



IMS Wired



What's inside?

We welcome to the team

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Welcome to the Team

We give a very warm welcome to our newest IMS family members. We have been working on improving our on-boarding process and now have a Company overview document that explains what each department does. This information can be obtained from your managers or team leaders if you would like to see it. We hope that all our new members are settling in well and enjoying their new environments



James Crisp
Claim Handler
Started: 24/10/16



Kye Andrews
Claim Handler
Started: 31/10/16



Tasha Wensley
Claim Handler
Started: 31/10/16



Glynn Everitt
Systems Support
Started: 01/11/16



Emma Calver
Engineering Admin
Started: 14/11/16



Christina Style
Complaint Handler
Started: 17/11/16



Kelly Izzard
Administrator
Started: 21/11/16

Alistair Williams

Total Loss Team Leader



When did you start working at IMS? [May 2015.](#)

What does your day to day consist of at IMS? [Email management, dealing with correspondence received, helping with team queries, all aspects of total loss, coaching and training.](#)

What is your most memorable moment at IMS? [I would say my most memorable moment would have been my first day here meeting the total loss team.](#)

What would be your perfect Christmas? [Somewhere really cold and snowy, maybe in a cabin with a big fire. All food catered and available all day. A massive lottery win would also add to the perfection.](#)

Pet hates? [Waking up before the alarm clock.](#)

Top 5 favourite things? [My family, Pizza, the walking dead, weekends, holidays.](#)

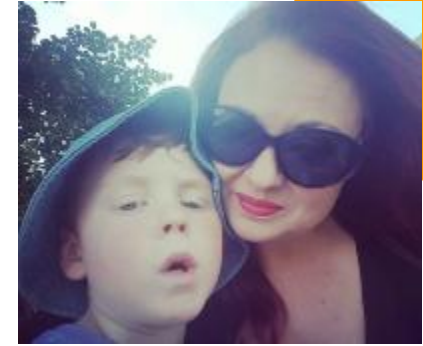
15 minutes of Fame? [I was on a plane a few years ago sitting one row behind the superstar Tony from Hollyoaks.](#)

Top tips for working smart? [Prioritise your work and keep to deadlines.](#)



Carley Nisbet

Total Loss Team Leader



When did you start working at IMS? **August 2012.**

What does your day to day consist of at IMS? **Allocating work, dealing with clients via telephone/email and answering queries from the team are all part of a standard day.**

What is your most memorable moment at IMS? **Apart from last year's Christmas party, I would have to say when we no longer did work for Drive Assist and took on the Enterprise contract.**

What would be your perfect Christmas? **Christmas is my favourite time of year. My perfect Christmas is spent with the people I love. I'm allowed a real Christmas tree and outside lights/decorations/'Santa stop here' sign this year, so I'm very excited already about this year's Christmas!**

Pet hates? **Audi Drivers, liars, people who are patronising and loud eaters!!!!**

Top 5 favourite things? **Christmas! My family, cake, music, snapchat**

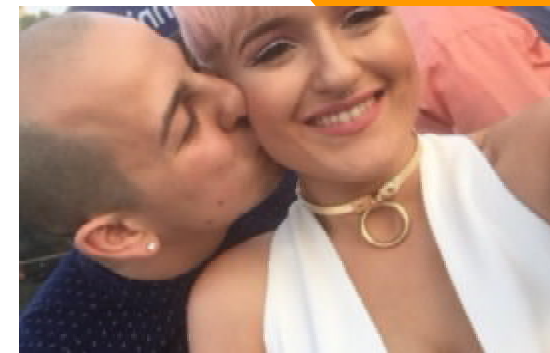
15 minutes of Fame? **I try to stay away from anything that puts me on display or involves me being the centre of attention.**

Top tips for working smart? **Always give the best customer service you possibly can, remembering that just because we know a process doesn't mean that a customer understands this. Time management is also key.**



Katie Boness

Repair Monitoring Claim Handler (Coach)



When did you start working at IMS? I started working at IMS in May 2014

What does your day to day consist of at IMS? Calling repairers and trying to agree rates and annoying whoever is closest to me!

