



F L A G S H I P

Introducing Flagship

Partnering with the
Royal Navy



Working together

Flagship has been the Royal Navy's partner in training since 1996. During this time we have worked closely together to deliver our mutual key objectives:

- ~ **Reducing the cost of Naval training** through;
 - Delivering efficiencies in service provision, whilst maintaining quality of output
 - Generating revenue by selling training and related services to third parties
- ~ **Investing in improving the RN training estate** through Private Finance Initiative projects, such as Fire Fighting Training and Construction Prime Contracting projects, including new Single Living Accommodation

Together, we are committed to delivering the world's best Naval training.

Our mutual success depends upon us all supporting the Partnering Arrangement and the undoubted benefits it brings to both parties.

Our objectives can only be achieved though working co-operatively together.



Who we are

- ~ A joint venture between BAE Systems and the VT Group, with annual revenue circa £130 million
- ~ An Investor in People accredited organisation since 1999, employing over 1,600 personnel, largely based in the naval training establishments and at our Portsmouth HQ
- ~ A leading provider of bespoke training solutions to over 400 customers around the world, ranging from the Royal Saudi Naval Forces and the Chilean Navy, to the Ford Motor Company and Network Rail
- ~ An organisation whose quality management system meets the demanding requirements of ISO 9001



INVESTOR IN PEOPLE



Our Mission

To be the **valued partner** of choice for **training** and **integrated support services**

Our Core Objective

To be the **Royal Navy's** training partner of choice for the long term

- ~ A provider of high quality training. The Adult Learning Inspectorate (ALI) named the Flagship Engineering Academy as one of the country's outstanding training providers
- ~ A company which demonstrates a high level of commitment to Safety, Health and Environmental performance and which proactively shares this good practice with partners, suppliers and stakeholders

Did you know?

- ~ Over 10 years, Flagship has secured over £230 million of 'Income Generation' contracts, for the benefit of both the Royal Navy (RN) and Flagship, through marketing the RN brand to non-RN customers. This exceeds anything achieved in any other MoD Partnering/Private Finance Initiative arrangement to date
- ~ By providing a range of support services across the RN's training establishments, Flagship will save millions of pounds for the RN over the contract lifetime
- ~ Every four weeks Flagship's support services are assessed by the RN against over 1,500 measures across the training establishments. We have consistently exceeded the performance required in these targets over the last four years
- ~ Since 2001, over 80,000 sailors have passed through Flagship's Fire Fighting Training Private Finance Initiative (PFI). This is equivalent to every current sailor undergoing training at least twice.



This PFI project, the first signed by the RN, has experienced no loss of training due to non-availability since Flagship started to deliver training

- ~ Since 2002 Flagship has project managed the construction of over 10 Single Living Accommodation (SLAM) projects for the RN, delivering in excess of 1,000 bed spaces to time, quality and budget

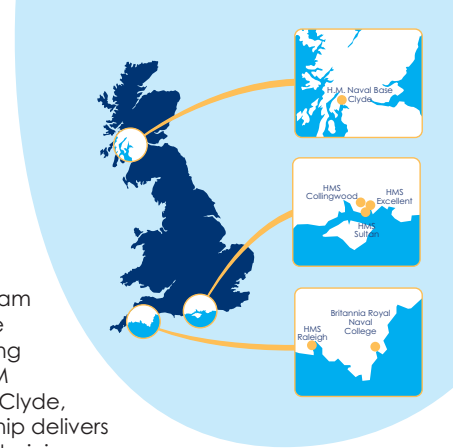


Where we work

- ~ Flagship's headquarters, pictured below, are situated in North Harbour, Portsmouth, Hampshire
- ~ Over 1,200 Flagship employees work within the Royal Navy's training establishments providing a wide range of support services at the Maritime Warfare School, HMS Collingwood, HMS Excellent, HMS Sultan, Britannia Royal Naval College and HMS Raleigh



- ~ We also employ a team based at the Astute Training Facility at HM Naval Base, Clyde, where Flagship delivers a complete training solution
- ~ In addition, Flagship employs personnel who are based overseas where they provide 'in country' training and support services to military organisations



What we do

Flagship provides integrated training solutions to the Royal Navy and other military and commercial organisations.

Our expertise spans disciplines ranging from Training Needs Analysis and Training Technology to the management of major Construction projects and associated Support Services.

We deliver integrated training solutions which enhance the learning experience and environment.



Flagship has three major capabilities:

- ~ **Income Generation** (page 12 to 15)
We market the Royal Navy's training expertise and facilities and also provide bespoke training solutions for a range of commercial and military customers
- ~ **Support Services** (page 16 to 17)
We provide a range of support services across the Royal Navy's major training establishments
- ~ **Construction and Property Services** (page 18 to 19)
We project manage major construction, refurbishment and relocation programmes across the Royal Navy's training estate



Income generation

- ~ To generate income for the Royal Navy, Flagship markets the RN's training expertise and facilities to non-RN organisations. Typically these organisations are interested in benefiting from the RN's reputation in the following areas:
 - **Naval and Maritime Training**
including Onboard Sea Training, Fire Fighting, Maritime Security, Warfare etc
 - **Engineering**
including Mechanical, Electrical, Communications etc
 - **Leadership and Personal Development**
- ~ Flagship shares the income gained from these contracts with the Navy so it can offset the cost of running the training establishments and reinvest money back into the front line
- ~ One example of income generation is Flagship's successful engineering apprenticeship training scheme with Network Rail, which won this year's People Management Award.



