INTERSERVE FM LIMITED (FORMERLY KNOWN AS MAINTENANCE & TECHNICAL MANAGEMENT LIMITED)

Report and Financial Statements

31 December 1999

Deloitte & Touche Colmore Gate 2 Colmore Row Birmingham B3 2BN



INTERSERVE FM LIMITED(FORMERLY MAINTENANCE & TECHNICAL MANAGEMENT LIMITED)

REPORT AND FINANCIAL STATEMENTS 1999

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REPORT AND FINANCIAL STATEMENTS 1999

OFFICERS AND PROFESSIONAL ADVISERS

DIRECTORS

P D Skett (Chairman) D R Gwilliams D Cherington P S Taylor

SECRETARY

D R Gwilliams

REGISTERED OFFICE

Intersection House Birmingham Road West Bromwich West Midlands B70 6RX

BANKERS

HSBC Bank plc 130 New Street Birmingham B2 4JU

AUDITORS

Deloitte & Touche Chartered Accountants Colmore Gate 2 Colmore Row Birmingham B3 2BN

REPORT OF THE DIRECTORS'

The directors present their annual report and the audited financial statements for the year ended 31st December 1999.

CHANGE OF NAME

On 29 January 1999 the company changed its name to Interserve fm Limited (formerly Maintenance & Technical Management Limited)

ACTIVITIES

The principal activity of the Group continues to be the care of buildings' technical systems under contract, including provision of planned maintenance and management of facilities services, remote monitoring, heat supply and total guarantee contracts.

REVIEW OF THE BUSINESS AND FUTURE PROSPECTS

The Group continued to build its contract holdings in mechanical and electrical maintenance and within facilities service markets, whilst raising its profile through increased marketing and business development activity.

The prospects remain positive as the company continues to drive down client costs and improve performance through partnership agreements.

Interserve fm Limited took over the activities of its subsidiaries, and Tilbury City Limited on 1 April 1999. Interserve fm Limited took over the activities of Tilbury Douglas Facilities Management (a business unit of Tilbury Douglas Construction Limited) on 1 January 1999.

RESULTS

The results of the company are as set out in the accounts on page 7.

An interim dividend of £1,022,000 (1998 - £130,000) was paid during the year. The directors do not recommend the payment of a final dividend (1998 - Nil).

After dividends, profits of £836,000 (1998 - profits of £806,000) have been transferred to reserves.

DIRECTORS AND THEIR INTERESTS

The directors who served during the year are set out below:-

P D Skett (Chairman)

D R Gwilliams

D Cherington (appointed 01.04.99)

P A Hanly (appointed 01.07.99) (resigned 10.11.99)

P S Taylor (appointed 01.04.99)

G J Wentzell (resigned 31.03.99)

C Gateley (resigned 31.03.99)

In accordance with the Articles of Association directors are not required to retire by rotation.

The interests of the directors at 31st December 1999 in the capital of the ultimate parent undertakings are as stated below:-

REPORT OF THE DIRECTORS (continued)

	Shares of	10p each	-	er Shares of each	Exercise Price p	Period of Exercise
Tilbury Douglas plc	<u>1.1.99*</u>	31.12.99	1.1.99*	31.12.99		<u> </u>
P D Skett	107,205	107,205	14,150	14,150	212.00	07.10.01-
			25,850	25,850	212.00	06.10.08 07.10.01- 06.10.05
D R Gwilliams	26,075	26,075	-	-	-	-
D Cherington P S Taylor	12,665 11,473	10,000 11,473				
	<u>Loan No</u>	tes of £1 each				
P D Skett	251,708	215,708				

^{*} or date of appointment

The market price of Tilbury Douglas Plc shares at 30th December 1999 was 253.5p (The Stock Exchange was closed on 31 December) The high/low during the year was :- 328.5p and 218.0p.

EMPLOYEES

The company has an established policy that disabled persons, especially should they become disabled in the course of their employment with the company, are employed where circumstances permit. The company endeavors to ensure that disabled employees benefit from training and career development programmes in common with other employees.

