

WHAT'S NEW: AUGUST 2008



After **20 years** in the industry OPS Group Ltd are confident in the service we provide to our customers – both our client customers and our consultant customers.

We know, however, that to stay ahead of the game in such a dynamic industry we have to invest time and effort into a programme of continual improvement.

This year, OPS Group Ltd is celebrating its 20th Anniversary. We'd like to use this as an opportunity not only to thank our loyal clients and contractors, but to further increase our plans for improvement and growth.

With a newly established Business Development team, OPS Group Ltd have engineered a strong 5-year plan that is already well on target. Our imminent plans include: the opening of a new Asia-Pacific branch in Perth, Australia; a new easy-to-use website; a big push in our Competence Monitoring System; and further relationship building with our clients and contractors.

New office

In January 2008, Managing Director Steve Pryor registered OPS Group Ltd's 3rd branch office in Perth, Australia, **OPS Group Australia Pty Ltd**. The office will be opening for Operations in August / September 2008 and we know that our presence there will be hugely beneficial not only to our Asia-Pacific clients, but our clients worldwide.

While a member of the OPS Group Ltd team has always been available through our emergency on-call service, offices in the UK, Dubai and Perth, Australia will mean that an OPS Group Ltd office is now open for 24 hours a day, Sunday to Friday. This will continue to be supported by our 24-hour on-call service.

For more information about our Australia branch please continue to check our news pages or contact a member of the OPS Group Ltd team.

New-look website

We are proud of our standard of service and have upgraded our website for 2008 to show our clients and contractors exactly what we can offer them. We know that there is always room for improvement, however, and are always looking for ways to enhance our services so all suggestions are welcome.

What's new:

- ◆ New and improved Homepage with easier links to the rest of the site.
- ◆ New site for advertising vacancies: www.opsgrp-jobs.com. Candidates can now enter this page and search for vacancies by discipline. This new page also allows candidates to upload a CV (rather than just emailing it in to us)
- ◆ A new page dedicated to our contractors. This page provides information on all the services we provide and useful links.
- ◆ New look news page that will be updated regularly with all the latest news from and about OPS Group Ltd.

Competence Monitoring System Promotion

As a special promotion for the 20th Anniversary, each competency form submitted to OPS will be entered into a raffle, which will take place at the end of the year. There will be no limit on the amount of times a candidate can enter and prizes will be announced throughout 2008.

For further information about our CMS please contact Louise Friseal on +44 (0)1224 712332.

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"Your say"

The OPS Group Ltd team aim to get as much feedback from our clients as possible. We send out Client Satisfaction Surveys four times a year and methodically log our progress and look at any improvements that could be made.

In 2008 we will also be introducing contractor surveys. This is a perfect opportunity for our contractors to give us invaluable feedback so we can improve our services. Questions will cover communication, accounts-related issues etc and there will be space for you to comment on anything not covered in the questionnaires.

For general information about our Business Development or 5-year plan please contact Bethan Johns or Louise Friseal on +44 (0)1224 712332.

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