

dowds

GROUP



ABOUT DOWDS GROUP

DOWDS GROUP ARE A LEADING MULTI-DISCIPLINE SPECIALIST CONTRACTOR PROVIDING CONSTRUCTION, BUILDING SERVICES AND FACILITIES MANAGEMENT.

We exceed customers' expectations as evidenced by our levels of repeat business and our involvement in cutting-edge healthcare, education, leisure, commercial and residential projects throughout the UK and Ireland.

WHY ARE DOWDS DIFFERENT?

- We are an owner managed company – we make our own decisions.
- We stay at the forefront of delivering complex building services and construction solutions.
- The quality of people and our product, and the surety of delivery.
- Our long-term strategy is to partner with clients who understand the benefit we bring.

WHAT CAN WE DO FOR YOU?

We do things *The Dowds Way* - our clients can expect a seamless service through early engagement with our experienced in-house Design and BIM team, our highly commended one stop shop service and working with a contractor who cares, identifying and resolving any issues before starting on site.



40+ YEARS

ESTABLISHED 1978



190+

DIRECT EMPLOYEES 90% RETENTION



3 LOCATIONS

BALLYMONEY, BELFAST & LONDON



£60M

TURNOVER



500+

SUPPLY CHAIN

OUR SERVICES

BUILDING SERVICES

Our industry leading approach to M&E transforms the most complex projects into a straightforward, innovative solution. Dowds Building Services have built a solid reputation of delivering quality installations to our clients through precise consultation and consideration of their projects.

INTEGRATED SERVICES

Dowds Integrated Services Division provides clients both new and existing with tailored mechanical and electrical installations and solutions to enhance continued business viability.

FACILITIES MANAGEMENT

Dowds Facilities Management provides customer focused maintenance services on both a planned and reactive basis with emphasis on planned prevention and maximisation of asset life cycle performance.

CONSTRUCTION

Dowds Construction offers and provides a successful Construction Management option for clients who wish to retain change flexibility, supply chain visibility, control of programme and a non-adversarial project delivery.

ENERGY SOLUTIONS

Dowds Energy Solutions provide a complimentary auditing service to our clients to ensure their systems provide long-term performance and deliver carbon reduced and viable solutions.



BUILDING
SERVICES



INTEGRATED
SERVICES



FACILITIES
MANAGEMENT



CONSTRUCTION



ENERGY
SOLUTIONS



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OUR MISSION

Our mission is to continuously improve to stay at the forefront of delivering complex building services and construction solutions. Our ultimate aim is to build a better future for our staff, customers, and the wider community.

We recognise our key differentiators are the quality of people and our product, and the surety of delivery. Our long-term strategy is to partner with clients who understand the benefit we bring.

To this end this 5-year company strategy which sets out the key goals, actions and metrics that will help us to achieve this in each of our markets of operation and across our business units.

OUR VISION

Our vision is to be the employer and partner of choice.

We aim to excel in service and delivery thereby enhancing the Dowds brand and setting the benchmark against which our competitors are measured.



CORE VALUES

PEOPLE

The success of Dowds Group depends greatly on our people, their drive and their contribution. Our culture fosters happier, healthier, and more fulfilled employees, resulting in ultimately better business performance.

QUALITY

We take pride in carrying out our operations to the highest standard and deliver services that exceed our clients' expectations.



HEALTH & SAFETY

We ensure that a health & safety driven ethos of knowledge, commitment and communication is promoted throughout our Company, spearheaded by our senior management team.

BUSINESS SUSTAINABILITY

Our vision is to be the employer and partner of choice. We aim to excel in service and delivery thereby enhancing the Dowds brand and setting the benchmark against which our competitors are measured.

DOWDS PEOPLE

OUR LEADERSHIP TEAM

Dowds leadership team has an underpinning commitment to effective people management, and desire to make Dowds both successful now and sustainable for the long-term future.

We truly believe our people are what makes Dowds Group different – we give good people time to do their jobs well and it is reflected in our impressive employee retention rates and our unique culture.