What is your most memorable moment at IMS? I have loads but possibly being moved over to Paul McGurk's table in Unit 11....my initial thought was 'oh god an all blokes table' but they're actually all hilarious and lovely and I also treat Paul like he is my dad haha!

What would be your perfect Christmas? Last year was my perfect Christmas...I Went out with my friends on Christmas Eve, had a lay in and then had one of my mum's amazzzzzing Christmas dinners to stop the hangover. Then Later, I went round my boyfriends and had a second Christmas dinner which included pasta and then to top it off I got some REALLY nice shoes.

Pet hates? I could go on forever but.....People that say they're strawberry blonde when they're actually ginger. Just admit it and come and join the orange side.

Top 5 favourite things? Pizza, Pasta, My Family, My Friends and my Boyfriend (and his dogs)

15 minutes of Fame? I was in the Manchester United 2006 – 2007 annual (I think it was that year!)

Top tips for working smart? Don't stress....Keep calm and carry on



Peter Harrison

Engineering Admin Team Leader



When did you start working at IMS? **Only this year! Early February.**

What does your day to day consist of at IMS? **Each day is a bit different. Mostly responding to or redirecting engineering queries from the inbox and helping the department to run smoothly. I get to do a bit of everything!**

What is your most memorable moment at IMS? **Cycling to work in the pouring rain and having to spend the entire day soaked. Rain wasn't forecast and I was completely unprepared. I even had to tip the water out of my shoes.**

What would be your perfect Christmas? **I really love Christmas! A perfect Christmas would be lots of food and time with my family – pretty much what I will be doing!**

Pet hates? **People cycling without lights, decaff coffee (it's not coffee) and how often the weather forecast is wrong.**

Top 5 favourite things? **Coffee, Family days out, Coffee, IKEA meatballs, Coffee**

15 minutes of Fame? **I sat GCSE drama with Ben Wishaw (who now plays Q in James Bond). Unsurprisingly, he was better than me.**

Top tips for working smart? **Plan your day and write it down. It helps to keep you focused and helps to show you if you're ahead or behind schedule.**



Amedeo Volpe

Repair Monitoring Claim Handler (Coach)



When did you start working at IMS? **April 2008**

What does your day to day consist of at IMS? **Making sure work is done sufficient and within the SLAs.**

What is your most memorable moment at IMS? **Dublin – (Ask anyone J)**

What would be your perfect Christmas? **Sitting in a Log Cabin with a lit fire and with all my family and a table loaded with food**

Pet hates? **Dogs**

Top 5 favourite things? **Football, Food, Italy, Girls and Cars**

15 minutes of Fame? **To score a goal in the World Cup Final with Italy**

Top tips for working smart? **Always Listen and ask questions when not sure of the answer.**



Richard Neve Engineering Engineer



When did you start working at IMS? Started working for IMS back in the dark ages, February 2008.

What does your day to day consist of at IMS? My day mainly consists of viewing images of the damaged client's vehicle and the repair assessment, checking repair methods, repair times, authorising repairs, total losing vehicle and dealing with complaints from the clients.

What is your most memorable moment at IMS? The Christmas trip to Dublin, all I wish to say is a good time had by all!. Didn't know it was possible to sleep standing up holding a pint of Guinness

Marc Clements our Resident Artist

Do you have a qualification in art? If so How long did it take? Where did you study?

From high school I knew I had a flare for art so I decided to go to college and see where my skill set took me and after 2 years I walked away with an A in my BTEC Diploma, I seriously considered going to university to further my art work but as young guys tend to do the thrill of going out and living it up outweighed the thrill of going on to further education #bigmistake. After a few years of changing jobs and exploring my horizons I decided to try my hand at computer aided design or what's commonly known as AutoCAD, I started off doing 1 year in 2D AutoCAD and went on to a second year and obtained my Level 3 City & Guilds in 3D AutoCAD.

