

IMS Wired

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Incident Management Solutions



Review of Book Week

We had a lot of participants during Book Week who came in costume and/or brought books into donate.

The Winners of the day go to:

The best overall costume, who made others go green with envy.

- Mary-Jane Ventola for coming dressed as Fiona from Shrek

The best team costume. Not only did they dress up, but they decorated and created the perfect office tea party.

- The supplier accounts team for their Alice in wonderland themed tea party.



Where's Wally???

There are 6 Wally's hidden throughout the newsletter (Chris Foster in costume on world book week). Your challenge is to find them all!! First person to email Kerri with the pages and where he is will win a prize

Red Nose Day Results

We Raised
£79.11

We would like to take this opportunity to thank you all for your contributions J

- Thank you to the engineers for participating in the day by wearing red and for their donations.
- Thank you to everyone who came in black/ white and red with your red noses / head bands / tops etc...
- Thank you for getting involved with the sweepstakes.

The results for the sweepstakes are as follows:

Nick Grimshaw's favourite song is.....

Sneezy Lover – Phil Bailey & Phil Collins - chosen by Niall Morrow

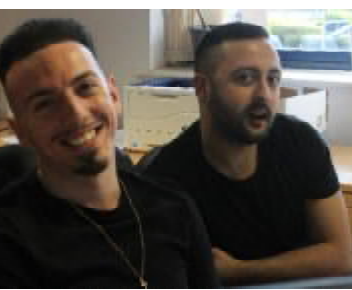
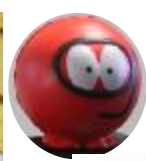
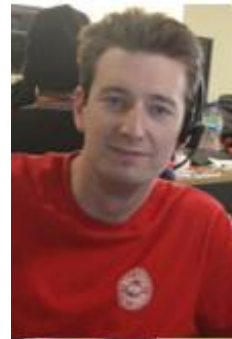
How long does it take a comedian to screw in a light bulb? The answer is

3 minutes 9 seconds - the closest time goes to Sunil Ubhi + Rajinder Dadhria both guessing a time of 3 minutes and 30 seconds.

Kristie's favourite Malteser bake is

Surprise cake - there was no winner L (the winnings where put towards the donation for Red Nose Day)





Learning at Work Week

Learning at Work Week is an annual event in May organised by the Campaign for Learning since 1999.

Learning at Work Week takes place from 15th – 21st May 2017 on the theme 'Curious & Creative'

Taking part in this offers a wide of opportunities and benefits:

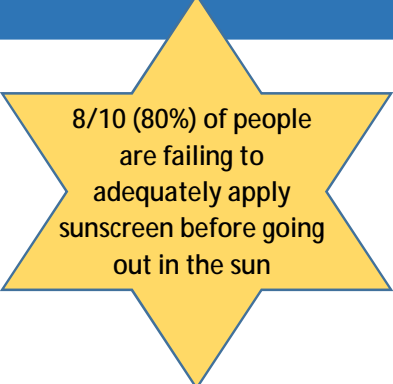
- More positive and improved perceptions of learning and development.
- Increased knowledge and understanding.
- Stimulating and collating feedback, ideas and persepective that inform future planning.
- Opportunites to discover and recognise internal talent.
- Drawing on employees own knowledge, passions and interests to create enagaging activities and wider sharing and collaberation in the workplace.
- Adressing workplace mindset and bridging information gaps.
- Bringing employees from different parts of the business together to learn from each other.
- Greater recognition and valuing of different ways to learn in the workplace.



Curious & Creative

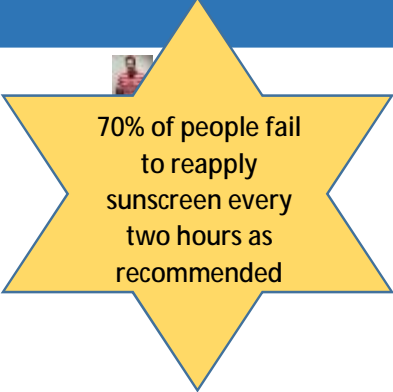
IMS offers a wide range of qualifications available to everyone who has passed their probationary period. (For more information please refer to the previous newsletter 'The Spring Issue')

We would like to set up a range of workshops to learn new skills, this could range from photography classes to knitting circles. Those on a qualification can get together and help each other with ideas on how to present their information, what they could potentially include and more...



