

# BUILDING DESIGN & **CONSTRUCTION**

THE MAGAZINE FOR THE CONSTRUCTION INDUSTRY

OCTOBER 2012



**PP O'CONNOR LTD**  
PASSIONATE ABOUT  
SERVICE AND QUALITY

**ALSO INSIDE:**  
DLP BUILDING SERVICES  
MACWHIRTER  
DRAGONBOARD  
DENTON ASSOCIATES

## **CLIENT COMMITMENT**

FROM SKANSKA FACILITIES MANAGEMENT



**PURPLE  
ENERGY**  
THE EVOLUTION  
OF ENERGY



**GATWICK  
AIRPORT**  
THE AIRPORT  
OF CHOICE



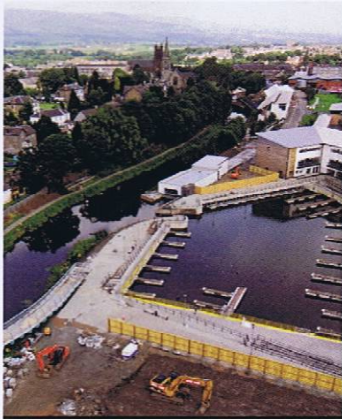
ONE STOP  
SOLUTION  
FROM  
**LIGHTMAIN**

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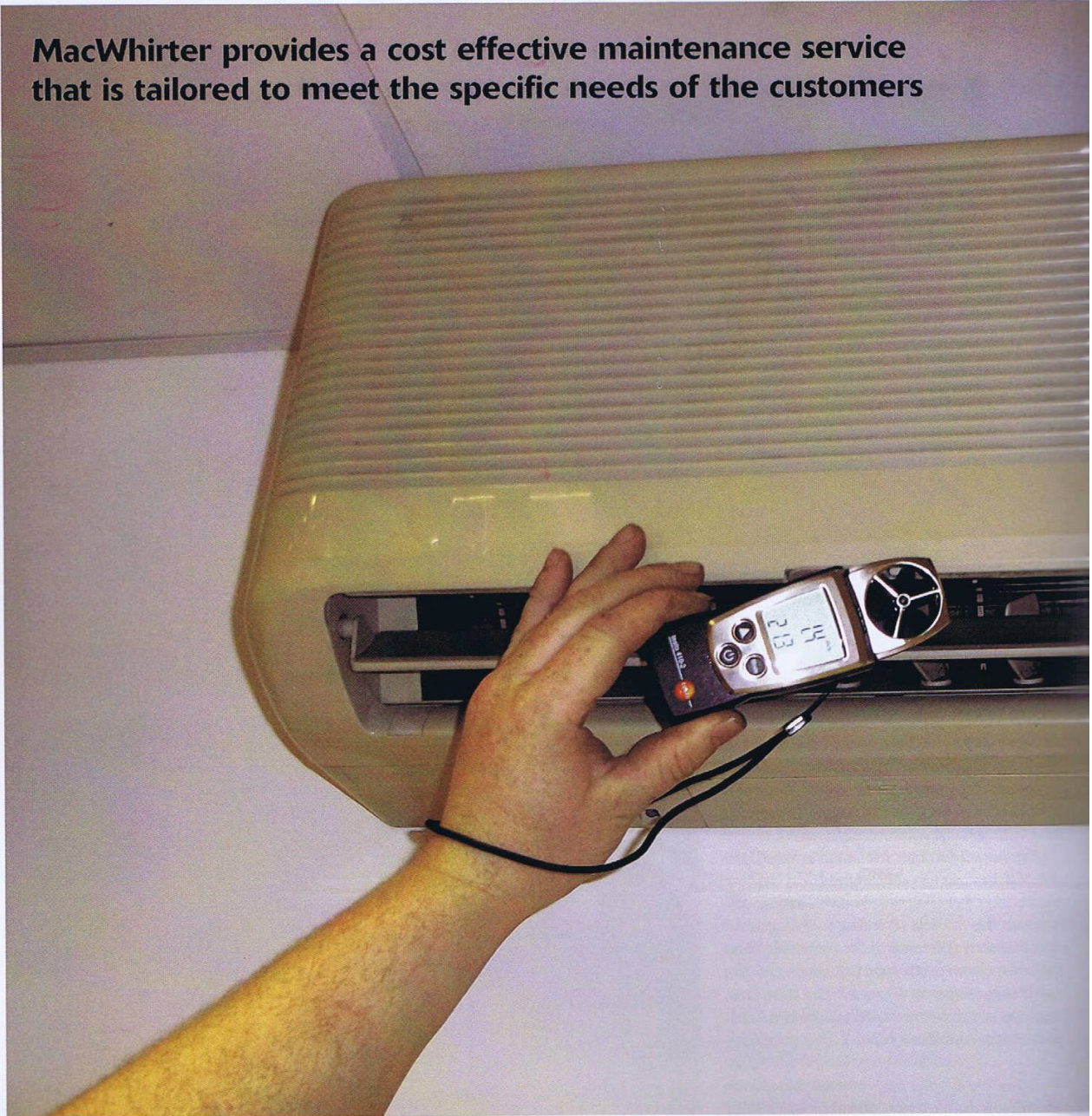
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Passionate about service and quality