POLICY ON PAYMENT OF CREDITORS

It is the Company's normal practice to agree payment terms with its suppliers and abide by those terms. Payment becomes due when it can be confirmed that goods and/or services have been provided in accordance with the relevant contractual conditions. Trade creditors at 31 December 1999, calculated in accordance with requirements of the Companies Act 1985 were 80 days (1998 57 days). This represents the ratio, expressed in days, between the amounts invoiced to the Company in the year by its suppliers and the amounts due, at the year end, to trade creditors falling due for payment within one year.

REPORT OF THE DIRECTORS (continued)

YEAR 2000

No 'Year 2000' issues have emerged to date in relation to current and ongoing business. The company does not foresee any exceptional costs arising during the current financial year from 'Year 2000' issues.

AUDITORS

Resolutions will be proposed at the annual general meeting to re-appoint Deloitte & Touche as auditors to the company and to authorise the directors to fix their remuneration.

Intersection House]
110 Birmingham Road]
West Bromwich]
West Midlands]
B70 6RX]

Approved by the Board of Directors and signed on behalf of the Board by

14th April 2000

Secretary

D R Gwilliams

STATEMENT OF DIRECTORS RESPONSIBILITIES

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and the group as at the end of the financial year and of the profit or loss for that period. In preparing those financial statements, the directors are required to:

- . select suitable accounting policies and then apply them consistently;
- . make judgments and estimates that are reasonable and prudent;
- . state whether applicable accounting standards have been followed.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

AUDITORS' REPORT TO THE MEMBERS OF INTERSERVE FM LIMITED

We have audited the financial statements on pages 7 to 16 which have been prepared under the accounting policies set out on pages 9 and 10.

Respective responsibilities of directors and auditors

As described on page 5 the company's directors are responsible for the preparation of financial statements. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

Basis of opinion

We conducted our audit in accordance with Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the circumstances of the company consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion, the financial statements give a true and fair view of the state of affairs of the company and the group as at 31st December 1999 and of the profit of the group for the year then ended and have been properly prepared in accordance with the Companies Act 1985.

Deloitte & Touche

Delis otta

Chartered Accountants and Registered Auditors

Colmore Gate Birmingham

B3 2BN

18 April 2000

CONSOLIDATED PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31ST DECEMBER 1999

	NOTE	9	<u>Group</u>
		1999	1998
		£000	£000
TURNOVER	1	50,026	39,121
Cost of Sales		(40,607)	(32,529)
GROSS PROFIT		9,419	6,592
Administration expenses		(6,800)	(5,146)
OPERATING PROFIT	3	2,619	1,446
Loss on freehold property disposal		-	(174)
Dividends received		-	-
Interest receivable	6	200	178
Interest payable	7	(128)	(4)
PROFIT ON ORDINARY ACTIVITIES			
BEFORE TAXATION		2,691	1,446
Tax on profit on ordinary activities	8	(833)	(510)_
PROFIT ON ORDINARY ACTIVITIES AFTER TAXATION ATTRIBUTABLE TO SHAREHOLDERS			
		1,858	936
Dividend paid	9	(1,022)	(130)
RETAINED PROFIT FOR THE YEAR TRANSFERRED TO RESERVES			
ARMINA MARKAMP ROPERTIES	18	836	806
	10		

All activities derive from continuing operations.

A statement of Total Recognised Gains and Losses is not presented as there have been no recognised gains or losses other than the profit for the year and the preceding year set out above.

BALANCE SHEET AT 31ST DECEMBER 1999

	NOTE	<u>Gro</u>	un	Compa	nv
	11010	1999	1998	1999	1998
		£000	£000	£000	£000
FIXED ASSETS					4000
Tangible assets	10	1,492	244	1,492	155
Investments	11	-	-	200	200
		1,492	244	1,692	355
CURRENT ASSETS					
Work in progress	13	90	22	90	_
Debtors	14	13,152	9,506	13,152	214
Cash at bank and in hand	1,	1,473	2,561	1,473	81
		14,715	12,089	14,715	295
CREDITORS FALLING DUE WITHIN ONE YEAR Trade creditors Sundry creditors	15	(6,336) (6,089) (12,425)	(5,345) (4,094) (9,439)	(6,336) (6,262) (12,598)	(94) (311) (405)
NET CURRENT ASSETS/(LIABILITIES) TOTAL ASSETS LESS CURRENT LIABILITIES		2,290 3,782	2,650 2,894	2,117 3,809	(110)
Provision for liabilities and charges NET ASSETS	16	<u>(52)</u> 3,730	2,894	<u>(52)</u> 3,757	245
CAPITAL AND RESERVES	17	50	50		
Called up share capital	17		50	50 3.707	50 105
Profit and loss account	18	3,680	2,844_	3,707	195
EQUITY SHAREHOLDERS'					
FUNDS	19	3,730	2,894	3,757	245