What is your favourite media to use and why?

Quite simply my favourite media has to be pencil, biro and paper, no other media I have used seems to come close to allow the attention to detail show through in my work.

Would you like to experiment with other forms of media?

I'm always open to learning new techniques and methods to expand my knowledge in Art and design, new types of media are becoming available more frequent now but there aren't enough hours in the day to learn these types of media alongside work and family life.

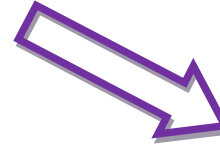
What is your least favourite media and why?

That's easy, I can't work with oils, every time I try and do a piece of art work with oils they always form what looks like the rainbow effect you get from a petrol leak.



What is your favourite piece of artwork and why?

This probably my favourite piece of work I've done, this picture (even though to this date it's still not finished) took me 3 days to draw, it started by me looking at a pack of playing cards and took a combination of the Jack and Joker and mixing the 2 together.



Would you like pursue a career in art or is it just a hobby/passion?

My dream has always been to use my art for a career, but in today's age it is very difficult to get into an art based role which doesn't involve a master's degree or a ridiculous amount of qualifications, Truth is.... I'm happy doing what I'm doing using my art as a tool to bring joy to people and seeing their reaction to a unique drawing designed for them.

Have you worked or are you currently undertaking any projects?

I have a few things going on, some Christmas present drawings for some family and friends and a bedroom Muriel for a friend's baby.... Other than that I'm always open to new challenges.



Caroline's Family Business



We are a traditional family run farm based in Bedfordshire who believe in supplying the consumer with the tastiest and most succulent meat you can buy.

We produce free range, natural, slow grown, flavoursome product which is free from added fat, water or chemicals.

We have an on-site Farm shop & Butchery which is open 7 days a week and we sell at 13 Farmers Markets per month in a 30 mile radius of Sandy, Bedfordshire.

We offer a Nationwide 24 hour courier service so our meat can be enjoyed wherever you are!

Free Range Christmas Poultry

Our free range Turkeys, Geese, Chickens and Ducks are slowly allowed to grow to full maturity ensuring the meat is moist and juicy. We do not use any growth promoters or hormones, giving a far superior quality of bird with natural gamey flavours.

The poultry is dry plucked by hand on the farm. The meat is hung in large chillers for a period of 10days or so, to allow all those gamey flavours and make them exceptionally tender.

Once eviscerated the birds are wrapped in greaseproof, placed in a special carry home box with some herbs and a recipe leaflet, and a pop-up timer for the optimum cooking time

We are members of the Goose Producers Associations so adhere to the very high standards they set out.

Our Free Range Turkeys are the Broad-Breasted White Turkeys and Bronze Turkeys, which are bred for a superior flavour and texture.

We are taking orders for Christmas & New Year,
Please call 01767 627644, email sales@franklinsfarmbutchers.co.uk
Or go online to order at www.franklinsfarmbutchers.co.uk



10% off
any IMS
orders

Shop Opening Times

Monday.....	9am to 5pm
Tuesday.....	9am to 5.30pm
Wednesday.....	9am to 5.30pm
Thursday.....	9am to 5.30pm
Friday.....	9am to 6pm
Saturday.....	8.30am to 3.30pm
Sunday.....	10am to 1pm

Closed all Bank Holidays except Good Friday



Nationwide Delivery

We deliver online orders nationwide by overnight courier @£9.95, although our meat boxes are free delivery. We find it best to send our courier deliveries on a Wednesday for Thursday delivery. Christmas Courier deliveries are sent the week prior to Christmas. Please contact Anna Franklin for any queries on delivery options.