# 130 YEARS OF EXCELLENCE

MacWhirter provides a cost effective maintenance service that is tailored to meet the specific needs of the customers



**W**hen you've been around for 130 years, you tend to build a certain record and have particular achievements. Which is how MacWhirter became the first company to register with Refcom in 1994, have the first engineers to achieve F-gas certification and qualify for the earliest CSCS cards, and how its refrigerant transfer note was used as a model example by the DTI in 1998. It also explains why the company is trusted by some of the biggest blue chip companies and is used by the EU as the only contractor on some of its flagship projects.

When MacWhirter started back in 1882, it concentrated on lighting contracts. Founder William MacWhirter patented a combined voltmeter and ammeter that eventually was manufactured by the General Electric Company and became the basis for virtually every electricity meter in common use. Now, its main activities are installing refrigeration, air heating and heat pumps, with a growing emphasis on energy saving projects.

It undertakes a lot of work for Whitbread, installing air conditioning in its Premier Inn hotels. There's also work for the NHS and a year long proj-

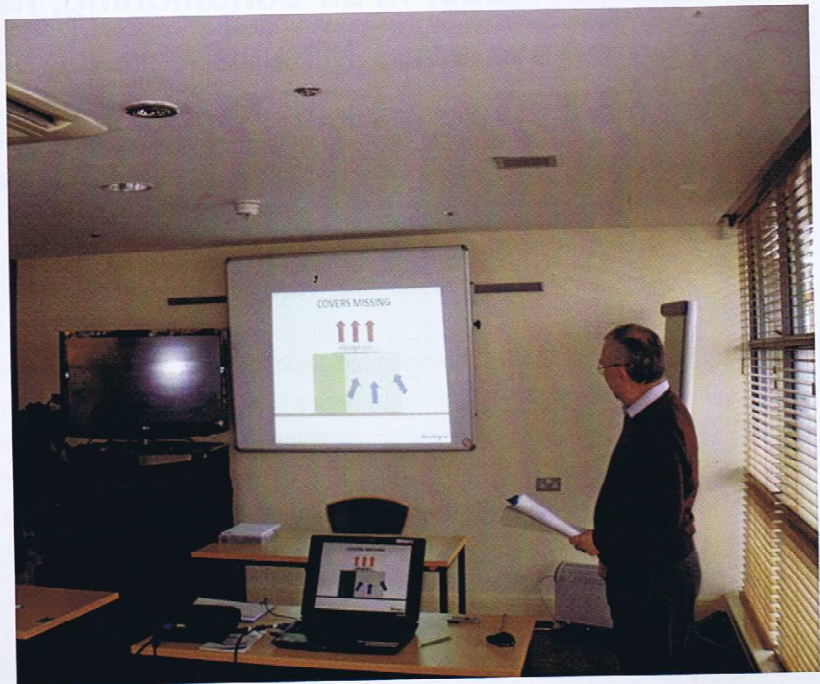


ect for Marks & Spencer in the South East where it's replacing the R404A refrigerant with the less harmful R407F in many of its stores. This is alongside a fully comprehensive maintenance and service contract on the refrigeration equipment in more than one hundred stores that provides both reactive and preventative maintenance.

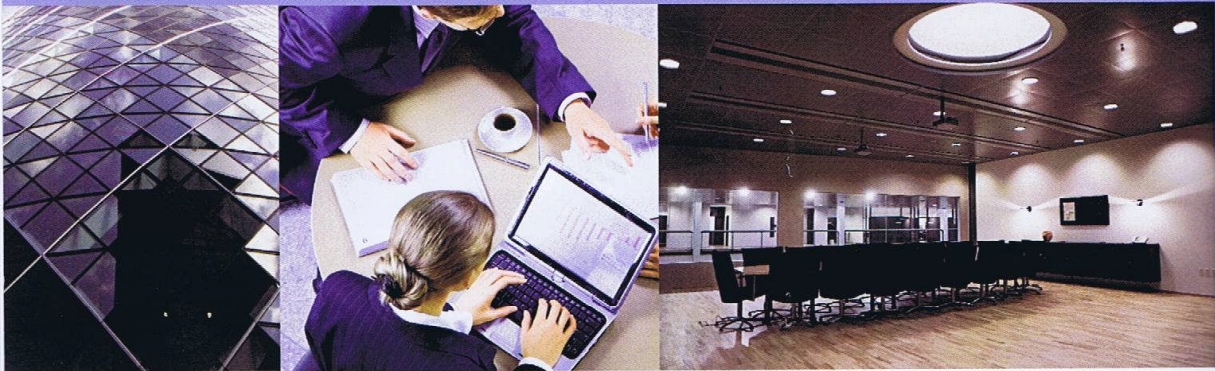
It's a mix of new builds, refurbishments and maintenance work, either for end-user clients or through contractors such as MITIE or Lorne Stewart. Work is often in live environments like hospitals and offices, including an air conditioning and refrigeration maintenance contract at MOD St Athan for Carillion.

