# babcock

Preparing our customers to be mission ready through world-class training: an overview of FY2023/24

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### Introduction

It has been with lightning speed that we have navigated the last 12 months of our training business and during this time there has been so much great work packed in. Whilst it is always easier to focus on the busyness and hard work, it is really important to reflect on the successes we have achieved and the difference it has made to our customers and communities.

#### Reflection

As we reflect on our activity and performance over the last year, I would like to express my grateful thanks for your dedication, endeavours and determination to achieve. We have celebrated these along the way and this annual review is a helpful reminder of your great efforts and contribution to making our business the success it is.

Throughout the year, my senior leadership team and I visited a number of sites and these visits have been invaluable to us as we learn and hear from you. This is something we look to continue into next year as it provides an important opportunity for two-way discussion – a helpful way to improve and take our business forward.

#### **Building momentum**

This year is already gearing up to be even busier. We kicked the new financial year off to a flying start with a significant presence at IT<sup>2</sup>EC at the London Excel where we launched the Babcock Immersive Training Experience. The event generated a lot of positive discussions with our customers and has sparked interest in what we do - which is truly fantastic. Thank you to everyone who attended and supported the event and made it a success.

We start this financial year with a planned focus on how we can collaboratively work together across the business, to create greater relationships and rapport and come up with new and innovative ways to improve our training business. I encourage you to be curious - so if you have any good ideas or things you would like to see and do, please engage with your own line management in the first instance and ideas will be fed into the leadership teams to see how these can be executed and you never know - may lead to best practise across our business.

#### Looking forward

With success in mind, I plan to run a training awards event later this year and a calling notice for nominations will be sent out in the next few weeks. Consider those in your team who work hard, who truly own and deliver what they do and please nominate them for an award. We have so many great people in our business and it would be fantastic to have their work and commitment recognised.

Now more than ever what we do matters. Let's strive together to make this financial year a great success.

Thanks for your continued support,



Jo Rayson Managing Director

Babcock Training business

### Securing new business

We had a positive year in terms of growth by securing new contracts across both our existing customer base and into new markets.

- > We won a six-year contract to continue to support the delivery of the Royal Electrical and Mechanical Engineers (REME) apprenticeship programme for the British Army.
- We secured a seven-year contract to provide individual trade and technical training to the British Army's armoured vehicle community. We will deliver and support close combat training on tracked and wheeled Armored Fighting Vehicles (AFV) to a broad variety of Field Army and Defence users.
- > With the evolution of Project Hannibal into Project Numidian, our expertise saw us join forces with Mabway to hold a key role in the design and delivery of Army Collective Training.
- Delivered a unique e-learning package that enables soldiers to recognise allied and threat battlefield vehicles and helicopters and gain critical insights into the capabilities of these key land and air platforms.
- We saw a five year extension to the UK Military Flying Training System (UKMFTS) Affinity contract to provide maintenance and cleaning services to the existing line

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control building and aircraft hangars at RAF Barkston Heath, RAF Cranwell and a hangar and three support buildings at RAF Valley.

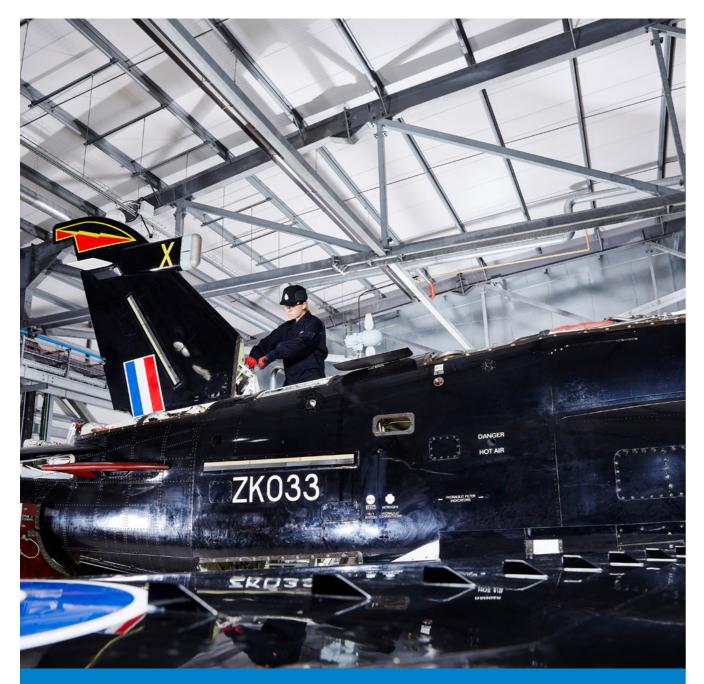
- > Team Crucible bid for the Army Collective Training System (ACTS) to become the Strategic Training Partner for the British Army, joining forces with Jacobs, CAE, Accenture and McKinsey to form #TeamCrucible.
- > We worked with London Fire Brigade (LFB) and the Fire Service College to develop proposals to deliver a new urban firefighting course for LFB.
- > We continue to engage with the Metropolitan Police Service (MPS) to deliver their new entry route – the Police Constable Entry Programme (PCEP).
- > We have been down-selected to progress to invitation to negotiate (ITN) to deliver the Driver Training Programme DTP), which will provide the MOD with licence acquisition and professional driver training services. From nine submissions, we scored an impressive 91% and are through to the next stage of the competition.