8/10 (80%) of people
are failing to
adequately apply
sunscreen before going
out in the sun

Awareness Days Sun Awareness Week 8th – 14th May



70% of people fail
to reapply
sunscreen every
two hours as
recommended

Now the weather is getting warmer, it is important to remember that while we may love the outdoors, going to the beach and how we look with a tan, there are serious consequences when we get too much sun exposure. Overexposure to the sun can cause sunburns, premature aging of the skin, wrinkling and skin cancer, including melanoma.

How to apply sunscreen

- § Shake well before use to mix particles that might be clumped up in the container. Consider using the new spray-on or stick types of sunscreen.
- § Be sure to apply enough sunscreen. As a rule of thumb, use an ounce (a handful) to cover your entire body.
- § Use on all parts of your skin exposed to the sun, including the ears, back, shoulders, and the back of the knees and legs.
- § Apply thickly and thoroughly.
- § Be careful when applying sunscreen around the eyes
- § Apply sunscreen approximately 30 Minutes before going outdoor to ensure the product is fully absorbed.

What to look for when you buy sunscreen

- § Pick a broad-spectrum sunscreen that protects against UV-A and UV-B rays and has a sun protection factor (SPF) of at least 15.
- § Read product labels. Look for a waterproof brand if you will be sweating or swimming. Buy a non-stinging product or one specifically formulated for your face.
- § Buy a brand that does not contain para-aminobenzoic acid (PABA) if you are sensitive to that ingredient.
- § Try a sunscreen with different chemicals if your skin reacts badly to the one that you are using. Not all sunscreens have the same ingredients.
- § Use a water-based sunscreen if you have oily skin or are prone to acne.
- § Be aware that more expensive does not mean better. Although a costly brand might feel or smell better, it is not necessarily more effective than a cheaper product.
- § Be aware of the expiration date because some sunscreen ingredients might degrade over time

You will regret not having worn sunscreen when you look at your skin compared to your friends and family who have worn sunscreen daily 20 years from now.

Even if it doesn't look sunny outside still put sunscreen on!!



We have 3 new starters joining the IMS Family.
We would like to give a warm welcome to:

- Kasia (pronounced Kasha) Burian who joined the Supplier Accounts Team on 27th March 2017
- Gemma Harry who joined to Total Loss team on 6th April 2017
- Mohammed Rahman who is set to join the Total Loss team on 19th April 2017

Our recruitment drive is coming to an end for now, we have revamped our process and introduced second stage interviews that take place in the department and Managers are now more hands on in the selection process.

Chloe Goodwin and Chloe Cunningham are leaving for maternity and we would like to wish them all the best!

Announcements



Shelley Peat has returned from maternity part time in a newly created role as our Learning and Development Co-coordinator.

Recognition



IMS
LABBEY COURT,
FRASER RD,
PRIORY BUSINESS PK
BEDFORD MK44 3WH

49 HASLEMERE AVE
EAST BARRET
EN4 8EU

24.3.17

Dear Mary Jane Beattie

Very many thanks for the cheques received today. Also the prompt way you have dealt with my car incident. This also includes the towing away of the vehicle.

I am looking into possible leasing next time round, my only hope is that it will be as efficient as IMS!

Once again thanks for your time and hard work

Yours sincerely
Joan Page

2 Prince's Street
Stone
ST15 8HZ

26 March 2017

RECEIVED

28 MAR 2017

IMS

Bedford MK44 3WH

Dear Sirs,

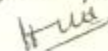
Claim ERAC5/468910 ERC1460529M

Thank you for your letter 23 March 2017 enclosing full settlement payment from the other party's insurers etc.

