



CASE STUDY

**Owen & Palmer Limited,
Electrical Contractors,
Bangor**

Background

Owen & Palmer began trading from a small shop on Bangor High Street in 1935 and became a limited company in 1973. The business has continued to develop and grow and moved to Llandygai Industrial Estate, near Bangor in 1987 where they are still based today.

With over 70 years of experience working in the commercial, domestic and industrial environment, and with the continual training and development of employees, they have the capability and expertise to carry out electrical work tailored to suit customer's specific requirements, and to their complete satisfaction.

They currently employ over 35 full time members of staff, eight of whom are office based in managerial, clerical or technical positions with the remaining out in the field working as foremen, supervisors, approved electricians, electricians and labourers, we also have a number of apprentices at various stages of their training.

The company's location enables them to easily serve clients within the Counties of Anglesey, Conwy and Gwynedd, although they do work further afield when the project requires it. As an additional benefit to normal services they can offer a 24hr emergency call out facility if required.

Owen & Palmer can produce and manage a project tailored to suit clients' specific requirements. They include:

- Electrical Design, Installation, Maintenance, Repairs & Fault Finding
- Fire Alarm Systems
- Emergency Lighting Systems
- Data & Communication Systems
- Security Systems, Intruder Alarms, CCTV, Nurse Call & Door Entry Systems
- Computer Aided Design (CAD) Electrical Schematic & Layout Drawings
- Periodic Inspection & Testing (Electrical Installation Condition Reports
- In-service Inspection & Testing of Electrical Equipment (Portable Appliance Testing)
- Building Management Systems (BMS)

- Interruptible Power Supplies (UPS) Stand-by Generator Sets
- Lighting Levels of Luminaires
- Power Supply Quality Monitoring
- Thermal Imaging Assessments and Reports

Training

The company recognises the importance of training for staff and management alike to update skills and knowledge relevant to the business and the industry. Particular attention is given to young recruits. Apprentice training is delivered within a 4 year time frame. National Occupational Standards are seen as crucial to apprenticeship schemes. Apprentices at Owen & Palmer are trained towards achieving NOS based qualifications, namely EAL – Level 3 NVQ Diploma in Installing Electrotechnical Systems and Equipment (Buildings Structures and the Environment) (QCF). The training and the qualification together go a long way towards providing the young apprentice with the skills, knowledge and understanding they require to be able to work competently in the business.

Benefits

We as employer benefit from training and from apprentices in more ways than one, especially when funding is available we are able to reflect this in our prices and win more contracts, more works then we are able to employ more labour as well as apprentices who benefit the industry and local area

On the local economy, the more local people we employ the more they are able to give back into the local economy.

The future

Owen & Palmer's ambition is to continually recruiting apprentices. They try to recruit one apprentice per year, and for the last few years where funding has been available from Welsh Assembly Government they have been taking on two apprentices and even more.

Conclusion

“As training is a very important part of our industry and to ensure future employment for youngsters, schemes like DYDODOL and the Young Recruits Programme Funding Support, have been an absolute bonus to us. As you can appreciate we are a small company and to help us to develop and move forward with the need of today's market any funding we can obtain is obviously crucial to helping us achieve our aims and necessary certificates to carry out our day to day works”(Company view).

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