James Dowds
Managing Director



David Porter
Commercial Director



Julian McCamphill
Operations Director



Nigel Connolly
Integrated Services
Director



Nicholas McKee
Construction Manager



Ronnie Moran
Operations Manager



Colin Walker
Health & Safety Manager



John McAlister
Quality Manager



Gemma O'Kane
HR & Comms Manager



Brian Cunning
Contracts Director



Damian McCamphill
Contracts Director



Wayne Kemp
Contracts Director



Chris Argent
Pre-Construction Director



Bryan Armstrong
Director



Jack Gourley
Operations Manager



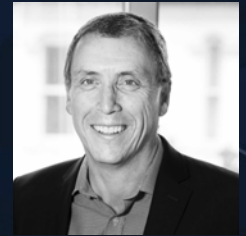
Maura O'Mullan
FM Manager



Neale Archibald
Operations Manager



Uan Campbell
Pre-Construction
Manager



Niall McCamphill
Client Development
Manager



Alan McLean
Estimating Manager



Stephen McAllister
QS Manager



Martin Magee
BIM Manager



Chris Reid
Design Manager



Niall Dowds
Finance Manager

THE DOWDS WAY

VISION | VALUES | BEHAVIOURS

The 'Dowds Way' harnesses the key elements of our company culture using core values and behaviours to guide our decision-making and to create a structure against which our employees are assessed and rewarded and how we manage relationships with our clients.

Dowds Group expect all employees will conduct themselves in a professional manner when interacting with others or when managing colleagues. All members of Dowds consider their own behaviour and the impact this can have on others.

While we all recognise our personalities, characters and management styles may differ – the 5 C's outline the certain behaviours that govern how a Dowds employee should aim to be:



COLLABORATION

COMMITMENT

CREATIVITY

CONSIDERATION

COMMUNICATION

CORPORATE SOCIAL RESPONSIBILITY

Dowds CSR journey began in 2018 and focuses on 5 key areas - Employee Engagement & Retention, Employee Wellbeing, Diversity & Inclusion, Responsible Business and Training & Development. This also includes our 'Health Matters' committee who look at how we can improve our staff's physical and mental well being.

3,249

TRAINING HOURS



INVESTORS IN PEOPLE®
We invest in people Gold

COVID19

INTRODUCED FAMILY FRIENDLY AND FLEXIBLE WORKING POLICIES.



14

QUALIFIED MENTAL HEALTH FIRST AIDERS



3

EMPLOYEE FUNDRAISING PHYSICAL HEALTH CHALLENGES



ENVIRONMENTAL INITIATIVES

CONVERSION TO HYBRID COMPANY VEHICLES



£150K



INVESTED IN TRAINING OVER THE LAST 5 YEARS

13

APPRENTICES ON PAYROLL (10% OF CURRENT STAFF)



OVER


£21,000

DONATED TO CHARITIES
SINCE 2020/21

(OVER £100K DONATED IN THE LAST 5 YEARS)

