



Infrastructure experts since 1967

Our strategic plan to 2024

McCann is a leading British infrastructure company with wide sector experience, diverse skills, strong management and a clear set of values

Our vision

Welcome to McCann. Our vision is to be the contractor of choice; sustaining and developing a reputable brand that delivers an expert range of quality services for key clients. Underpinned by our people-focused culture, we aim to drive forward a safe, sustainable and inclusive business that supports livelihoods and the wider economy.

Our purpose

We provide our clients with efficient, integrated solutions and services that meet everyone's needs – creating and maintaining UK infrastructure, benefitting communities with safe, sustainable solutions, and having a positive impact on the environment. We also understand and take seriously our responsibilities as an employer.

Our values



Loyalty

We encourage long and lasting relationships both internally and with our customers. Putting support, safety, and wellbeing at the heart of our business.



Integrity

We always do the right thing by operating with honesty, integrity and enthusiasm, being efficient, and promoting innovation across all roles.



Teamwork

We recognise the strengths and benefits in working collaboratively, being supportive and having passion in delivery, quality, and customer outcomes.



Equality

We respect each other and ensure our workplace is diverse and inclusive.





We aim to achieve a turnover of £106.5m by the end of year 2023–24

Our objective

To achieve year-on-year sustainable organic business growth with a turnover target of £106.5m by the end of year 2023–24. Realised through the expansion of existing services and capabilities, and through development and growth within new sectors for key clients.

Our ideal clients

Clients that we can collaborate with and that recognise the breadth of our capabilities and quality of service, allowing us the opportunity to become strategic delivery partners.

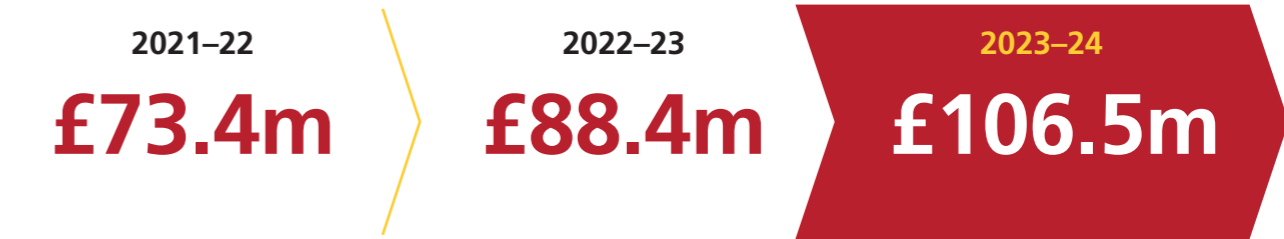
Our services

- Civil & electrical engineering
- Commercial & domestic construction
- Drainage
- Technology & telecommunications
- Asset maintenance & management
- Multi utilities
- In-house training
- Advisory & design services

