

KEY PERFORMANCE INDICATORS

2007 REPORT

The following summarises the findings of the Key Performance Indicators for 2007 compared to previous years' results.

CUSTOMER SATISFACTION

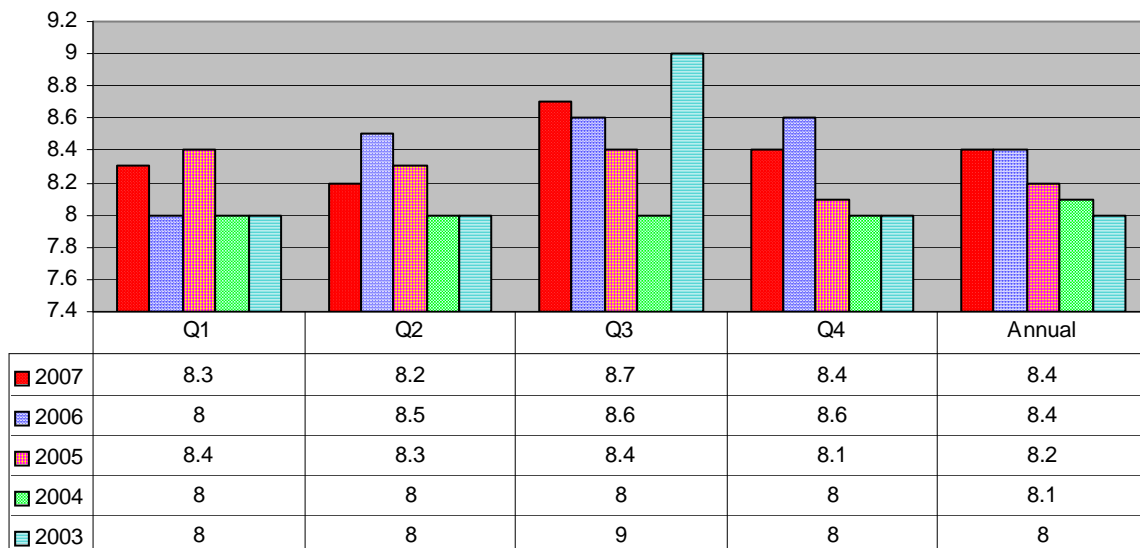
The aim is to monitor customer satisfaction by means of a cross selection of customer satisfaction surveys undertaken by each branch and trading operation. Any low scores, derogatory comments, or falling trends are under investigation by the Directors. Results are analysed quarterly.

2007 results

Period	No of surveys completed	Overall average	Installation Quality	Programme Compliance	Problem Handling	Safety	Value added to Contract	Employ Again?
2007 Total	85	8.4	8.1	7.9	8.7	8.6	7.7	9.4
Q1	12	8.3	8.3	7.9	8.6	8.3	7.5	9.3
Q2	15	8.2	7.5	7.3	9.1	8.7	7.7	9.2
Q3	22	8.7	8.2	8.2	8.9	8.9	8.1	9.7
Q4	36	8.4	8.2	8.1	8.6	8.5	7.6	9.2

Annual Comparisons

**Customer Satisfaction 2007
Overall Results**



Our results show that we are maintaining our current high level of customer satisfaction.

EMPLOYEE SATISFACTION

The aim is to measure Employee Satisfaction by asking employees to score the following categories from 1 to 10: INFLUENCE, TERMS, ACHIEVEMENT, RESPECT, COMMUNICATION, AND SUPPORT. This also forms part of the Investors in People procedures. Any low scores are reviewed by the Directors.

EMPLOYEE SATISFACTION 2007

"How satisfied are you with....?"	Very satisfied		Satisfied		Neither satisfied nor dissatisfied		Dissatisfied		Very dissatisfied	No of employee returns	
Score (a)	10	9	8	7	6	5	4	3	2	1	
Influence	8	27	59	16	7	1	0	2	0	1	121
Terms	16	22	50	19	10	3	0	0	0	0	120
Achievement	15	31	45	13	8	3	3	0	0	1	119
Respect	26	39	40	9	4	0	0	0	1	1	120
Communication	20	27	51	10	6	1	0	0	1	0	116
Support	23	29	46	11	5	0	1	0	0	2	117
Totals (b)	108	175	291	78	40	8	4	2	2	5	713

The Total Company Score using 1-10 scale is:	5840
<i>(Grand total of employee marks - a x b)</i>	
Total number of scores =	713
<i>(No. of questions x no. of employees)</i>	
Average score =	8.2
<i>(Total company score/Total no. of scores)</i>	

Note:

Total no. of employees	144
Returns received	121
% of Returns received	84%

2006 average score = 8.2
 2005 average score = 8.0
 2004 average score = 7.9
 2003 average score = 7.9

We are maintaining the level of Employee Satisfaction achieved in 2006.