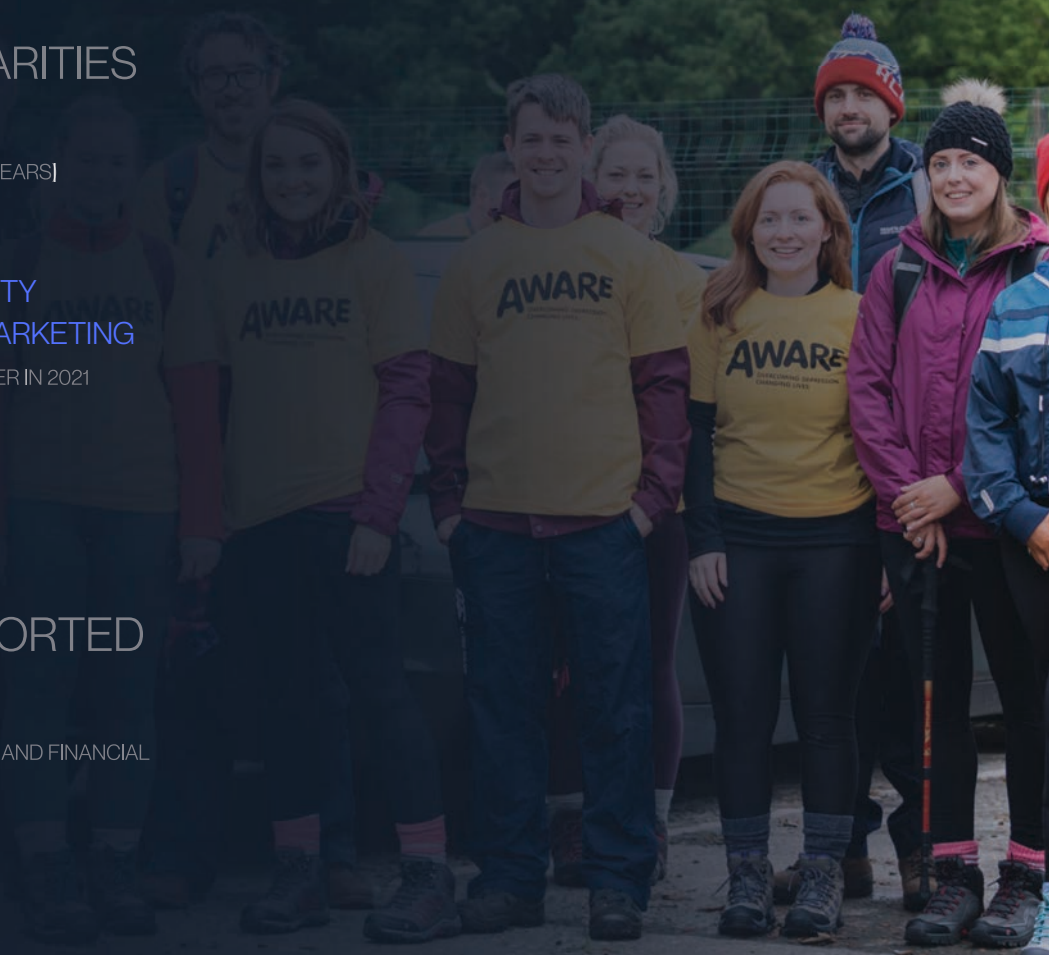
BUSINESS IN THE COMMUNITY
ENVIRONMENTAL BENCHMARKING

CURRENTLY BRONZE, AIMING FOR SILVER IN 2021

12 

CHARITIES SUPPORTED
SINCE 2020/21

THROUGH AWARENESS CAMPAIGNS AND FINANCIAL
DONATIONS



DOWDS QUALITY

QUALITY MANAGEMENT

Dowds Group is committed to achieving the highest possible standards of Health, Safety, Environmental and Quality performance on all our construction projects.

We have established an Integrated Management System that is certified and maintained to [ISO 45001:2018](#), [ISO 14001:2015](#), and [ISO 9001:2015](#).

Our SHEQ policies document our commitment towards health and safety for all employees, subcontractors, visitors, and third-party workers and protecting the environment.

In addition to upholding our OHSAS and ISO accreditations, we hold the following relevant to the industry:

- NICEIC Certification
- GasSafe Registered
- Constructionline Gold
- Safe Contractor
- BSI BIM VC 700174
- ECA Certification



CUSTOMER EXPERIENCE

At Dowds, we exceed customer expectations as evidenced by our levels of repeat business and our involvement in cutting-edge education, healthcare, leisure and commercial projects throughout the UK and Ireland.

In 2021 we introduced our customer experience (CEX) system as a way of reinforcing or challenging our internal perception of our performance by providing specific, frequent, and targeted client feedback.

Our **Customer Experience process** allows us to:

- Reinforce or challenge how we perceive our performance
- Highlight negative and positive trends in performance
- Reinforce our high level of service and aids PR/Marketing
- Provide valuable information on how we compare with our competitors
- Promote regular contact with clients beyond site level & enhance relationships

ESTABLISH KPIs

Best metrics
Bespoke or Standard

GATHER DATA

Customer Experience
Questionnaires
Post contract interviews

MEASURE

Performance vs Target
Identify Issues

BENCHMARK

By Competitors
By Industry
By World Class

REPORT USE

Internal management
Lessons Learnt
Customer feedback
Marketing

AWARD WINNING

Dowds saw multiple award wins in 2021, with receiving 7 out of 9 shortlisting's, this was an impressive achievement showcasing the continued growth and success of our company.

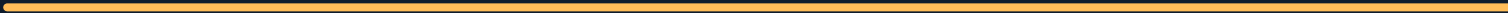
We were named as one of **Ireland's Best Managed Companies** as part of Deloitte Ireland's awards programme. This was closely followed by receiving the **'One To Watch'** title at NI Business in the Community Responsible Business Awards.

