site. This is fantastic news for Thirteen as it supports their operating model of providing homes and incomes for those who need them.



Work is well underway at our Saxty Way site, in Thirsk, where we are building 47 dwellings with a mix of 2/3-bed semis, as well as four flats and eight bungalows. Already, twelve of the rent-to-buy properties are at second fix, with others at roof structure height. Following an early completion a number of properties have been handed over. The site has also contributed to huge social value returns within the local community as part of our commitment to partner with Karbon on a number of initiatives.

We are proud of the site's excellent environmental credentials, with energy-efficiency measures which include all the homes fitted with solar panels and heated via air source pumps.

Working on behalf of Karbon Homes, the site, which started in June 2022, is due to be completely finished soon.

SAXTY WAY



There has been fantastic T Manners teamwork at our Gosforth Civic Theatre site, where three of our Divisions are playing integral roles in the project - our Construction Division is the principal contractor, our Mechanical Division is delivering the plumbing, ventilation, ductwork and sanitaryware, with our Joinery Division crafting the timber bar which is surfaced with Corian counter tops.

The interior really took shape and the scene set for the theatre to unveil its new single-storey extension to increase capacity for community activities and office space. The works included external treatment to the auditorium, with cladding and rendering to the elevations, as well as adding electrical vehicle charging points and free-standing secure storage for six bikes. <https://www.gosforthcivictheatre.co.uk/gct-reopening-weekend-25-august>

The space has been reconfigured and enhanced with layout changes and a new main entrance lobby, lounge and office space. In addition, new WCs, showers and changing rooms have been installed. In the lounge/café area there is a stunning pitched roof with timber panelling, with wide expanses of glass flooding the space with light.

GOSFORTH CIVIC THEATRE



IMPRESSIVE WORK BY SPECIALIST JOINERY DIVISION

If you aren't familiar with the outstanding work that our Specialist Joinery Division create, then look no further than this stunning project at the Commissioner's Quay Inn, which is located on Blyth's harbour development. The interior of the building was enhanced with a beautiful mix of materials to bring the outside in and to evoke the waterfront feel. Our team of joiners created many of the features that combine to make this such a fabulous scheme. Natural and reclaimed oak timber is highlighted throughout, from the wall panelling, counter and table tops as well as the bespoke, curved bar dining area which is a focal point of the design. We also produced and installed the banquet seating. The overall look is a nod to the heritage of the quay, with a rustic blend of wood and open brickwork that's very much designed for the demands of modern dining.



In addition, our team manufactured the worktops in the buffet counter area including the timber and solid surface materials.

The investment in such high-quality craftsmanship has resulted in a uniquely designed space that respects the character of the adjacent conservation area, with the mix of materials paying homage to the site's industrial past.



T Manners are proud sponsors of Bishop Auckland Golf Club's Teesside Union Team.

We are thrilled to hear that the Club have raised an amazing £4,375 for Marie Curie UK.

Mark Walker and Wayne Hewitt, two members of our staff, joined almost 100 of the Club's golfers in their recent Ian Larnach Memorial Golf Day.

What a fabulous effort by everyone involved and such a great outcome for Marie Curie.

FUNDRAISING SPOTLIGHT

Annually we hold an internal Christmas raffle to raise funds for charity with the prize hampers going to employees. Whilst our Bribery and Corruption Policy means we are unable to accept gifts which may create a conflict, it is always nice to be able to put these towards this great cause. We ask employees to nominate a charity. This year funds raised were put together with the annual Christmas Jumper Day and donated to Save The Children, doubled by the company. #charity #hampers #givebackfridays #ethical #socialvalue



David Holmes

David's fundraiser for Breast Cancer Now

Fundraising for Breast Cancer Now

Hello! I'm fundraising for Breast Cancer Now. Here's my JustGiving page, if you'd like to donate: https://www.justgiving.com/page/david-holmes-1707811543183?utm_medium=fundraising&utm_content=page%2Fdavid-holmes-1707811543183&utm_source=whatsapp&utm_campaign=pfp-whatsapp

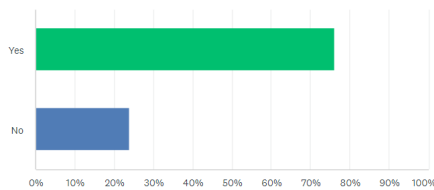
09:02

EMPLOYEE ENGAGEMENT SURVEY AT A GLANCE

The voice of the employee is something we value and continue to invest in year on year. We are humbled by the level of engagement which itself reflects the culture we want to nurture with an incredible **90.67% employee engagement score**. Of the 75 surveys sent out 68 were completed, To ensure we get the best picture we possibly can from our staff we have been asked by our accreditation auditors to push for a greater return from site staff. This was accomplished with an approximately 70% potential return (due to anonymised data the figure will be higher). We have taken some learnings from trying the electronic survey which in all went really well but we will add comments boxes and think about the scoring choices (these were kept the same so we can compare results which helps us build a better measure of how we are doing). We will also ensure hard copies for those that want one as we did this year but appreciate not everyone can get to the office so encourage you to ask if needed.

