

NEWS RELEASE



November 19, 2008

NORLAND MANAGED SERVICES PRESENTS AT DATACENTER DYNAMICS

Paul Saville-King of Norland Managed Services delivered an exciting presentation at DatacenterDynamics on the subject of how human factors impact operational risk.

DatacenterDynamics is a unique series of events tailored specifically to deliver enhanced knowledge and networking opportunities to professionals that design, build and operate data centres.

This year's theme was 'thinking outside of the box' - challenging the pre-conceptions of how datacenters are designed, built and operated. These requirements are ever more important in a business environment where capital investment is tight, energy costs are soaring and supply is scarce.

Playing well to this theme, Paul Saville-King, Managing Director, Critical Engineering Services division presented on the subject of 'how maintenance human factors impact operational risk'.

Norland evidence corroborates empirical research pointing towards people and process failure as the major source of a systemic

infrastructure outage. This can be as much as 90% of the root cause of a business impact incident. Addressing the underlying human factors can therefore significantly improve the odds.

The probability of failure when completing a task increases from 0.002% to 55% when the task is unfamiliar, at speed and with no idea of outcome. Commented Paul: "The reduction in risk drops dramatically for trained, even scenario drilled and engaged staff working in an environment that takes a long term view of risk reduction".

Norland staff working in critical environments are given human factors training. Having a strong positive culture in any critical facility can result in 90% less risk – surely a result worth having?

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Notes for Editors:

- **Norland Managed Services Limited is one of the UK's fastest growing providers of facilities maintenance and support services in the built environment, achieving 25 per cent growth in each of the last three years.**
- **With 12 offices across the UK and employing over 1,600 staff, the company has an annual turnover in excess of £150 million.**
- **Customers include Merrill Lynch, The British Museum, Selfridges, Lloyds TSB, BSkyB, Trinity Mirror and Citi.**
- **Norland's success has been built on high levels of customer service and its major focus on people and technical skills.**
- **Further information about Norland Managed Services can be found on its website: www.norlandmanagedservices.co.uk.**

For further information, please contact:

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