We were also recognised within the NI construction industry being capped **'Large Mechanical Contractor of the Year'** at NI Plumbing & Heating Awards and taking home top honours at NI Electrical Awards with the **'Overall Achievement Award'**, celebrating our contribution and dedication to the NI Electrical industry.

Following our extensive award wins close to home, we went on to receive the prestigious **'Specialist Contractor of the Year'** award at the Building Magazine Awards in London in December 2021.

Building AWARDS 2021





DOWDS HEALTH & SAFETY

HEALTH & SAFETY ETHOS

Dowds Group is committed to maintaining the highest standards of Health and Safety for its employees and for others who may be affected by its activities, by creating a safe working environment at all times.

We are a safe company and employ a full-time health and safety manager who oversees the department. Health and Safety is embedded within our culture and the results of this are reflected in our accident statistics which are close to zero.

The management of Dowds recognise that the successful management of health and safety contributes to the overall performance of the Company by reducing unnecessary losses and liabilities.

We also recognise that the management of health and safety is key business objective and consider it to be an 'equal partner' along with the delivery and quality of service provided to their clients.

RIDDOR STATS

	2021	2020	2019	2018	2017	2016	2015
Minor Accidents	1	17	11	8	16	17	6
Near Misses	0	0	0	1	1	0	0
Reportable	0	0	0	1	1	0	0
3/7 Day Accident	0	4	0	1	1	0	0
Fatalities	0	0	0	0	0	0	0

ENVIRONMENTAL TARGETS

Climate change is one of the most pressing problems facing our world today. It affects everyone - from families worrying about their children's futures, to businesses deciding where to invest. So, it is in the interests of everyone we see systemic change averts climate catastrophe and unlocks the potential of green growth.

At Dowds Group, we believe the business community has a key role to play in making that happen. And we're determined to play our part.

That's why we're making a worldwide science-based commitment to achieving **Net Zero Carbon Emissions by 2038**

To achieve this, we are focusing on 3 main areas.

- OPERATIONS
- CLIENTS AND SUPPLIERS
- POLICY CHANGE AND COMMUNITY SUPPORT

25%

REDUCE GHG EMISSIONS BY 2025



MODERN CENTRALISED OFFICES

OPTIMISE ENERGY EFFICIENT &
INCORPORATE BETTER TECHNOLOGIES BY
2023



FLEET & COMPANY VEHICLES

CHANGE 50% TO ALTERNATIVE FUEL BY 2026



HEATING & POWER

OF STATIC OFFICES TO BE FROM SINGLE
SOURCE RENEWABLE ENERGY BY 2027

50%

REDUCTION ON ALL GHG
EMISSIONS BY 2030 IN LINE WITH
THE BITC CLIMATE CHARTER

ENVIRONMENTAL INITIATIVES

We have signed the **BITC Climate Charter** committing to reduce our 2020 Carbon figures by 50% by 2030. BITC also offer training and support for companies to help them meet their goals. Over the past 3 years we have also completed their Benchmarking Survey and currently hold a Bronze accreditation. It is hoped that this year we will achieve Silver.

Self Help Africa works to help protect smallholder farmers in rural Africa to help fight against the worst effects of climate change. They plant trees in Africa to help the local communities and allow us to offset some of our carbon. In addition, for every 10 trees they plant in Africa they plant 1 in Northern Ireland.





DOWDS BUSINESS SUSTAINABILITY

FINANCIALS

Dowds Group are an **Owner/Managed Company** (Original MBO in 2004) and the company continues to bring in shareholders to push the business forward. Our directors aim to increase turnover to allow us to meet our strategic objectives and ensure business sustainability.

Dowds performance in 2020, despite the upheaval of Covid19 and Brexit, recorded a record year with a £60M+ turnover (50% increase on the previous year), the addition of 40 new members of staff and completion of a number of landmark projects across our Building Services, Facilities Management and Construction divisions.

We are financially buoyant with a secured order book of works for 2022 onwards, all in line with our business plan for each division.