Through this multi-million pound contract over 250 apprentices a year are trained at HMS Sultan and HMS Collingwood



Income generation

(Continued)

~ English Language Training

Through our specialist English Language Training department we equip overseas military students to undertake further role-specific training courses, such as the RN Young Officers' Course

~ Fire Fighting Training

Flagship provides fire fighting training at HMS Excellent and HMS Raleigh through a 20 year £180 million Private Finance Initiative (PFI). Flagship constructed and now manages these facilities which train RN and other armed forces personnel

~ Training Technology

We create technology based training solutions for the RN and other customers. Our computer based training and 3D visualisations enhance the students' learning experience



~ Training Needs Analysis

We offer Training Needs Analysis (TNA) and Training Planning services to a diverse range of customers including defence organisations, governments and commercial customers

~ Project Management

Our team of dedicated Project Managers employ industry best practice to manage our tailored training programmes



Support services

Flagship provides a range of facilities management services and training support solutions to the Royal Navy across their major training establishments, including:

Services

- ~ **Administration – UPO and MACCO**
- ~ **Hotel Services and Catering**
- ~ **Media Services**
- ~ **Information Systems (IS) Support**
- ~ **Training Equipment Maintenance**
- ~ **Cleaning, Waste Disposal and Grounds Maintenance**
- ~ **Stores**
- ~ **Training Support**
- ~ **Training Delivery**
- ~ **Training Planning and Support**
- ~ **Course Design and Administration**

Through introducing industry best practice and innovation, our highly skilled team of 1,200 employees now deliver services previously provided by over 2,000 personnel.

Our team provides the Royal Navy with valuable continuity of service year on year and releases key

resources to focus on the Navy's core capabilities.



Did you know?

Our centralised Stores service has reduced costs by 40%, introduced innovative distribution methods and received the highest assessment in a recent inspection

Our Information Systems (IS) team rolled out a 'Terminal Server' solution across the naval training establishments, improving availability of services, providing quicker resolution of technical problems and reducing hardware costs by 67%

Construction & property services

Flagship delivers construction and property management services for the Royal Navy across their major training establishments, helping to reduce the cost of building, refurbishing and maintaining the training estate.

Our experienced project management team designs and manages the construction of complex training facilities, accommodation and medical facilities.

Since our PRIME Contracting agreement was signed by the RN in 2002 we have delivered a wide range of projects on time, to quality and to budget, including:

- ~ A state-of-the-art warfare training facility, Warspite Building, at the Maritime Warfare School, HMS Collingwood
- ~ A range of high quality Single Living Accommodation (SLAM) projects at HMS Collingwood, HMS Excellent, HMS Raleigh and Britannia Royal Naval College providing over 1,000 bed spaces



- ~ A medical and dentistry facility at HMS Collingwood
- ~ A major relocation project - Project Warspite - which involved moving over 40 complex training systems and 300 personnel to the Maritime Warfare School
- ~ A variety of refurbishment projects, spanning historic buildings, classrooms, training facilities and accommodation



Our integrated approach to supply chain management and strong relationships with our partners helps us to deliver the RN with a long term value for money solution to their estate requirements.

Our people

Flagship employs over 1,600 people with a wide range of skills and expertise. Our diverse workforce includes ex-services personnel, former civil servants, as well as people drawn from industry and commerce.

An Investor in People accredited organisation, we offer employees:

- ~ A comprehensive benefits package, including an all employee bonus scheme and life cover
- ~ A 'Flexible Benefits' package which enables employees to get the most out of their rewards package



- ~ A training programme which invests over £600k each year on developing employees
- ~ An employee award scheme which recognises employees who live our company values: Innovation, Delivery on our commitments, Integrity, Relationships and Success
- ~ An opportunity to work along side naval colleagues as part of a joined up team focused on delivering operational capability



Positive partnering

Flagship is proud to work alongside the Royal Navy as part of a team delivering training excellence. We provide logistical and financial support to many RN events, such as open days, visits and summer shows.

We have provided financial support for a variety of initiatives to improve facilities across the naval training estate, at no cost to the RN, including:

- ~ A refurbished cardio-vascular suite at HMS Collingwood
- ~ An international students common room at Britannia Royal Naval College
- ~ Improvements to electrical equipment and facilities at HMS Sultan following our contract with Network Rail
- ~ Improvements to junior rates' accommodation at HMS Excellent and HMS Sultan
- ~ Financial support for the Learning Centre at HMS Raleigh

In addition we have supported the RN through a range of sponsorship opportunities over recent years, including:

- ~ Royal Navy Rugby Sevens
- ~ Royal Navy Football
- ~ HMS Sultan's Hockey team
- ~ Field Gun Day at HMS Collingwood
- ~ HMS Excellent's 'Concert in the Park'

Our people also play an active part in each establishment's local charity and community events supporting the 'One Team' ethos.





F L A G S H I P

Produced by:
The Communications Department
Flagship Training Ltd
Shore House
Compass Road
Portsmouth
Hants
PO6 4PR

Tel: 02392 339000
E-mail: enquiries@flagshiptraining.co.uk
Web: www.flagshiptraining.co.uk