We have seen some great results for our customers during the last financial year. Our people drive our success using their skills and knowledge to deliver innovative training and other services across a wide platform, to a varied customer base.

#### Performance



#### **Driving improvements for our customers**

Our UK Military Flying Training System (UKMFTS) team has been working hard to make sure our customers' sites and systems work smoothly. Managing almost 2,900 customer contacts we have ensured that IT network availability hits 99.7% - 100% across our five UKMFTS contracts. To keep our customer sites fit for purpose we carried out almost 9,000 planned maintenance tasks and more than 2,000 reactive remedial jobs.

#### London Fire Brigade

We are proud to support the emergency services with state-ofthe-art training, delivering more than 34,000 training days for London Fire Brigade and designing 22 new courses to meet the evolving needs of the service. Our train-the-trainer programme continues to be a great success with more than 20,000 trainer days delivered in the last financial year.

Over the twelve-month period more than 22,500 course places were filled.

#### **Metropolitan Police Service**



Our ongoing support to the Metropolitan Police Service continues to deliver great results for our customer on the front line of London policing.

#### **collaborate** In 2023, 68% of new recruits to the service were positive about the

quality of teaching delivered by Babcock. Listening to our customer's feedback we made some changes driving up that positive feedback figure to 75% in 2024 to date.

In the last year more than 1,100 new recruits achieved 'Independent Patrol Status' thanks to the training we have delivered.

70% of new recruits who started the Babcock-designed Degree Holder Entry Programme before April 2022 have successfully completed the two-year programme and have been confirmed in rank.

The first 77 recruits to the Babcock-led Police Constable In 2024, the first recruits on the Police Constable Degree Apprenticeship have begun to complete the 3 year programme, with 77 recruits apprentices year-to-date.

100% of the milestones for the Police Constable Entry Programme (PCEP) curriculum and content design were achieved on time.







#### Crucible

Team Crucible is forged from five mutually reinforcing partners -Babcock, Jacobs, Accenture, CAE and McKinsey & Company – who are dedicated to providing the tools, technology and expertise to underpin the British Army in its quest for more frequent, more realistic and more challenging collective training.

Team Crucible also understands the need behind the need, which is why we will work hard to offer a secure by design, data-driven, vendor-agnostic solution that will support the development and on-going evolution of live, virtual and constructive environments that are accessible wherever and whenever.

Previously referred to as Collective Training Transformation Programme (CTTP), the opportunity is being tendered by Field Army (CGS), Defence Equipment & Support (Programmes) and the Land Warfare Centre. So far we have completed the Pre-Qualification stage (DPQQ) and will shortly begin the competition proper again anther 6 bidder teams, the first stage of which is a 16 week Tender process where we answer a variety of questions and demonstrate our solution methodology. There is then a down select to only 2 bidders who go onto the next stage which is an approximately six month head-to-head competition with the other bidder demonstrating our capabilities through a series of exercises.