David Wright is Health, Safety and Environmental Manager after training as a refrigeration engineer and spending most of his working life in air conditioning. He reckons the environmental part is particularly relevant to the business: "The environment comes in because of the refrigerants we use and the energy aspect. We undertake energy inspections and we're also getting into renewable energy. Recently, at the new corporate headquarters of the Caerphilly County Borough Council, we've installed three 750 kilowatt chillers in there with two of them

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**Mitsubishi Electric** are proud to be  
in association with MacWhirter Limited on  
their 130th Anniversary.



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# PROFILE: MITSUBISHI ELECTRIC

**Mitsubishi Electric is one of the UK's largest manufacturers of air conditioning, heating, ventilation and control systems – and has pioneered the use of energy efficient, heat pump technology to provide controllable internal environments that don't cost the earth.** Part of the company's ethos is to promote energy efficiency throughout the built environment and it has been at the forefront of the campaign to raise standards of installation to the highest levels possible.

Mitsubishi Electric's partnership with MacWhirter Limited has played a key role in this and the company is delighted to congratulate MacWhirter on reaching its 130th anniversary. An excellent achievement at any time but particularly impressive in today's economic climate.

As a BSP (Business Solutions Provider), MacWhirter is an approved installer of Mitsubishi Electric's comprehensive range of air conditioning and ventilation products.

MacWhirter adheres to rigorous standards of training and installation, giving Mitsubishi Electric the confidence to offer extended warranties on equipment that MacWhirter has installed and maintained.

Like Mitsubishi Electric, MacWhirter believes in the value of complete customer service and invests in its people in order to provide the highest levels of customer support, whether that is in the initial stages of a project, or right through the maintenance and replacement of equipment.

We are proud of our association with MacWhirter and look forward to many further successful years of working together.

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## BUILDING SERVICES: MACWHIRTER

just being used for heat. They have 100 metre deep bore holes underneath the car park for ground source heat. The design for all the water side of it was by CEO Tony MacWhirter and we get involved with other projects like that."

### EU PROJECTS

MacWhirter's involvement with the European Union goes back to 2007 and relates to two research projects into energy efficiency. The first of these was HarmonAC, a three-year project that addressed the practical issues arising from the need for regular inspection of air-conditioning systems of over 12 kilowatt cooling capacity as required by the Energy Performance of Buildings Directive. Guidelines arising from this project are now incorporated into TM44, to which every energy inspector in the country is now using for the energy inspections of air conditioning systems.

The company's role, as David recounts, was to provide the data: "We conducted hundreds of inspections on air conditioning units to see how the efficiency was reduced through lack of maintenance. We checked the efficiency of the cooling capacity before we cleaned the air filter, then we'd clean it and check to see what improvements there were. We did that on 270 systems and produced a report on each one, with all those reports available on the HarmonAC website."

iSERVcmb is the follow-up project that will monitor 1,600 air conditioning systems around Europe, with the results going on a central database for benchmarking. The aim is to establish whether a particular type of building is using too much energy in particular areas, with MacWhirter's contribution being to assess some of them. "They're going to identify 80 systems out of the 1,600, which will be good, indifferent and bad examples of what they



### ENVIRONMENT AGENCY

MacWhirter's contract is to maintain and service heating, ventilation, air conditioning and electrical equipment to many sites throughout the South West. This involves both reactive and preventative maintenance, with the former provided on a 24-hour basis through a central call centre and an IT system that provides mobile data control for engineers. Planned preventative maintenance is supplied by a proactive maintenance delivery team.

The aim throughout is to constantly improve existing and new systems so as to reduce costs, environmental effect and system downtime. This is partly achieved through innovation in the repair and replace strategies so that systems are maintained in the most economical way but with no detriment to performance or efficiency. The contract is controlled through a series of KPIs and SLAs to ensure performance meets the client's needs.



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find," remarks David. "We will go in and check exactly what's happening in the building to see if it matches what they come up with in their benchmarking. We'll be doing the actual front line energy inspection in the building and will produce a report based on our findings."

#### WORKFORCE SAFETY

This isn't, of course, MacWhirter's main activity nor is it David's normal responsibility because he's now more concerned with the health and safety of the workforce. He's currently in the process of compiling an up-to-date register of sub-contractors and tightening up on the pre-qualification procedure as well as ensuring all sub-contractors provide current documents. A frustration has been the need for the company to often go through lengthy pre-qualification processes for its clients, even though it's SAFEcontractor, CHAS and Refcom accredited among others. It's a situation that's being helped by the new Safety Schemes in Procurement forum that should avoid unnecessary duplication.

It is something David will be pushing to extend and it fits in with the MacWhirter tradition of being at the forefront of new advances. That includes the safe handling of refrigerants before environmental matters were the concern they are now, so the company is likely to remain a front runner despite its long history.

[www.macwhirter.co.uk](http://www.macwhirter.co.uk)  
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