I appreciate the work that has gone on even if, thankfully, I did not see much of it.

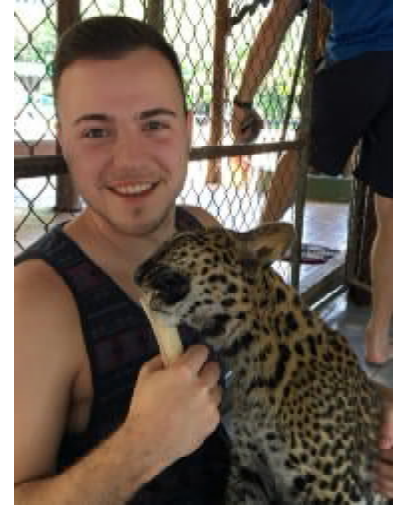
Being 20th century man I will not be attempting anything with Google but thank you for closing things off in less than three weeks.

Yours faithfully

 (A.J. MOSS)

Repair Monitoring Claim Handler (Coach)

Sam Burton-Rees



When did you start working at IMS? Started working at IMS in 2013.

What does your day to day consist of? Usually working on the FCI inbox and coaching some of the team members.

What is your most memorable moment at IMS? Christmas Party 2015!

What would your ideal summer consist of? Lots of holidays and hopefully at least 1 day of sunshine in England
J

What are your pet hates? Melissa's Sass (Joking), When Morrison's run out of chicken, boring days doing nothing.

Your top 5 favourite things are Holidays, My dogs, Family, friends and Newcastle!

Top tips for working smart? Don't put too much pressure on yourself by trying to do too much and plan out your work so you always stay up to date.

Total Loss Claim Administrator

Clare Searle

When did you start working at IMS? Depends who you ask, officially 9th of June, there was a break when I had to leave the company, but I was begged to return, something about the company falling apart without me...



What does your day to day consist of? I seemed to have landed the role of "fixer upper". Along with passing my expertise and knowledge to my buddies, who are now becoming a buddies themselves #EmptyNestSyndrome.

What is your most memorable moment at IMS? There have been many, including the time Paul Fowler threw his water out the window onto me, it turned out ok because he bought me chocolate after, but probably would have to say Shelley telling us off for hiding Jermaines bike helmet - health and safety and all that.

What would your ideal summer consist of? Sitting on a beach, and eating cheap street food.

What are your pet hates? Lying, people who aren't funny, rubbish life quotes and people who aren't funny - " Tread softly, Breathe peacefully, Laugh Hysterically" - Nelson Mandela.

Your top 5 favourite things are Being funny, curly hair, chicken, hoops, and having Leonor Gold Softener.

Top tips for working smart? Be honest, be kind, be human.

Third Party Claim Handler

Mark Elliott



When did you start working at IMS? 31/03/2014

What does your day to day consist of? Calling Third parties to arrange repairs. Discussing rates with non-network repairers. Discussing cash in lieu figures with third parties and total loss valuations. Arranging policy holder inspections. Dealing with the 1st central inbox. And calling up repairers chasing up repair progress.

What is your most memorable moment at IMS? David Jones taking over management of TP team.

What would your ideal summer consist of? Relaxing somewhere nice with my wife with a couple of cold beers.

What are your pet hates? Getting stuck in traffic L rude repairers L Southampton fans L Andrew not making tea J.

Your top 5 favourite things are My Wife, Portsmouth FC, my Dog, photography and travel.

Top tips for working smart? Prioritise the new claims. Show empathy to the Third parties, put notes in that everyone can understand.

Where did you travel to?

After a 3 day stopover in Singapore I spent a month travelling across Australia, Starting in Perth before heading to Melbourne, Adelaide and the Barossa Valley, Alice Springs, Uluru (Ayers Rock), Cairns and Sydney.

What made you go there?

