

[The art and science
of construction]



At Wates we believe in the art of construction – the extra layer of creativity that sets a truly exceptional project apart from the merely good; the community project that creates long term opportunities; the school that helps to shape the future of teachers and pupils; the office that fosters real teamwork; the store that generates great revenues; the home that feels good to live in.

Behind that art, lies the science of building; financial stability and comprehensive experience combined with a long term commitment to the construction industry. Our absolute focus on using every ounce of talent and expertise to safely deliver a quality product on time and on budget – every time, has enabled Wates to deliver successfully for customers for over 112 years.

Like any artist, we push the boundaries, challenge perceptions and promote new ways of thinking. All with the aim of creating a lasting impression on our canvas – the projects you entrust us with and the communities they touch.

Take a moment to contemplate the five ways that we blend art with science to create a unique picture of success for you, our customers...



Above all, it's about people

Extraordinary in delivery

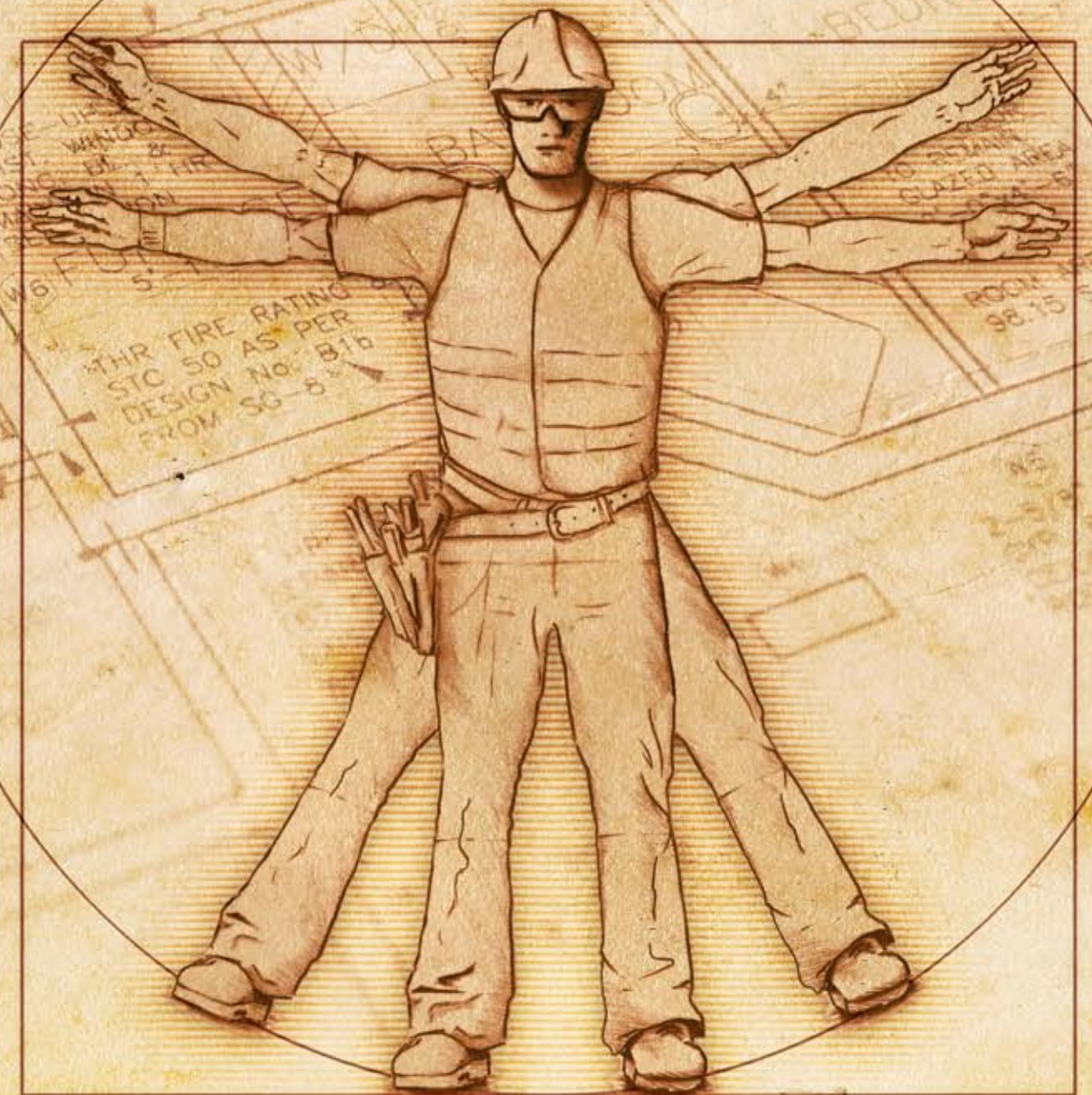
The science: Challenging ourselves to push beyond accepted standards is how we deliver exceptional results. You can trust us to set ambitious targets for ourselves and be open about measuring progress. Our experience in your market means the tools for success are tried and tested. The processes, technology and knowledge to deliver beyond your expectations are all in place.