Results of the Employee Satisfaction for Operatives are as follows:

EMPLOYEE SATISFACTION 2007 - OPERATIVES

"How satisfied are you with....?"	Very satisfied		Satisfied		Neither satisfied nor dissatisfied		Dissatisfied		Very dissatisfied	No of employee returns	
Score (a)	10	9	8	7	6	5	4	3	2	1	
Influence	23	16	73	32	22	18	2	1	1	2	190
Terms	23	10	95	22	16	10	3	6	1	2	188
Achievement	34	26	73	30	11	12	0	2	0	3	191
Respect	29	24	78	22	20	10	1	3	2	2	191
Communication	32	20	68	21	32	11	1	1	2	3	191
Training	61	36	59	15	8	6	2	1	0	0	188
Safety	73	32	52	8	2	4	0	3	0	2	176
Totals (b)	275	164	498	150	111	71	9	17	6	14	1315

The Total Company Score using 1-10 scale is: 10394
(Grand total of employee marks - a x b)

Total number of scores = 1315
(No. of questions x no. of employees)

Average score = 7.9
(Total company score/Total no. of scores)

Note:

Total no. of operatives 282
 Returns received 191
 % of Returns received 68%

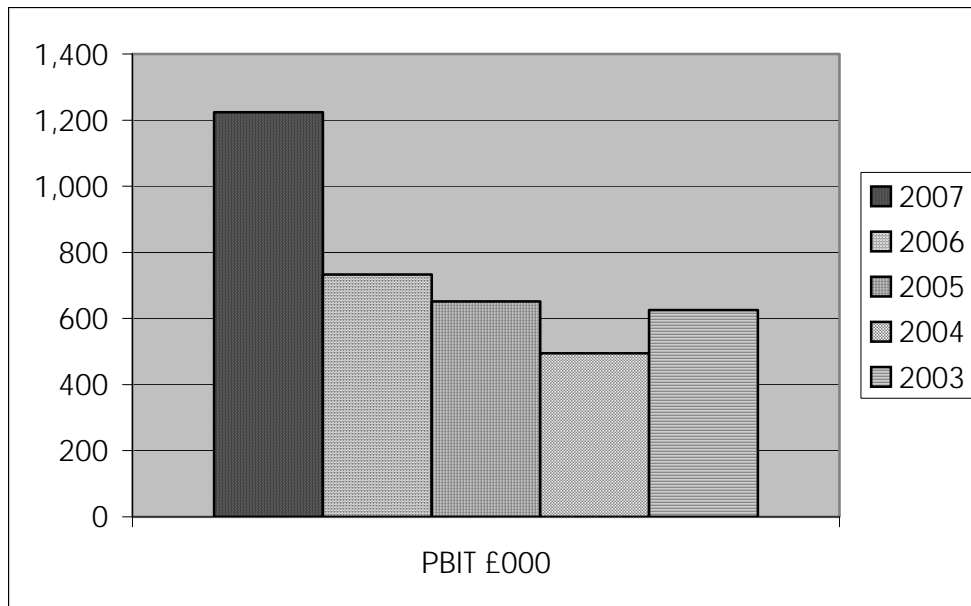
2006 average score = 8.4

Operative satisfaction has shown a small decline from that achieved in 2006. Any individual issues/problems have been identified and are being addressed by the Directors.

PROFITABILITY

The aim is to show company profit, before interest and tax, as a percentage of sales.

	2007	2006	2005	2004	2003
Turnover £000	36,015	31,838	29,792	29,607	36,275
PBIT £000	1,224	733	652	495	625
%	3.4%	2.30%	2.19%	1.67%	1.72%