**6 6** As the strategic Training Partner we hope to ensure the Army has what it needs to transform collective training, making sure the maximum number of soldiers and teams are properly prepared to fight, and to win, together, on operations, now and in the future. Matt Chuter. Director CTTP

#### Babcock Support Services GmbH and Babcock Support Services Italy

To underpin our customers' targets Babcock Support Services GmbH and Babcock Support Services Italy have delivered 30,716 work orders covering pre-planned maintenance, reactive repairs, and additional services. Impressed by our performance, we have achieved a 99.9% customer satisfaction rate, when we asked for feedback.

We are committed to continuous improvement, so we are taking four of our best practice examples and will implement them across our wider operations.



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#### **Royal School of Military Engineering**

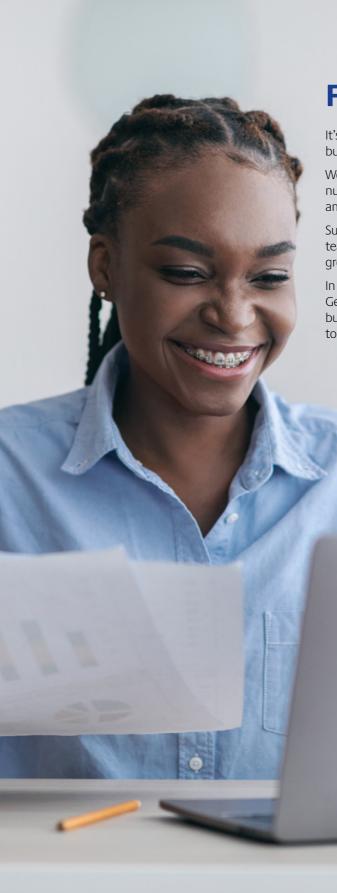
Proud to work in close harmony with the UK armed forces we are committed to managing training and supporting facilities maintenance at the Royal School of Military Engineering (RSME).

We have successfully been on target with more than 150 performance measures each month – a figure that helps us track our excellent customer service in both training and service support.

Over the last 12-month period our planned preventative maintenance process has allowed us to carry out 10,446 tasks, with 99.20% completed within planned timescales. 1,602 of these were statutory requirements. As a result, statutory compliance was maintained at 99.99%.

There are times when we need to react and carry out essential maintenance at RSME. In the last financial year, we carried out 9,570 maintenance tasks, with 99.98% of cases completed within contractual timescales making almost the entire estate available to our customer at any one time.

With our involvement in projects and small works our RSME contract has generated £11.8m revenue.



### Finance

It's been another year of key achievements for our business and particularly the finance team.

Working closely with operational colleagues we have won numerous pricing and bid submissions for new work and amendments to existing contracts.

Supporting Deloitte, our external auditors, the finance team is ensuring the finalisation of the FY23 statutory group audit with minimal audit adjustments.

In addition, we have successfully closed out a tax audit in Germany, are supporting the transition of the civil training business to Inspiro Learning and are working with Deloitte to finalise several statutory account audits.

### **Procurement and Supply Chain**

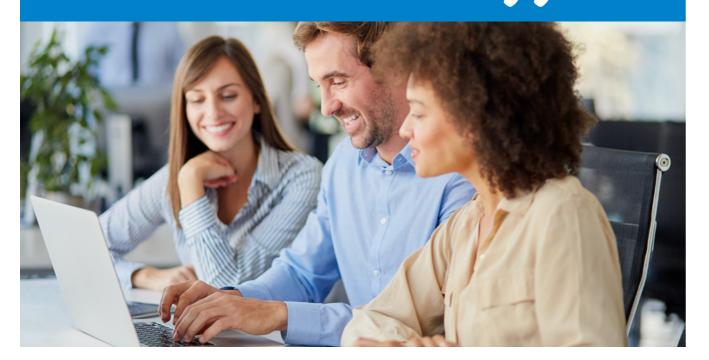
Throughout the year our team and capability grew to ensure each contract across the business is supported. We introduced a new procurement system to improve how we work with our suppliers and to purchase goods and services. Over the course of the year £2 million savings were generated through tenders, contractual agreements and changes to our procedures.



think : outcomes

Lewis Eyley, Head of Procurement and Supply Chain for Training, said:

We expanded the team, both in terms of size and capability, to ensure each team has a procurement and supply chain point of contact and we rolled out a new procurement system to drive efficiencies in how we purchase and interact with suppliers. Next year the focus is on improving the speed and agility of the service we deliver. We will be focusing on upskilling relevant operational colleagues in key procurement concepts and processes. An exciting year ahead.