The art: People deliver results – and ours are talented, well-trained, professionally managed and motivated. Their very personal passion for surpassing your expectations will filter through every aspect of your relationship with Wates. You'll see it when you walk onto one of our sites, you'll hear it in the pride of our project managers, you'll feel it long after we've left.



“ Wates took the time to understand what we wanted to achieve and made sure they delivered on every detail of this technically and logistically demanding project. We're very happy with the end result. ”

Sam Mullins, Director,
London Transport Museum



Relentlessly creating value for you

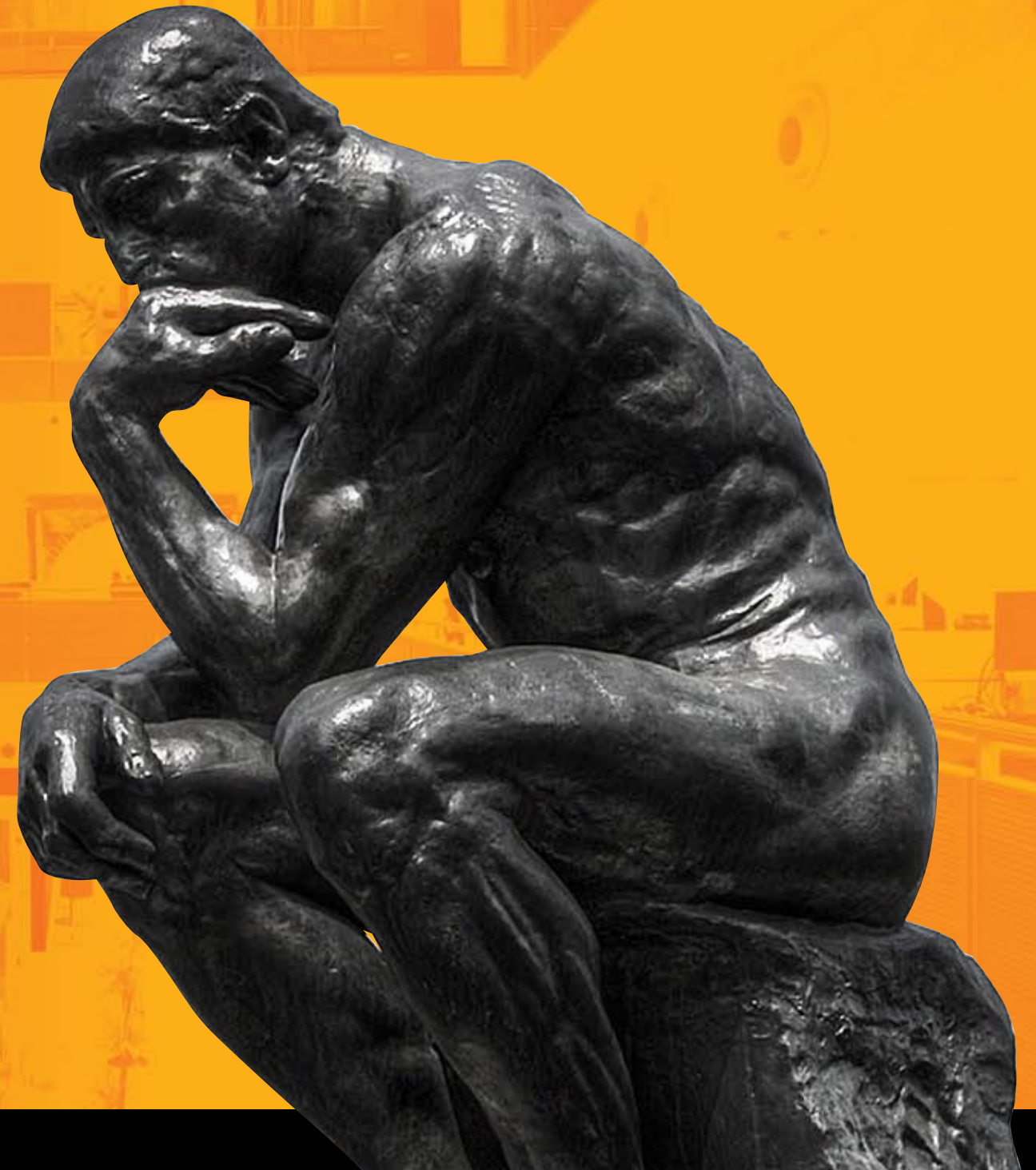
The science: Our thoughts are trained on what “value” means to you. Lower capital costs, lower operational costs, a faster programme, leveraging new funding, demonstrable continuous improvement or skills development in the community. Whatever your criteria, whether this is a one-off project or a framework, we believe that by applying intelligence, creativity and rigor, we can deliver greater value on your project.