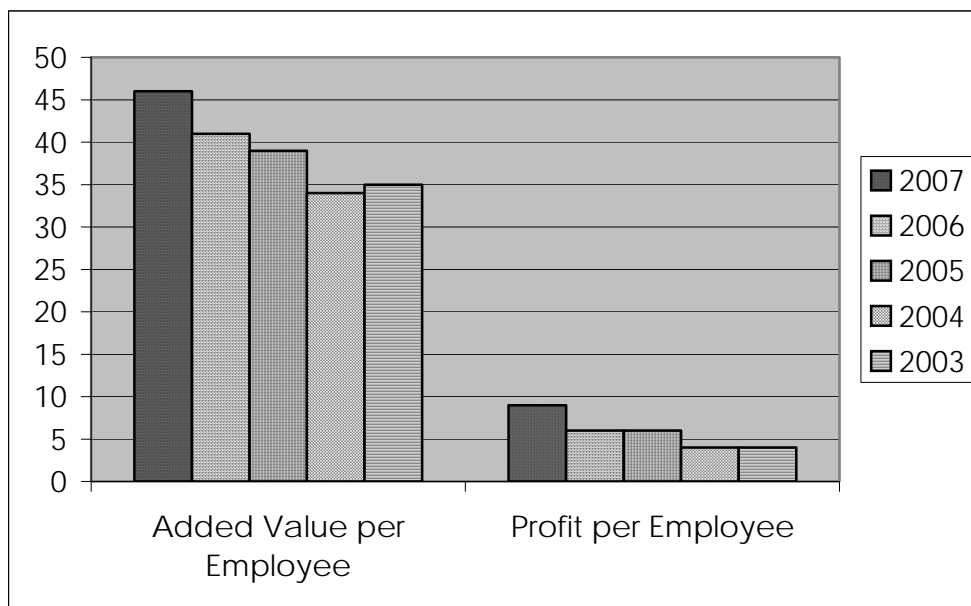


The results show that there has been a consistent increase in profitability over the past five years.

PRODUCTIVITY

The aim is to show company value added (turnover) per employee, excluding operatives.

	2007	2006	2005	2004	2003
Turnover	36,015	31,838	29,792	29,607	36,276
Total Cost of Sales	(26,822)	(23,733)	(22,297)	(22,581)	(28,347)
Total Overheads	7,968	7,371	6,843	6,531	7,304
Less Staff Costs	(4,995)	(4,536)	(4,166)	(3,775)	(4,232)
	(2,973)	(2,835)	(2,677)	(2,756)	(3,072)
Less Bought out Costs	0	0	0	0	0
Profit	6,220	5,270	4,818	4,270	4,857
No of Employees	134	130	125	126	138
Added Value per Employee	46	41	39	34	35
Total Staff Costs	4,995	4,536	4,166	3,775	4,232
No of Staff	134	130	125	126	138
Cost per Employee	37	35	33	30	31
Profit per Employee	9	6	6	4	4



Productivity has shown a steady improvement over the past five years.

SUPPLY CHAIN

Preferred Supplier Performance Appraisal

The aim is to measure the performance of our Preferred Suppliers and the relationship between branch and supplier by undertaking an annual appraisal.

Summarised results are as below.

In 2005, as part of our Environmental Policy we added a new category – “Environmental Performance”. Branches were asked to comment on each supplier rather than award a mark. The “graded” mark was calculated centrally and is weighted in various criteria, e.g. written policy, ISO 14001, recycling, packaging, electronic communications. This has been reviewed and updated with further responses from the suppliers and information published on the supplier websites. It is important to note that this assessment relates purely to this information and not on any investigation or assessment of their actual processes or performance.

	All branches & categories	Price Competitiveness	Support in Securing Contract	Ability to Secure Specs	Value Added (after order)	Technical Support	Problem Handling	Communication & Attitude	Product/Service Quality	Delivery & Availability	Partnership Ethos	Environmental Performance	Management of Agreement
2007	6.9	6.7	6.4	6.3	6.1	7.1	7.1	7.2	7.4	7.2	6.9	6.0	7.1
2006	6.9	6.9	6.4	6.3	5.9	7.1	7.2	7.3	7.6	7.3	6.8	3.0	7.1
2005	6.9	6.8	6.4	6.5	5.9	7.1	7.1	7.3	7.6	7.3	6.8	3.0	6.7
2004	6.9	6.6	6.5	6.3	5.9	7.0	6.9	7.3	7.7	7.3	7.0		6.3
2003	6.9	6.8	6.4	6.1	5.9	7.0	6.8	7.2	7.9	7.3	6.9		7.4

Although there are slight fluctuations in each category, the overall mark has not changed.

Preferred Supplier Feedback

The aim is to obtain feedback from our Preferred Suppliers and the relationship between supplier and branch by asking a selection of our Preferred Suppliers to undertake an annual appraisal.

The results are summarised below:

Year	Supplier Average	Support to your operation	Workmanship	Problem Handling (site/technical)	Management & Competence	Payments	Disputed Invoice Settlement	Communication & Attitude	Ability to win work
2007	7.6	6.8	7.6	7.7	7.9	9.4	8.8	7.4	6.5
2006	7.7	7.4	7.6	7.5	8.2	8.9	7.9	7.8	6.6
2005	7.7	7.1	7.4	7.7	8.0	8.4	8.2	7.8	6.6
2004	7.9	7.2	8.2	8.1	8.3	8.0	8.3	8.3	7.3
2003	8.1	7.7	7.7	8.0	8.6	8.5	8.6	8.4	7.5

There are small fluctuations in some marks, with a very slight reduction overall.

Supplier meetings have been/will be held to discuss any issues raised by these two appraisals.

SAFETY

Reports and statistics are provided quarterly by Safety Advisers and accident statistics are published annually on the company intranet. Incidents are analysed by branch and by type of incident.

In 2007 our incident rate (reportable accidents per 1000 employees) was 16.13.

In 2006 it was 22.73

In 2005 it was 15.7

PROCESS EVALUATION

Incorporated within our formal Quality Procedures.