These financial statements were approved by the Board of Directors on 14th April 2000

Signed on behalf of the Board of Directors.

P D Skett DIRECTOR

14th April 2000

1. ACCOUNTING POLICIES

The financial statements have been prepared in accordance with applicable accounting standards. The particular accounting policies adopted are described below.

ACCOUNTING CONVENTION

These financial statements have been prepared in accordance with the historical cost convention.

BASIS OF CONSOLIDATION

The Group financial statements consolidate the financial statements of the Company and its subsidiary undertakings, all of which are made up to 31 December each year.

A separate profit and loss account of the company is not presented as part of these financial statements as permitted by Section 230 of the Companies Act 1985.

TURNOVER

Turnover represents the invoiced value of goods supplied and services rendered as adjusted by the variation between opening and closing valuations of contracts in progress and after making full provision for potential claims and allowances.

TANGIBLE FIXED ASSETS AND DEPRECIATION

Depreciation is provided on a straight-line basis calculated to write down their cost over their estimated useful economic lives at the following annual rates:

Plant, equipment and fixtures - 20% Motor Vehicles - 25%

Site equipment and other items of comparatively low value are normally written off in the year of purchase as revenue expenditure on the grounds that the life expectancy of such assets can not be predicted with reasonable certainty, although it is likely to be less than three years in most instances.

INVESTMENTS

Investments in subsidiary undertakings are valued at cost less provision for any permanent diminution in value.

1. ACCOUNTING POLICIES (Continued)

OPERATING LEASES

Operating lease rentals are charged on a straight line basis over the lease terms.

CONTRACTS IN PROGRESS

Contract work in progress is valued at cost plus attributable profit less foreseeable losses. Attributable profit is included when the outcome of a contract can be assessed with reasonable certainty. The value of contract work in progress is accounted for within turnover and in accordance with Statement of Standard Accounting Practice 9 (Revised) - Stocks and Long-term Contracts. The excess of the book value over payments receivable is included in debtors as "Amounts recoverable on Contracts". Payments receivable in excess of book value on an individual contract basis are included in creditors as "Advance Payments".

STOCKS

Stocks are valued at the lower of cost (ascertained on first in first out principles) and net realisable value after making due provision in respect of redundant, obsolete and defective stocks.

PENSION COSTS

On 1st January 1999 the How Group Staff Pension and Life Assurance Scheme was merged with the Tilbury Douglas Group Pension scheme. This Scheme is of the defined benefit type and is funded in advance by contributions at rates assessed by independent professionally qualified actuaries in valuation reports normally every three years. Particulars of the actuarial valuation are contained in the financial statements of the ultimate parent undertaking, Tilbury Douglas Plc. The Scheme enjoyed a pension holiday in 1999 and as such no costs were charged to the profit and loss account.

In addition, the company contributes to a number of defined contribution schemes operated within the Construction Industry for the benefit of operatives and other personnel not eligible to participate in the staff Pension Scheme. The costs of these Schemes are charged to the profit and loss account as the contributions become payable.

DEFERRED TAXATION

Provision is made and relief is taken at projected rates of taxation for timing differences between the treatment of certain items for taxation and for accounting purposes to the extent that liabilities or assets are likely to crystallise in the foreseeable future.

2. SEGMENTAL ANALYSIS

The Group's turnover arises in the U.K. from its ordinary activities.

