



COOPER

19052005

Building the next Century

Cooper is a third-generation family-owned Canadian construction company, with a 100-year history of innovative excellence.

Our mission — “Compete and perform!”

“On every project we undertake, Cooper Construction will strive to meet or exceed our client’s expectations with regard to budget, schedule, quality, communication, safety, and environmental responsibilities.” - *William Cooper, President*

Our core expertise

Cooper conducts business throughout southern Ontario in three primary sectors: design/build construction, construction management, and commercial and industrial real estate development.

Our guiding philosophy

Our clients have the right to expect extraordinary efforts to deliver an outstanding, cost-effective construction project, and we have an obligation to meet their expectations. Through dedicated, transparent communication and demonstrated integrity, we build enduring relationships with our owner-clients — as evidenced by our continuing flow of repeat business and referrals.

Raynesway Construction Services Limited

- was formed in 1982 to carry out small civil engineering projects in Central Scotland.

Starting with a modest turnover of £1m, we have now been awarded over 700 contracts, with a cumulative value of over £400m. We believe that one of our principal strengths is that we seek and carry out projects with equal enthusiasm across the full range of values from £10,000 to our notional upper limit of £5m.

As an operating unit within the **Civil Engineering Division of Balfour Beatty Civil Engineering Limited**, we are able to call upon the extensive resources of the Balfour Beatty Group to ensure the delivery of our projects, irrespective of size or complexity.

Balfour Beatty

- **Balfour Beatty** is a leading engineering, construction and services group serving the international markets for rail, road and utility systems, buildings and complex structures.
- **TURNOVER 2003** L3,678
- A predominant and growing proportion of our revenues derives from large-scale public infrastructure creation and care, and private sector asset upgrade and maintenance.

Performance Measurement

Raynesway Construction is committed to the principles of Continuous Improvement and the delivery of Best Value for our Clients. To improve performance, it is of course necessary to measure it. We do this formally in two ways.

In the first place we invite our Client, or a representative, to take part in a **Post-Contract Performance Appraisal** at the end of each project. These are informal interviews with a senior member of our staff, who was not directly involved in the project. We ask for a mark to be given against eleven measures of our performance and take careful note of all comments offered.

Next, we have developed a series of **Key Performance Indicators** benchmarks based upon the standards published by DETR's Construction Best Practice Programme. These are calculated twice each year and enable us to benchmark our performance both internally and against industry competitors.

Feedback from both of these processes is invaluable in informing our management decisions and in giving our staff an external perspective on our performance.

Raynesway Construction KPIs - Feb 2003