Orders can also be collected from the Farm Shop (any day) or from the 14 Farmers Markets we attend. See <http://www.franklinsfarmbutchers.co.uk/shop/farmers-market.html> for further details.



Farmers Markets

13 local Farmers Markets per month.

- Hatfield – 1st Saturday of the month
- Wolverton - 1st Saturday of the month
- Thrapston – 1st Saturday of the month
- Olney – 1st Sunday of the month
- Huntingdon – Friday market of the month
- Sheffield – 2nd Saturday if the month
- St Neots – 2nd and 4th Saturday of the month
- Bedford – 2nd Thursday of the month
- Letchworth – 3rd Saturday of the month
- Leighton Buzzard - 3rd Saturday of the month
- Woburn- 3rd Sunday of the month
- Potton – Quarterly

IMS Sports Day Results



Male Over 30...

Ross Flynn

6m 2sec

OUR OVERALL WINNER

Marc Clements	5m 10sec
Suneil Ubhi	2m 52sec
Russell York	2m 07sec
Paul McGurk	1m 20sec
Rajinder Dadhria	1m 07sec

Female Over 30...

Ami Moore

4m 29sec

Dorota Kalnicka	3m 20sec
Sue Cripps	2m 04sec
Courtney Peat	1m 20sec
Carley Nisbet	1m 19sec
Nano Sherri	1m 2sec
Rimi Mutti-Chaggar	26secs (Rimi was wearing slippery clothing)

Name the bear

Andy Lee won with the name Amedeo

Male Under 30...

Danny Richardson

2m 18sec

Michael Cass	2m 17sec
Claudio DiCarlo	1m 04sec (knee injury but still took part for fun)

Female Under 30...

Faye Lawrence

4m 15sec

April Watts	4m 09sec
Katie Boness	3m 20sec
Marine Dufлот	2m 25sec

Pitch and Putt

A 3 way put off between:

James Kavanagh	2/4
Marc Clements	2 /4
Paul Cowperthwaite	1/4

Putt off between:

James Kavanagh	3/4
Marc Clements	1/4

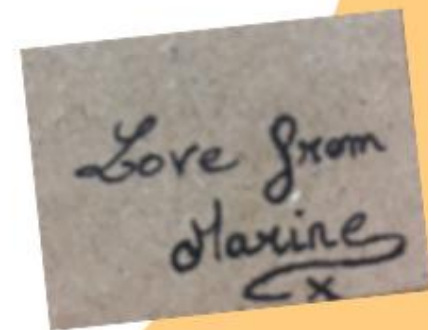
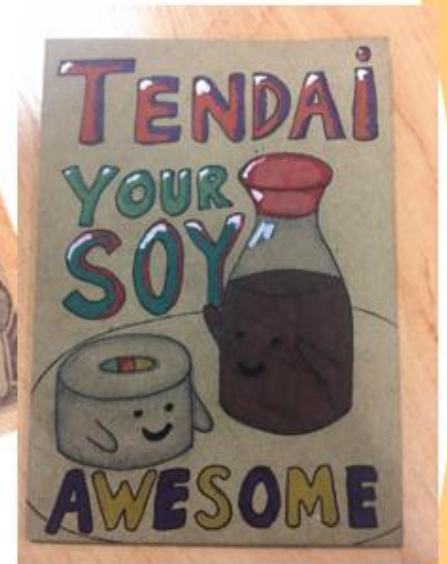
£181.44
Total money
Raised



We're supporting
BBC
Children
in Need



Birthday Cards made In house



Incident
Management
Solutions



Friday 16th December Christmas Jumper Day

Donate £2
To Help
Save the Children

PRIZES TO BE WON



It gives children from Surkhet district, mid-Western Nepal, access to after school clubs which help to educate them about the dangers of child marriage.



It could also help bring essentials like healthcare, education, protection and food to the millions of children around the world who are missing out on the most basic support.