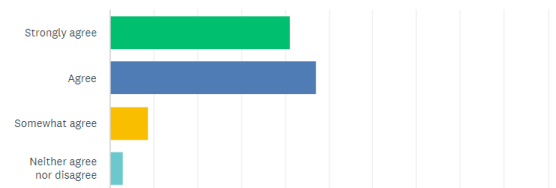
In your opinion has there been any improvements to the business during 2023?

Answered: 67 Skipped: 1



Service to the customer is a high priority at the Organisation

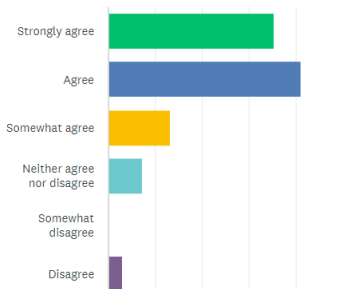
Answered: 68 Skipped: 0



We want to ensure everyone has the chance to voice any concerns and therefore you are reminded should you need to raise anything you should always feel you can discuss this with management, an employee rep, mental health first aider or HR. Discussions to help support individuals who have raised concerns not consistent with the wider team or our values has been provided so we can positively move forward. A lot of the results are consistent with previous years—what we have done to try and improve this is invest in beyond mandatory training, the strategic plan and the PDP so encourage you to fully engage with these processes and opportunities which we hope will help turn these results round. If you are ever uncertain please ask.

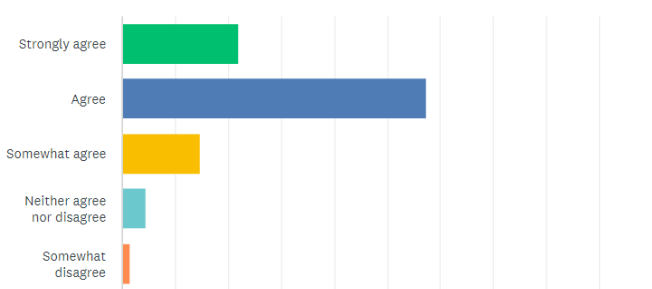
I enjoy working here

Answered: 68 Skipped: 0



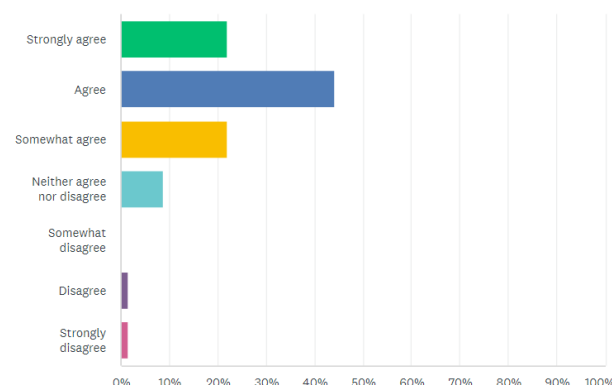
People at the company speak to each other in a respectful manner

Answered: 68 Skipped: 0



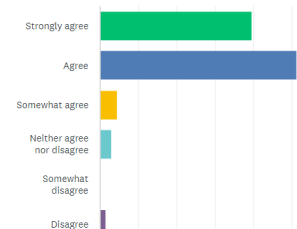
I feel that I receive good communication from my immediate manager to carry out my job

Answered: 68 Skipped: 0



Health and Safety is a high priority at the business

Answered: 68 Skipped: 0

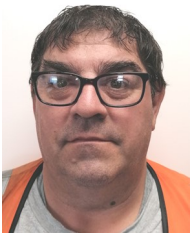


#RAOK

Watch this space as we provide a spark for those at work and within our community through our great voucher giveaway.

WITH BEST WISHES

We would like to take this opportunity to say farewell to two longstanding members of staff as they embark on their next chapters and enjoy some time out to retire and focus on themselves and their loved ones.



Neil Cleasby has supported Site Management and working foreman requirements for T Manners for a number of years before joining us in 2021 when an appropriate opportunity came along as a Site Manager and the workload permitted. Neil has been a trusted member of the team delivering on some sound projects during his time. Wayne Harris reflected how he is a real team player he will be remembered for his helpful, 'nothing a bother' attitude. A loyal supporter of the company a true testament to our values he will be missed and we wish him all the best in his next chapter.

Andrew Lomax has been a skilled and valued joiner at T Manners for over 30 years bringing great expertise to his craft. Andrew has trained many of our apprentices, instilling a strong work ethic as well as teaching them the techniques to get through their courses and set them up for a career in construction as a joiner.