#### **Delivering value**

Our Procurement and Supply Chain team has delivered more than £2.5m of value in tenders, efficiencies, cost reduction and cost negotiations. The team has improved our spend under contract across the year by 14% and issued formal tenders for 16 large scale projects, with the largest worth over £2 million.



### **Health and Safety**

A successful Group audit of the training business and wider sector identified the fantastic work by RSME and the Fire Colleges in their development in the Control of Contractors.

We held safety summits across 5 sites over 3 days, reaching 213 employees – a great talking point all things safety and how we contribute to make sure everyone goes home safe, everyday.

Environmental Management System lite has been successfully integrated into those contracts who aren't governed by ISO1400.

Statutory Compliance support to FM within London Fire Brigade training contract, ensuring compliance within Fire Management and Legionella in particular.

Integration of Reactec Hand Arm Vibration wearables within RSME, providing assurance to operators that they are not being exposed to harmful levels of vibration.

Matt Seedall, Head of HSE, Land Training said:



An expansion of the function and requirement to replace leavers simultaneously, presented a challenge this year, however, it is testament to my team who bridged the gaps and continued to deliver support across existing and new contracts. For their efforts and

commitment, I am hugely grateful.

Safety is now embedded with the exciting growth prospects of ACTS, driver training programme and opportunities like Babcock Immersive Training Experience. Recent focus has been around a spike in accidents and we should continue to make sure safety is our number one priority. It shouldn't be overlooked that accidents, incidents and near misses are all down, whilst positive observations have continued to increase. FY25 will see a continued focus on competence and the move towards BU wide ISO accreditation for Health, Safety, Environment and Quality. I hope we have an exciting year ahead.

### Commercial

It has been a busy but exciting year for the Commercial team in the training business. We have seen new contracts mobilise such as the Royal School of Military Engineering (RSME) Apprenticeships, Numidian and ARMCEN. We have also been working with our customers to reshape some of our existing contracts such as the Policing Education Qualifications Framework (PEQF) and London Fire Brigade (LFB). As we move forward, it promises to be just as exciting with the introduction of new products and capabilities, as well as pursuing key growth opportunities whether it is awareness with a view to equipping our colleagues across the business with the right tools and guidance required to meet what lies ahead.



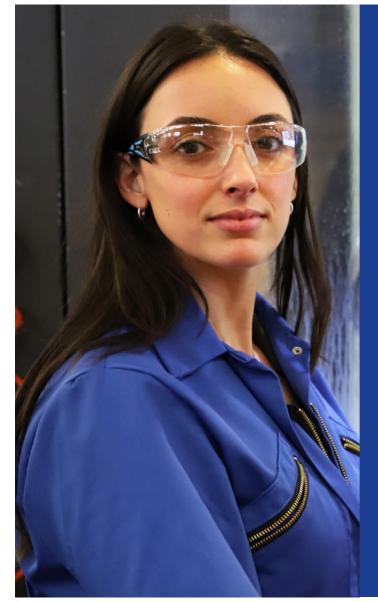
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### People

Our people are important to us and through GPS we've listened to feedback and taken action. Here are a few highlights the last year:



- > Babcock Role Framework was launched to support career conversations.
- > We rolled out frontline leaders training which sets the foundations for leading others and focuses on some of the key skills a manager needs to lead their teams with confidence.
- > We simplified our eATR sign off process to speed up time taken to hire for recruitment.
- More Mental Health First Aiders were trained and joined local events such as coffee mornings to bring people together to discuss mental health and wellbeing.
- > We offered an increased matched pension to a number of our contracts/work areas.
- > We launched new inclusive leave policies.



Cathy Dodsworth, Human Resources Director, said:

The Human Resources Team has been providing support across all our contracts. alongside attending employee engagement forums, building relationships with our Trade Unions, managing organisational change and working with colleagues in the wider human resources team to deliver a number of people

initiatives.



### **Marine training**

Our training delivery in the Marine domain has continued to support our customers' ability to deliver naval capability providing tailored, effective and efficient safety compliant training solutions. This has seen us deliver training to in excess of 2,400 trainees across the portfolio.