Save the Children
**CHRISTMAS
JUMPER DAY**



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Awareness Days



DRY JANUARY



Lead by example. If the big boss is off the booze too it's going to be a lot easier for everyone.



Set up a buddy system - encourage Dry January people to pair up and support each other.



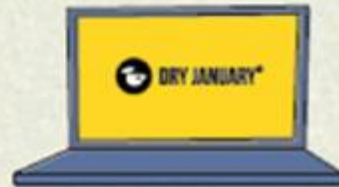
Throw a Dry January launch party for everyone involved. It will help remind everyone that they're all in it together.



Instead of Friday drinks, why not head for a team night out at the cinema, a concert or maybe a quick game of ten-pin bowling?



Substitute alcohol at work events throughout the month. This shows your staff that you're willing to help them complete the challenge.



Link to the Dry January website on your intranet or internal channels so your staff can find loads of hints about how to keep on track with the challenge. Dryjanuary.org.uk



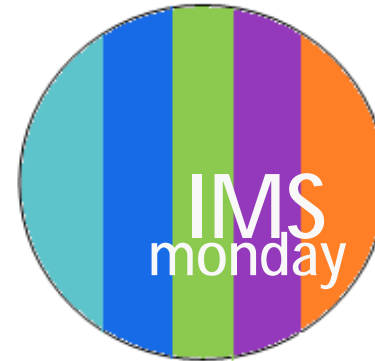
Encourage conversation by sharing their Dry January experiences on our social media channels using the hashtag [#dryjanuary](https://twitter.com/dryjanuary).



Download the Dry January app available on iOS and Android to help track progress, and for handy tips and tricks.



Incident
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Solutions



Make Blue Monday a Happy Monday

Monday 16th January 2017

Come to work wearing IMS colours.
Remember to smile before you dial.
Have a positive attitude.
Spread the joy.



Help to provide a positive work environment



Leave somebody a positive post it note



National Hug Day

Hugs, High Fives and Compliments

Friday 20th January

If someone helps you or gives you advice, make sure you show them you're appreciative.

- "Thank you"
- "That really help me out"
- "Great advice"
- Give a friendly hug



This will help boost Self-esteem and morale Within the company



If someone has done a good job, give a High Five



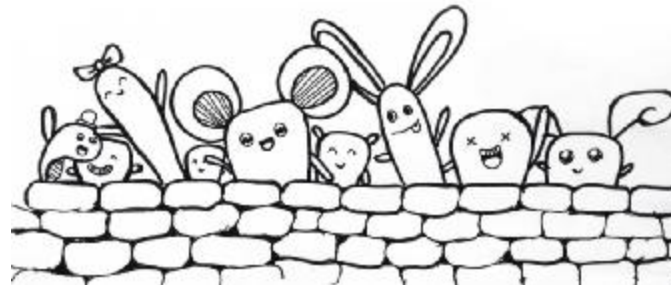


Friday 3rd February 2017

Drawing a Line through Epilepsy

Get in involved and embrace your creative side:

- Doodle a birthday card for somebody in the company – Request a blank card from HR.
- Doodle a nice picture for someone having a bad day to boost morale.
- You can always donate and help towards epilepsy by:
 - § Donating online
 - § Call 0113 210 8821
 - § Text **DOODLE** to 70300 to donate £3*





Reward gateway now has a whole new look corresponding with the rebranding of IMS.

<https://ims.rewardgateway.co.uk/>

Reward gateway has some great tips for preparing Christmas.

- Save at all the best high street stores with reloadable cards - the gift card solution with a big discount on top. Use them for your own shopping, including all the groceries, or even give them as gifts.
- Shop online to beat the crowds (and make a hefty saving too!) with our Cash back offers. Get some money back on every purchase as either a lump sum or a percentage of your total spends. Cash back is yours to use as you wish so you can withdraw it, spend it or even save it for next year.
- Already seen a bargain you want? Many of your exclusive discounts can be used on top of other sales and promotions too!



IMS Company Structure