3.	OPERATING PROFIT	1999 £000	1998 £000
	Operating profit is arrived at after charging:	2000	2000
	Depreciation (including adjustments for disposals)		
	On owned assets	242	62
	Rentals under operating leases		
	Hire of plant machinery and vehicles	1190	989
	Land and buildings	198	145
	Remuneration payable to auditors		
	Audit fees	23	25

		1999	1998
4.	EMPLOYEES	Number	Number
	The average number employed by the company (including	Number	<u>Number</u>
	directors) within each category of persons was:		
	Production	830	508
	Sales	1	-
	Administration	184 1,015	169
		1,015	677
	The costs incurred in respect of these employees (including		
	directors) were:		
	Wages and salaries	21,257	13,074
	Social Security costs	2,046	1,255
	Other pension costs	608	475
		23,911	14,804
		1999	1998
5.	DIRECTORS	£	£
	Remuneration	354,122	181,004
	Pension contributions	30,104	18,991
	Value awards under long term incentive plan	•	52,912
	•	384,226	252,907
	The emoluments of the highest paid director		
	Remuneration	128	117
	Pension contributions	11	10
	All directors are members of the How Group Staff Pension and Three directors).	Life Assurance Schen	me. (1998
		1999	1998
6.	INTEREST RECEIVABLE	£000	£000
		102	170
	Group interest Other interest	193 7	178
	Other interest	200	178
		200	170
		1999	1998
7.	INTEREST PAYABLE	£000	£000
	Bank loans and overdrafts	1	2
	Group interest	127	2
	.	128	4
			

			1999 £000	1998 £000
8.	TAX ON PROFIT ON ORDINARY ACTIV	ITIES		
	UK Corporation tax at 30% (1998-31%)		781	516
	Transfer to deferred taxation		52	(2)
	Adjustments relating to prior years Corporation tax		-	(4)
	Corporation and		833	510
9.	DIVIDENDS			
	On 50,000 ordinary share of £1 each			
	Interim dividend paid at £20.44 (1998 - £2.60)		1,022,000	130,000
10.	TANGIBLE FIXED ASSETS			
		Motor Vehicles	Plant Equip Fixtures & Computers	Total
	GROUP	£000	£000	£000
	COST			
	1st January 1999	189	588	77 7
	Additions at cost	-	1,185	1,185
	Group transfers	45	466	511
	Disposals	(48)	(5)	(53)
	31st December 1999	186	2,234	2,420
	DEPRECIATION			
	1st January 1999	116	417	533
	Provided in year	19	223	242
	Group transfers	45	152	197
	Disposals	(39)_	(5)	(44)
	31st December 1999	141	787	928
	NET BOOK VALUE			
	31st December 1999			
	Owned assets	45_	1,447	1,492
	31st December 1998			
	Owned assets	73	171_	244

10.	TANGIBLE FIXED ASSETS (continued)			
		Motor <u>Vehicles</u>	Plant Equip Fixtures &	<u>Total</u>
	COMPANY	£000	Computers £000	£000
	COST			
	1st January 1999	21	254	275
	Transfers at cost	189	801	990
	Additions at cost	-	1,185	1,185
	Disposals	(24)	(5)_	(29)_
	31st December 1999	186	2,235	2,421
	DEPRECIATION			
	1st January 1999	6	114	120
	Transfers	136	456	592
	Provided in year	19	223	242
	Disposals	(20)	(5)	(25)
	31st December 1999	141	788	929
	NET BOOK VALUE			
	31st December 1999			
	Owned assets	45	1,447	1492_
	31st December 1998			
	Owned assets	15	140	155
			1999	1998
			£000	£000
	Committed future capital expenditure not provided for in the accounts		81	380
	•			
11.	FIXED ASSET INVESTMENTS			
	Shares in subsidiary undertakings			£000
	Cost			
	At 1 January 1999 and 31 December 1999			<u>200</u>

At 31 December 1999 the Company's subsidiary undertakings, all of which are wholly owned were:-

Maintenance and Technical Management (London) Limited Maintenance and Technical Management (Midlands) Limited Maintenance and Technical Management (Northern) Limited Maintenance and Technical Management (Scotland) Limited

All the above subsidiaries are engaged in the maintenance of services to buildings until 31st March 1999 when they ceased trading.