Having successfully designed, developed and delivered the Submarine Escape, Rescue, Abandonment and Survival (SMERAS) training facility modernising the Royal Navy's approach to this training the facility and continued delivery of the courses was successfully handed back to the Royal Navy in October.

We reached a major milestone in our journey to provide training packages for UK Royal Navy crews who will serve on the new Type 31 frigates. Following a review with the customer, we achieved the Ready for Training milestone for HMS Venturer. This is the first of five new 'Inspiration Class' frigates being built by Babcock for the Royal Navy. Once entered into the Royal Navy fleet, the Inspiration Class ships will be operated by a crew of around 115, with additional space for a further 70 personnel.

As we moved to the end of the year after much work from across full team the scope extension to our HTP3 project to include Diver Training was signed with a rapid mobilisation allowing us to start delivery to students before the end of the year.

Henry Nelson, Head of Marine Training said :

This has been an excellent year that provides really solid foundations from which we can look to build on as we look to come together as team, develop our capability and grow the breadth of the training we provide and the customers we support.



We have delivered training to more than 2,400 trainees across our portfolio.

### **Resilience**

#### Working collaboratively with our London Fire Brigade (LFB) customer we:

- > Developed a new tactical ventilation course for operational firefighters with LFB
- > Delivered the annual Urban Search and Rescue (USAR) exercise to ensure LFB firefighters are skilled to respond to incidents such as collapsed buildings and natural
- With LFB and Women in the Fire Service we created an event to celebrate International Women's Day. Panel discussions, softer skills development and practical demonstrations highlighted how we use technology to enhance training.
- We celebrated the 20th anniversary of our Severn Park training centre where we facilitate the delivery of training for Avon, Devon and and Rescue Services.



#### Working collaboratively with our Metropolitan Police Service (MPS) contract in 2023/24 include:

- > A team of our lecturers have been supporting MPS in delivering Professionalising Investigations Programme (PIP) Level 2 course interview training to 300 Trainee Detective Constables.
- We continue to engage with the MPS to Constable Entry Programme (PCEP).
- Operation Leap provided Metropolitan Police recruits with an immersive week of role play, with participants facing a series of hyper-realistic scenarios around domestic violence and knife crime.



Hayley Belmore, Resilience Director, said:

I have been immensely impressed, since joining Babcock with not only our skills and capabilities, but also the commitment, sense of purpose and passion from our teams to provide the very best possible training experiences.

We are seeing huge success with the signing and mobilisation of a new tactical ventilation course for London Fire Brigade (LFB). This is the first step in a new look at modern fire fighting for the future. Their confidence in us undertaking this, and subsequent discussion around future intent gives me huge comfort in their perception of our services, enthusiasm regarding our growing capabilities as well as further opportunities for growth. We have commenced discussion with LFB around more immersive training technology as well as data enablement that could offer huge advances in their agility, competency management and planning of training.

Whilst this year has seen some significant challenges with the MPS in terms of volumes on existing routes being lower than anticipated, we continue to provide an exceptional service that sets new recruits up for success in their future careers. We are also currently in negotiation regarding the introduction of a new route – PCEP – that would see us delivering a brand new entry route in partnership with our customer. I am extremely grateful to all the teams involved in this project for their ongoing commitment.

Finally, we are currently building a strategy around the resilience market that will allow us to identify and target future growth opportunities beyond existing contracts, so watch this space!

All that we deliver is not possible without our incredible teams making it happen and I look forward to the next year with enthusiasm and positivity around what we can achieve together.

### **Training services**

Having constructed the training services function in FY 2023/24, the newly formed team have bought about important change and a highly professional service to our customers.

A new apprenticeship services team were recruited following the sale of our civil training business, to ensure continued compliance and support across our apprenticeship provision. The creation of a Training Needs Analysis (TNA) team, focussed on providing and growing TNA



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services to our clients, following on from the excellent work delivered as part of the Type 31 Frigate contract.

During the year we incorporated our training media teams into the training services area of the business.

The appointment of our new Head of Quality (training), who will begin the journey to creating a consistent approach to the quality of our education and training delivery across the business unit.



Alan Ovenden, Training Services Director, said:

It's been an exciting year with the creation of Training Services, as part of our broader aim to develop a 'Babcock Way' of delivering our core training services across the business unit.

We initially focussed on rebuilding our apprenticeship compliance activities following the sale of our civil training business and bringing together our Media and Training Needs Analysis (TNA) teams under the Training Services umbrella.