The art: People often talk about a “value chain” and we believe that’s exactly what it is – a chain of people who play an essential part in creating a valuable outcome for the customer. Rationalising our supply chain through our “Closer to Fewer” programme has enabled us to commit to long term relationships with the right suppliers. Our project managers are trained to get the best from those relationships to deliver the value back through the chain to you.



“ Wates Interiors’ approach to creating real value through partnership and exceptional project delivery, has enabled us to create a space where our people can continue to push the boundaries of traditional entertainment.”

Mike Blacklee, Facilities Director,
SonyBMG Entertainment UK



Embedded in your success

The science: Wates' heritage of over 112 years business growth and professional ownership by one family, combined with one of the strongest financial positions in the industry, provides a unique bedrock for our customer relationships. 80% of our growing business comes from existing clients, with 89% customer satisfaction, 98% of projects delivered on time and on budget and 83% of sites injury free. The numbers add up to an impressive record of delivering for our customers.

The art: Our business is committed to long term relationships with customers. We have set ourselves a target of 90% repeat business by 2010. Why does that matter to you? It means that from the leadership to the supply chain, we are passionate about building your trust – putting our expertise and knowledge to work to create long term value for you where it matters most. The success of delivering your vision is why Wates builds with such care.

“Already it's clear that the new buildings are having a positive impact on recruitment, with our November open day attracting record numbers of prospective students. The new facilities are also contributing to improved retention and results, all of which are crucial to our success.”

Alison Clarke, Principal and Executive Director, Canterbury College

89%
customer
satisfaction

98%
on time and
on budget

120
Simply Food
stores delivered
for M&S

83%
of sites
injury free

80%
repeat
business

9,712
new school
places created

19
Sunrise
Senior Living
projects

99%
of retail projects
delivered
on time

50+
affordable
housing
frameworks

20,000
homes built
or refurbished
every year

112+
years of
growth



A progressive partner

The science: Our aim is to lead by example, influencing Government, regulators, our suppliers and lobby groups to improve outcomes for the users of our buildings. From technology to the environment, we support our customers in staying one step ahead of legislation, regulations and expectations.

The art: Clear market insight, born out of an appreciation of the environment you operate in, helps us identify opportunities to generate ever greater value for you. As a privately owned company we can act quickly to bring these fresh ideas to fruition. New design services, valuable feasibility studies and innovation in training all take our relationship with customers to a deeper level.



“Wates and JLP work together to develop and implement innovative solutions as part of our “Delivering Growth” plan. Our aligned strategic aims enable us to deliver on common environmental and corporate responsibility goals, in particular reducing waste and having a positive impact on local communities.”

Tony Jacob, Head of Construction Management, John Lewis Partnership

Above all, it's about people



Building connections for stronger communities

Individual and corporate, public and private, contractor and resident, skilled and unskilled – it is Wates’ ability to make deep, long lasting connections within communities that makes us a powerful contributor to your sustainability vision. Over 112 years of single family ownership has helped to create a unique DNA at Wates.

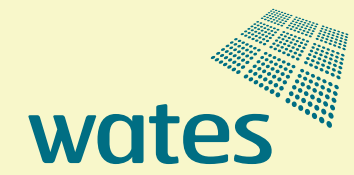
The science: In Wates you have a construction partner that sees the power of those connections, and builds them into our offering. Our Building Futures programme connects our skills with those who are long term unemployed – boosting skills and employability amongst the people we are building for. Our commitment to help build low carbon Britain and to lead the way in waste reduction connects our own impact as a company with the demands of our customers and the Government.

The art: We bring to the table the skills, resources and experience to support your sustainable community objectives. Whether you already have a clear strategy, and now need help to deliver it, or you have been set targets and want help with the how, we believe no-one is better placed to enhance your social, cultural and environmental impact.



“ We are delighted that we have been able to facilitate a link between Wates and the Skill to Build programme. This new partnership will bring together two great schemes that offer the long-term unemployed an opportunity to train and work within the construction industry. ”

David Fletcher, Head of Regeneration, Glasgow Housing Association.



For more information,
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