12. OPERATING LEASES

At 31st December 1999 Company had annual commitments under non-cancelable operating leases as follows:-

	Land and Buildings		<u>Other</u>	
	1999 £000	1998 £000	1999 £000	1998 £000
Commitments expiring:	20	27	755	491
within 1 year in two to five years	28	-	755 854	377
after five years	138	103		29
·	166	130	1,609	897

The majority of leases of land and buildings are subject to annual rent reviews.

		Group		Group		Compa	<u>iny</u>
13.	STOCKS	1999	1998	1999	1998		
		£000	£000	£000	£000		
	Raw Materials	90	22	90			
		<u>Grou</u>	2	Compa	ny		
		1999	1998	1999	1998		
		£000	£000	£000	£000		
14.	DEBTORS						
	Amounts recoverable on contracts	3,689	2,377	3,689	-		
	Trade debtors	8,360	6,324	8,360	(12)		
	Amounts owed by group undertakings	156	459	156	87		
	Other debtors	530	46	530	18		
	Prepayments and accrued income	417	178	417	121		
	Taxation recoverable	-	70	-	-		
	Deferred taxation (see note 16)	-	52	-			
	,	13,152	9,506	13,152	214		
15.	SUNDRY CREDITORS						
	Amounts owed to group undertakings	1,262	415	1,435	86		
	Other creditors	1,265	571	1,265	149		
	Corporation tax	667	555	667	2		
	Other taxation and social security	1,232	1,272	1,232	52		
	Accruals and deferred income	1,663	1,281	1,663_	22		
		6,089	4,094	6,262	311		

3,730

2,894

NOTES ON THE ACCOUNTS FOR THE YEAR ENDED 31ST DECEMBER 1999

			Group and C	ompany
			1999	1998
			£000	£000
16.	DEFE	RRED TAXATION		
	(a)	Movement in year		
		1st January 1999	(52)	(50)
		Transfer from Group Company	52	-
		Charge/(Credit) for year	(52)	(2)
	4.	31st December 1999	(52)	(52)
	(b)	The source of the balance on deferred tax	(50)	(50)
		Other timing differences	(52)	(52)
1=	CALL	VID AID CHAIDE CADVEAN		
17.	Autho:	ED UP SHARE CAPITAL rised		
		ordinary shares of £1 each	50	50
	Allotte	ed and fully paid		
	50,000	ordinary shares of £1 each	50_	50
			Group	<u>Company</u>
18.	PROF	TT AND LOSS ACCOUNT	-	- •
		uary 1999	2,844	195
		ed profit for the year	836	3,512
	31st D	ecember 1999	3,680	3,707
	Parent	company profit for the year before dividends amounts to £4	534000 (1998 - nil)	
19.	RECO	ONCILIATION OF MOVEMENT IN		
	SHAR	EHOLDERS' FUNDS		
	Profit	attributable to shareholders	1,858	936
	Divide	ends	(1,022)	(130)
		ment in year	836	806
	Openii	ng shareholders' funds	2,894	2,088
	~ .			

20. CONTINGENT LIABILITIES

Closing shareholders' funds

At 31st December 1999 there were contingent liabilities in respect of guarantees given in the ordinary course of business.

At 31st December 1999 there were contingent liabilities in respect of guarantees given in the ordinary course of business. The company have given guarantees covering banking facilities made available to its ultimate parent company and fellow subsidiary undertakings. At 31st December 1999 these amounted to £85,131,000 (1998 - £41,348,000).

21. CASH FLOW STATEMENT

The company is not presenting a cash flow statement. It has taken advantage of the exemption contained in Financial Reporting Standard 1 (Revised) - Cash Flow Statements, as the ultimate parent undertaking, Tilbury Douglas Plc, has included a consolidated cash flow statement in the group accounts.

22. ULTIMATE PARENT UNDERTAKING AND RELATED PARTY TRANSACTIONS

The company's ultimate parent undertaking and ultimate controlling party is Tilbury Douglas Plc, which is in-corporated in Great Britain. The Group accounts of Tilbury Douglas Plc are available from Companies House, Crown Way, Maindy, Cardiff, CF4 3UZ.

The Company has taken advantage of the exemption contained in Financial Reporting Standard 8 - Related Party Transactions not to report transactions with Investee Companies in the Tilbury Douglas Group which are in the consolidated financial statements of Tilbury Douglas Plc.