ORDER BOOK

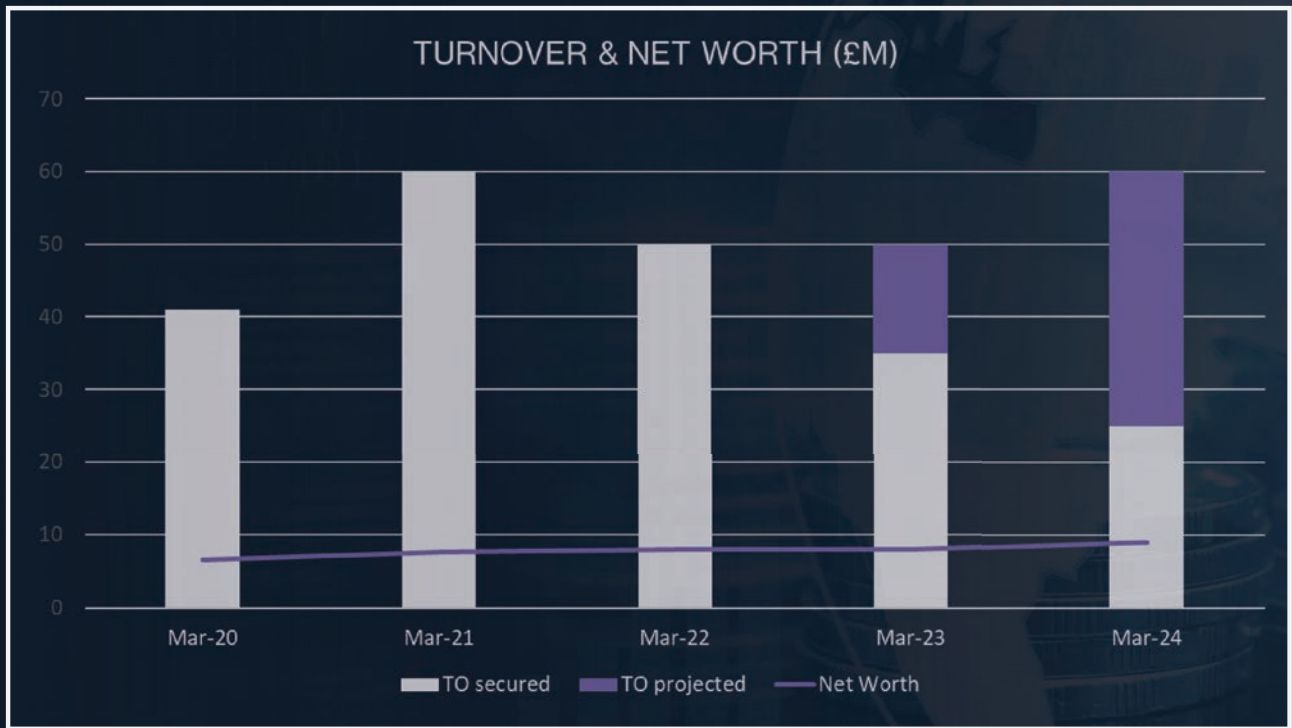
£35.3M



GROUP TURNOVER

£45M

FINANCIAL OVERVIEW



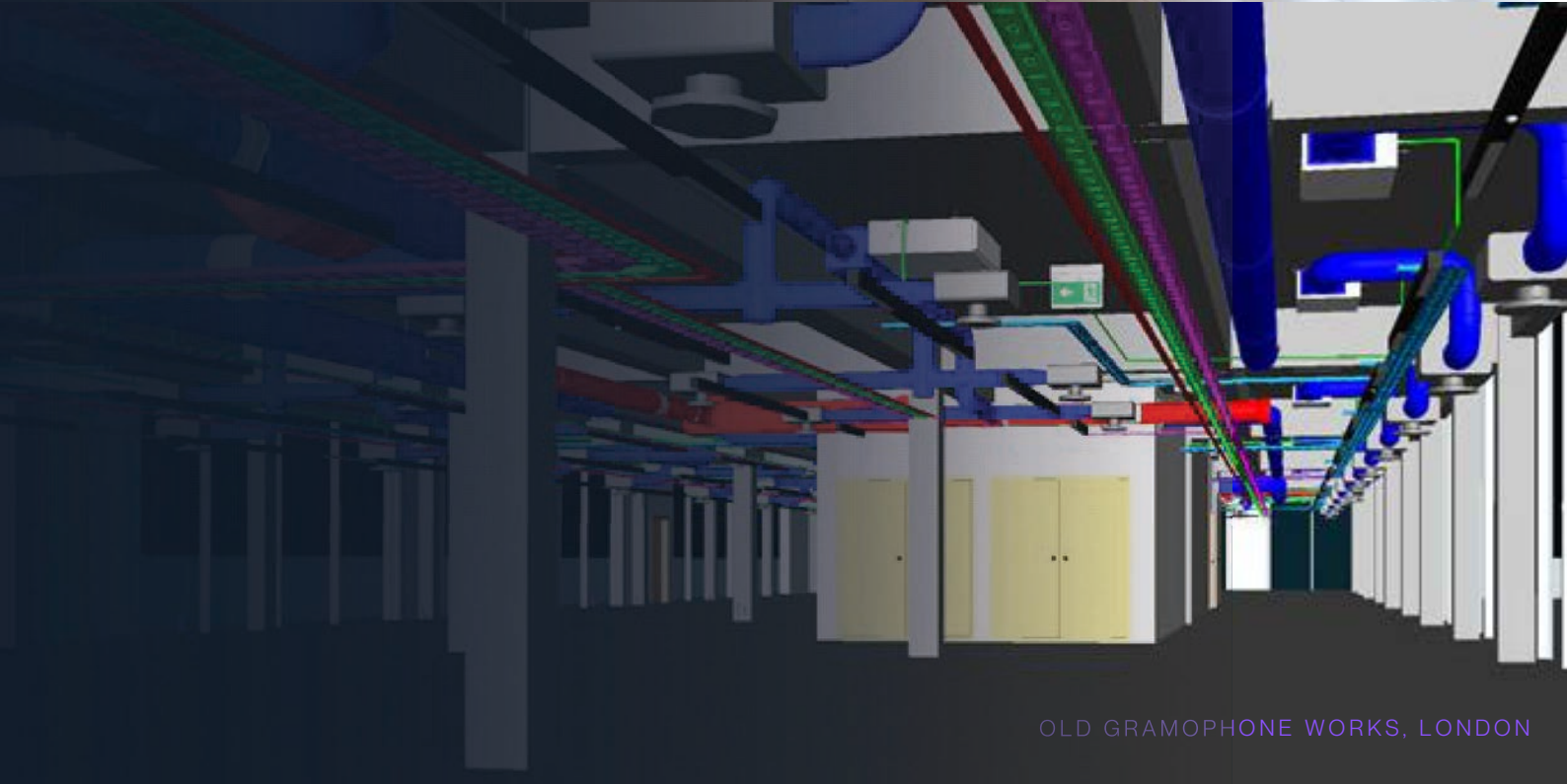
INNOVATION

We have recently established an innovation and improvement forum charged with looking at how we can embed continuous improvement within the company. To date we have identified two key areas:

1) **Maximising offsite pre-fabrication** - utilising technology and different ways of producing large elements of plant, containment etc offsite - this minimises bodies onsite reducing Health & Safety Risk, allows for greater quality control and cost reduction.

2) **Digitisation** – we are continually reviewing how technology can help throughout the business in both the office and on site. Some recent examples of digital technologies embraced by the company are:

- **BIM Collaborate Pro** - connect BIM staff, workflows
- **Dalux Field** - send tasks directly to subcontractors,
- **Dalux BIM Viewer+** - mobile viewer for all BIM files
- **Dowds App** - digitised app for Health & Safety paperwork, Timesheet and Absence Management & Holiday Booking for Dowds staff



MODERN METHODS OF CONSTRUCTION

Dowds Group are committed to driving efficiencies in our ever evolving workspace. Our pre-construction and project teams target utilising Modern Methods of Construction techniques and principles comprising of the following;

Digitisation - Delivering better, more certain outcomes using digital technologies along with providing better communication.

Manufacturing - Improving productivity, quality and safety by increasing the use of manufacturing off site.

Performance - Optimising whole life performance through the development and use of energy efficient, smart assets and equipment.

We offer the design, planning, manufacture and pre-assembly of construction elements and components in a factory environment, prior to installation on site at their intended, final location.

WHY CHOSE PREFABRICATION?



EFFICIENT DELIVERIES

REDUCES ONSITE DELIVERIES



INCREASE SAVINGS

SAVINGS ON SITE PRELIM FOR
DOWNS & CLIENTS



REDUCES WASTE

RESULTING IN INCREASED PRODUCTIVITY



QUALITY ASSURANCE

ENHANCES H&S LEVELS
INCREASES BUILD & QUALITY



COMMISSIONING

REDUCES COMMISSIONING
TIME ON SITE

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