I'd like to thank everyone's hard work on our achievements so far. Next year, our focus will be on developing our approach to quality of education, safeguarding, staff development, competency management and training design.

### **Development and optimisation through** Virtual Recognition Trainer (VRT)

Soldiers on the battlefield must differentiate between friend and foe. know the capabilities of enemy and adversary, and make informed decisions based on recognising key signature land and air platforms and weapons systems.

This year we developed a unique e-learning package to enable soldiers to be better equipped to identify and act upon threats. Termed the Virtual Recognition Trainer, this is entirely Babcock designed, deployed and maintained product. The VRT concept can also be used in more general



learning, such as naming key components, knowing what critical equipment is stowed where, what controls deliver what effect and HSE risks.

Anthony Pittman, Director Development & Optimisation, said:

Since forming our team in January 2024, we've made healthy progress developing and optimising current land training outputs. Leveraging our Virtual **Recognition Trainer (VRT) contract** and following a successful pilot of our Representative Armoured Fighting Vehicle, we have secured customer requests for costed proposals for both furthering our product development strategy.

Looking ahead, we will capitalise on our successes and continue close collaboration with Training **Capability and Engineering and** Systems Integration (ES&I). Finally, thanks to Stuart Russell and Isobelle Mills for their continued efforts to deliver growth.



### **Training support**

We provide a full suite of facilities management, infrastructure, project management and support services to government and defence services within the United Kingdom.

Our Facilities Management Services and project teams provide a range of services from design and build through to lifecycle maintenance and asset replacement. Managing and maintaining government buildings and assets across a range of hard and soft services and providing infrastructure and equipment 365 days per year It's been a busy year for the team. We provided the design, refit and relocation of services for a new headquarters for Ascent Flight Training. The team will also carry out ICT

infrastructure and support services for Ascent for the next 10 years.

A new building extension at RAF Valley was opened and while helping Ascent boost training capabilities for the military aircrew of the future. Babcock and Kier extended their existing infrastructure to house new simulators, additional instructors and other facilities for basic flying

Our Royal School of Military Engineering (RSME) team opened a new Urban Training Facility to enhance the

The RSME team delivered a new purpose-built sports time for the SAPPER Games.



#### Ronnie Coyle, Director Training Support Contracts, said:

Since joining Babcock last August I am very proud of the performance of the contracts and strength and depth in the customer relationships across MFTS, RSME and international contracts.

"Our delivery teams provide a wide variety of support services to thousands of customers and our contractual performance is extremely strong. We have also delivered a number of major projects involving challenging timescales and complex requirements. This takes significant effort and I would like to thank all the staff involved for continuing to do this day in, day out.

"A special thanks to the teams in Germany and Italy for what you have delivered over the years, as we exit the contract at the end of May, you will be missed. Within Training Support we want to grow our footprint and develop new relationships and opportunities both within defence and wider, this is a key objective for 24/25 and beyond."

### Capability

We develop an innovative range of products and service solutions to enhance our customers' capabilities and critical assets. We work with our current contracts to identify how we can better schedule, design and deliver training through use of our data transformation and training technologies.

Highlights from 2023/24 include:

- > We aligned the Capability and Solutions Teams to enable us to work closer together on how we develop capabilities in line with our customers' strategy for new opportunities.
- > Growth of the Capability and Solutions Team with an engineering focussed Capability Programme Manager, Product Development Manager and Training Technology and Design Lead focussed on developing our products and capabilities for our existing contracts and emerging opportunities. Solutions Architects increase our ability to support on opportunities across the wider training business, for example Marine Training
- > As part of our ongoing relationship with Palantir Foundry, development began for our Digital Twin of the Training System, the 'Training Analysis Model' (TAM) which was declared by Defence Science and Technology Laboratory (DSTL) as 'a first of its kind in defence training'.
- > We piloted our Communities of Practice, bringing together people in similar roles from across the training business to identify how we can work together to bring continuous improvement and best practice across each of our contracts.
- > We took part in numerous demonstrations of our capabilities and products with our current customers including the Deputy Commissioner of London Fire Brigade.
- > Our Solutions Architect supported Project Blueprint, which provides UK gifted kit to Ukraine and leading an urgent training request out in Rzeszow.
- > Our Through Life Training Capability Director and Head of Training Optimisation presented the topic of Affording Digital Transformation at Defence College of Logistic, Policing and Administration (DCLPA) conference.
- > We purchased the IP and prototype for the Babcock Immersive Training Experience (BITE), which we continued to develop with BeaverFit to design and build our Minimum Viable Product (MVP). This was successfully launched at IT2EC 2024.