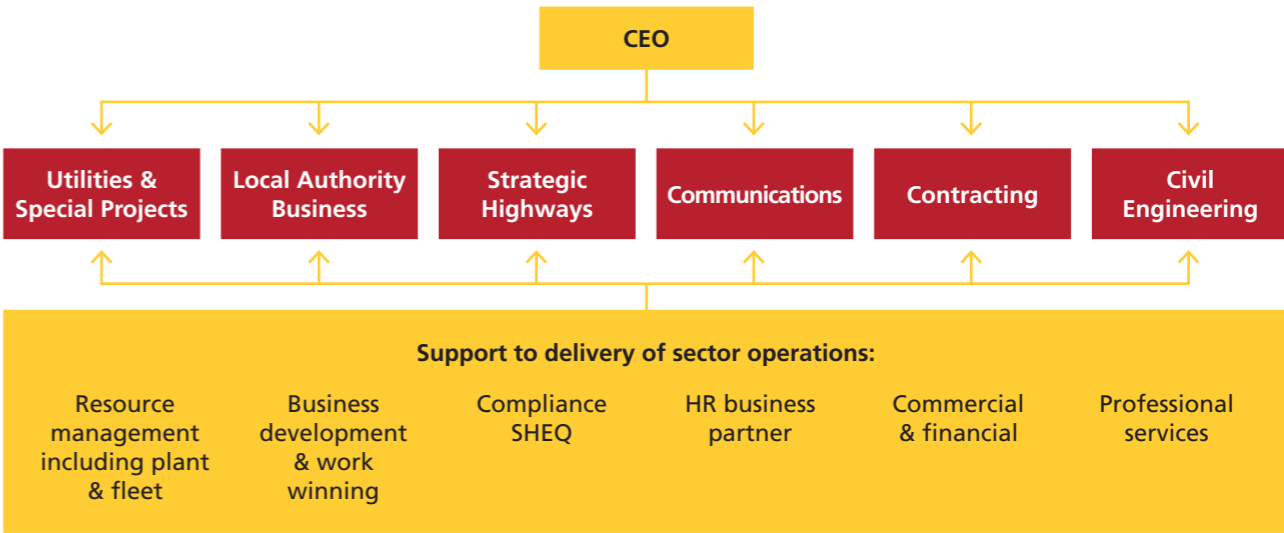
Our approach

We actively engage with our clients as early as possible, and collaborate with each of our stakeholders to always ensure the best outcomes.

Commercial turnover targets



Responsibility for profit & sector growth



Our key priorities for year 2021–22



Safety	SA1	Target zero harm by 2024.
	SA2	Target zero harm by 2024: Milestone target by December – AAFR less than or equal to 0.40.
	SA3	Review and update our Safety, Health and Wellbeing Strategy by June 2021.
	SA4	Deliver our Safety, Health and Wellbeing Strategy, measured as number of activities on target at 100%.
Client	CU1	Percentage of client feedback scores targeted at 70% or above green.
	CU2	Delivery of HE Customer Care Action Plan measured by 100% activities on track per month.
	CU3	Develop a person-to-person communication plan (Zipper) for all key clients' organisations by June 2021.
	CU4	Engagement with key client representatives in line with McCann Business Information Pack (MBIP) and Zipper measure by adherence to planned contacts per month.
	CU5	Review of McCann alignment of strategy to key clients' objectives every 6 months.
Quality	QU1	Quality to be included in all Senior Manager engagement tours.
	QU2	Develop and start to implement a lean strategy by year end.
	QU3	Generate efficiency savings of 5% per revenue stream by year end, shown as a saving against forecast out-turn costs.
	QU4	Rework and disallowed costs to be an average <0.5% of out-turn costs.
Delivery & commercial	DC1	Delivery of all schemes within 95% of programme and budget, measured against 2021–22 budgets on all secured work.
	DC2	Achieve turnover as of 2021–22 agreed budgets.
	DC3	Achieve margins as of 2021–22 agreed budgets.
	DC4	Cash % value of turnover realised in cash (% of cash to turnover (cash ratio)) Cash received = cost + fee in any given month.
	DC5	80% of all agreed CE value recovered within project life.
	DC6	A review of internal plant. To target plant costs recovered through schemes (none sat on overhead), all plant rates including accurate utilisation and maintenance costs re-rate by August 2021.
	DC7	Reduction in real overhead percentage by 1% by end of 2021, rolling year on year.

People	PE1	Less than 8 weeks average time to recruit, from when need identified to offer made.
	PE2	Target 5% of staff vacancies filled by internal candidates measured at the end of the year.
	PE3	Number of apprentices to equal one apprentice per £4.5m of turnover, or 5% of workforce.
	PE4	People survey in 2020 to create action plan, and repeat in October 2021 with an overall average improvement of 2%.
	PE5	Roll out performance reviews (PR's) objectives and targets set by June 2021. PRs completed by all line managers by April 2022.
	PE6	Embed our McCann values across the business and measure via the people survey above.
	PE7	Every PR to have training needs identified against soft and technical skill base.
	PE8	Develop a robust Equality, Diversity and Inclusion plan.
	PE9	Create four FIRs ambassadors within the year.
Sustainability	SU1	Growth: Achieve £73.4m turnover by end of year 2021–22 as per visuals on page 5.
	SU2	Growth: Achieve business plan gross profit margin by end of year 2021–22.
	SU3	Drive our digital delivery of schemes (MIMS) and have a Digital Support Strategy (year end).
	SU4	Understand our company carbon footprint and create Reduction Plan by year end.
	SU5	Succession planning identified in all Performance Reviews.
	SU6	Develop a Business Continuity Plan in line with ISO 22001.
Social value	SV1	Develop and implement a Social Value Strategy by August 2021.
	SV2	Partner with two key charities each year and organise regular events within the business.
	SV3	Develop STEM Ambassadors within workforce and deliver a target of 10 hours/person/year.
	SV4	Partnering with at least two local academies.



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