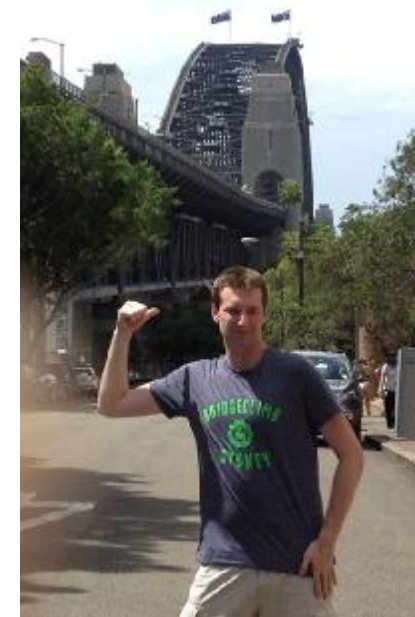
It's a country on nearly everyone's bucket list and a lot of my friends from University had been there as part of their gap years and raved about it. Also my parents wanted to go for as long as I can remember so it was years in the making.

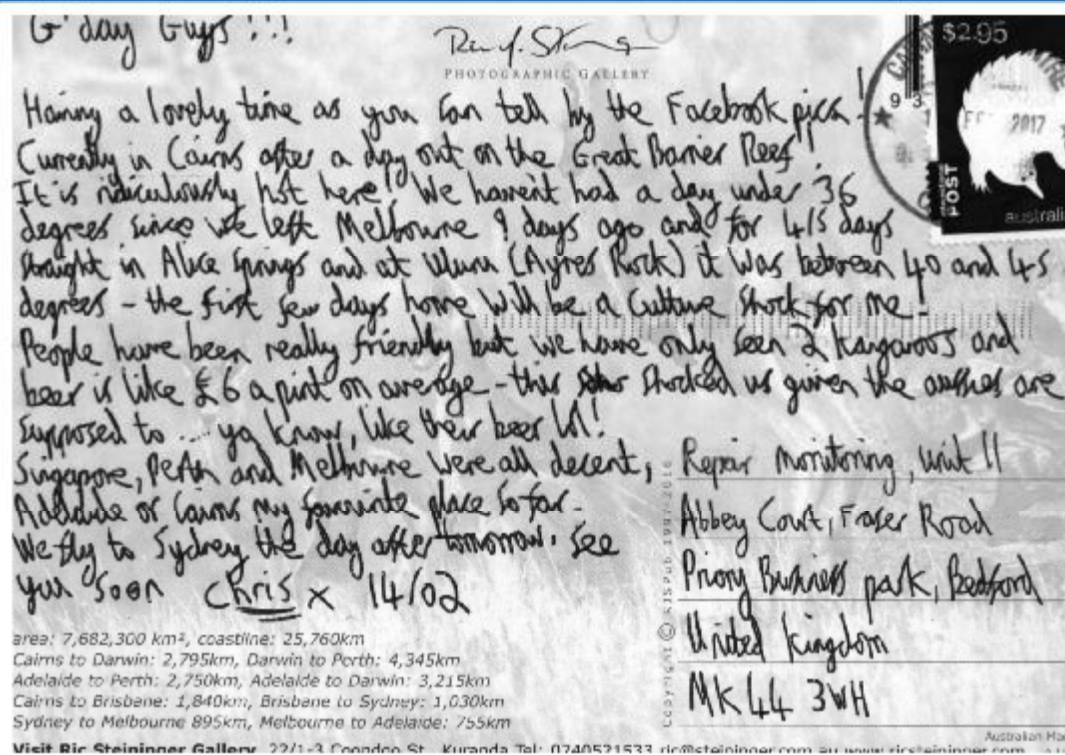
Tell us your most memorable moment?

I'd have to say the Sydney Bridge climb despite having to ensure some terrible Chinese karaoke at the top from some Chinese tourists- that's not even a joke!!!!!! The views are striking given you not only see the CBD but a lot of the suburbs buy the harbour as well. On a personal level, getting to walk round parts of the F1 circuit in Melbourne (the race is on the last weekend of March) was pretty special.