#### Mikaela Green, Through Life Training Capability Director, said:

"This year has seen an exciting evolution of the team, through the addition of the solutions team join the existing capability output. This has enabled significant focus on targeted contract maturity, supporting the qualification of prospective pipeline activity and provide opportunities and growth activity with deep domain experience and products and services enabled by the very best capabilities.

"The team has grown as a result of the sector strategy and a refreshed approach to capability and growth. The training business has entered new products into the market such as the development of a digital twin of the training system, validated by DSTL as the first of its kind. The team has continued to focus on the delivery of thought leadership into our customers and competitors and have delivered presentations at UK and International conferences and importantly is connected to all live training opportunities and is delivering capability export engagements across our sister sectors and direct reporting countries."



### **Defence contracts**

Our understanding of defence training requirements, alongside our breadth of industry experience, allows us to explore new technologies, best practice and solutions to deliver optimal military training.

And to build on this we were delighted to secure a new seven-year ARMCEN Support Contract (ASC) to provide individual trade and technical training to the British Army's armoured vehicle community. The contract will support the operational readiness of the British Army through the delivery of close combat training on tracked and wheeled armoured fighting vehicles (AFV) to a broad variety of defence users.

With the evolution of Project Hannibal into Project Numidian, our expertise saw us join forces with Mabway to hold a key role in the design and delivery of Army collective training.

We were awarded a six-year contract to continue to support the British Army in delivering apprenticeships to the Corps of the Royal Electrical and Mechanical Engineers (REME). Young people with learning disabilities took part in a series of activities to strengthen their independence. The EMTC team worked in partnership with Fairfield Farm Trust to help the young people develop new skills, knowledge and

Alistair Deas, Training Director, said:

2023/24 has been an interesting year for defence training. We were successful in winning both the REME apprenticeship contract and, after nearly a year of deliberation, the successor to TMASS; the ARMCEN Support contract. A lot of hard work from all parts of the business went into securing this. We have continued to provide training to partner nations, training soldiers on the maintenance and repair of the plethora of UK gifted equipment to Ukraine.

Looking forward to the rest of 2024, we anticipate extending our Wide Area Network Training (WANT) contract for a further 30 months. The most pleasing aspect of the last period has been the almost universal praise we have received from the customer for the outstanding training we have provided or supported.

## **Environment, Social and Governance (ESG)**

#### Susainability is an integral part of our corporate strategy and it underpins our corporate purpose: to create a safe and secure world, together.

Over the last year we have progressed our corporate environment, social and governance activities. We've done this by playing our part in minimising risk, reducing our environmental footprint and contributed to our wider communities.

Thank you to everyone who has joined us in this mission and supported us to achieve great things this year.





Our Senior Leadership Team took part in the Woodland Warrior Programme, for armed forces personnel, veterans and members of the blue light

The team made the most of the woodland environment with activities that were centred around trees, resurfacing walkways and

The team at our Severn Park Fire and Rescue Training Centre used their first Be Kind Day to roll up their sleeves and take part in a litter pick to improve the local area.

Armed with bin bags and gloves, they collected a huge amount of litter, to prevent it getting into the



Members of the Technical Management and Support Services (TMASS) training contract braved the cold to take part in a swim as part of efforts to support the Movember charity.

In blue skies and with the sun on their backs the team took Bovington Camp to Moreton Ford while enroute discussing men's





Military Engineering (RSME) contract at Minley braved the cold to spend a night under the stars to raise over £7,000 for the Royal British Legion Industries (RBLI). 28 colleagues took part in the charity's Great Tommy Sleep Out, which raises money to support homeless veterans. We which includes vehicle maintenance, and resource provision, for 3 RSME



We worked with South Wales Fire and Rescue Service to help children access forest school activities by collecting unwanted wellies.

22 pairs were collected and passed on to a local school, thanks to our teams at our Cardiff Gate Training Centre.



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