Wayne Harris reflected how it has been great to work with Andrew who has been a top quality joiner throughout his whole career, meticulous and proud of everything he applied himself to Andrews work was always flawless.

His legacy continues and the family ties as his son continues to build a successful career within the business in his own right.



Thank you for your service to T Manners and the contribution and support you have given to the wider team.



Trish Manners has supported the family business for over 10 years now and will continue her support to Simon as an advocate of the business and its people, however, an external HR role has come up which aligns to her professional background so will pursue this opportunity leaving this March.

"I have thoroughly enjoyed working with everybody who make T Manners a great place to work and am encouraged to see how everything progresses at this very exciting time of growth for you"

Nicola will be a great asset to support, develop and embed the HR initiatives in place.

Nicola Coulthard will join us on the 4th March as HR & Compliance Lead taking on a number of the core HR roles from Trish. Elizabeth's role remains unchanged and she will continue to provide HR admin support as part of her Office Manager role. Nicola comes with a wealth of experience from the prison sector, council and other SME businesses, She has a HRM Masters, IOSHH and CIPD with some HR and employment law in the mix too! She leaves Teesdale Renewables a local family firm to help us continue the development, and improvement in our HR space at Manners where she will add immense value.



RECRUITMENT EMPLOYEE REFERRAL BONUS

We have a number of ongoing career opportunities as well as some identified roles to fill in order to support our growth and help to sustain this. Watch out for our updated careers page to support this strategy.

Do you know someone who may be suitable? Please share their details; if they are appointed and successfully pass their probation you will be rewarded with £200 as a thank you

IN FOCUS FOR 2024

- ⇒ EMBEDDING OUR VALUES IN ALL THAT WE DO
- ⇒ ENSURING WE FULLY UNDERSTAND AND TAKE RESPONSIBILITY FOR HEALTH & SAFETY
- ⇒ HOW WE CAN ADD VALUE THROUGH LOOKING AT OUR COMMUNITY AND ENVIRONMENTAL CONTRIBUTION (AND HOW WE CAPTURE AND SHARE THIS FOR THE WIDER BENEFIT)
- ⇒ HOW CAN I PRIORITISE MY WELLBEING AND ATTITUDE FOR ME, MY HOME & COLLEAGUES
- ⇒ DRIVING CHANGE AND TAKING ACCOUNTABILITY TO HELP SUPPORT OUR CULTURE AND GROWTH
- ⇒ TAKE PRIDE OF YOUR CONTRIBUTION AND THOSE AROUND YOU AND THE VALUE YOU BRING
- ⇒ INVESTING IN CAPABILITY & CAPACITY THROUGH DEVELOPMENT, TECHNOLOGY & EQUIPMENT

LET'S CONNECT.....

Currently we were over the moon to reach 3,500 followers on LinkedIn. This is a significant milestone for the company as LinkedIn has become the go-to platform for the construction industry and our stakeholders to share information and connect with each other. We also get a lot of engagement with our clients and are looking pretty healthy against our main competitors. It's a great way to stay connected, see updates and share vacancies.

To increase awareness and raise our profile, we continue to post news on other popular social media channels including; facebook, Instagram, twitter and our website.

If you aren't already connected with T Manners, please give us a follow as it's a great way to keep in touch with regular updates about our projects, social value activity, new appointments, job vacancies and much more!

FOLLOW US ON >

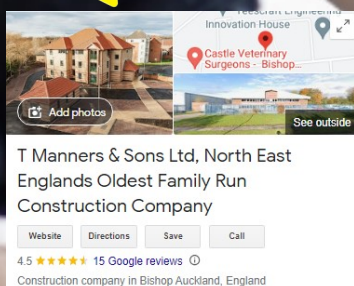


PROUD OF WHERE YOU WORK?

**PLEASE ADD A REVIEW OR ENCOURAGE RELEVANT CONTACTS ON GOOGLE BUSINESS REVIEW
AND GLASSDOOR EMPLOYEE REVIEWS**

<https://g.page/r/CYEo5An34sjsEB0/review>

<https://www.glassdoor.co.uk/Reviews/T-Manners-and-Sons-Reviews-E9227647.htm>



WE'D LOVE TO HEAR YOUR NEWS!

We hope you have enjoyed reading this roundup newsletter. We would love to share more news about our staff, so if you have any news you would like to share like babies, fur babies, milestones, voluntary work in the community, charity fundraising or anything that you think your colleagues would be interested in, please email information and photographs to: enquiries@tmanners.co.uk (please be reassured the next editions are planned to be a one pager summary each month, we were just conscious of the gap in this type of communication to all staff—a key output from the survey! - so we hope you have found it useful and thank you for taking the time to read and respond)