What was the hardest adjustment you had to make?

One was getting my head round how expensive Australia is. You are effectively paying about £5.50-6 a pint (or 'scuna') everywhere. Cairns was made awkward by the fact that it was so humid and just wouldn't cool down! Remember how hot it has for a few days in August last year? It was only 3 or 4 degrees Celsius shy of that at 11pm!!!!!!





Did you meet any locals, if so what where they like?

Met several everywhere we went. They aren't what TV programmes or films would have you believe but most were laid back, informal, friendly and helpful if we were trying to find somewhere, especially in Melbourne. However, lot of Australians will tell you Sydney-ites are the equivalent of the cast of 'Made in Chelsea' - I won't lie, I can see what they mean!



What was the food like? And what was your favourite?

Because we were largely in cities or towns most food was similar to what you find here or in the US. I tried a Kangaroo steak in the rainforest near Cairns and it was actually really nice, as was the street food we had in a makeshift market down by the bay in Singapore as part of the Chinese New Year celebrations.

What surprised you the most?

I was surprised at how cosmopolitan some places were and how many overseas nationals had made Australia their home and/or were travelling and working on Visas (even though I already knew many Brits had done so). Australians didn't seem as scathing towards immigration or diversity as other parts of the world have become.



Would you revisit or move out there in the future?

Not sure about ever moving there but I'd love to go back there to visit Brisbane and Gold Coast as I've heard great things about both. I'd go back to Melbourne as well. The latter is 'the world's most liveable city' and has a cultural ambience, good transport, variety in terms of bars and restaurants, beaches nearby and the stress ball on my desk came from the Eureka Sky tower; the tallest building in the Southern Hemisphere (google it- their observation deck is class!). I'd like see a bit more of 'day to day' Australia rather than the so-called 'Tourist Traps'



How did you find all the travelling?

In terms of getting from A to B, I'm a transport and Geography geek so this was all part of it. The 14 and a half hour flight back from Sydney as far as Dubai felt nothing like as long as I feared. We had 5 internal flights within Australia but I'd recommend Qantas for that, we didn't have any problems. Spent a lot of on a coach for day trips as part of the tour we were on but you get to see more of the country that way so it was decent.

Would you recommend taking a trip out there?

I know a lot of people working here, know people who live out there so I'd definitely recommend it. Flights aren't THAT expensive when you consider the distance covered etc. There's plenty to see and do and the weather is pretty much guaranteed to be better than here if you go anytime from November to about April/May.

What is your next adventure?

Not sure if I'll be having one for a while. In an ideal world (and if I could make it work), I'd love to tie in a Melbourne- Brisbane-Gold Coast trip with a stop in China before spending some time in South America, I have to use my Spanish somewhere after all. Granted, this is a bit of a pipe dream though.



Company Values

At Incident Management Solutions we understand it is necessary to have clarity and strong objectives so we can work together with autonomy. Our values at IMS are driven around our SMART working ethos and describes the mutual expectations for our working environment and culture. Our SMART values are mindful of our overall vision and mission but have a focus on what makes a great place to work. People are central to our operations, therefore we find importance in providing a centralised reminder of our accountability to each other, our clients and their customers. At IMS leadership is seen as a support system to our team members where accountability and respect is paramount. Our bite sized Smart Values at IMS are:

Smart

Thinking, being and behaving SMART is everything.
We take pride in what we do at IMS.

Meaningful

We say what we mean and we mean what we say.
Positive multi directional communication is encouraged
for continuous improvements.

Attractive

Our working environment is energetic, fast-paced but friendly and fun.
Respectful, supportive with drive and ambition.

Results-orientated

With high performance comes high rewards.
We celebrate success at IMS and recognise each contribution.

Transformational

Leadership that gets you.
Our aim is to coach, develop and inspire from Z to A



Incident Management Solutions

IMS Company Structure



First Aid Trained

