

intouch

Virtual real-estate



Homes adopts
latest technology for
show home walkthroughs
- Read more on pages 10 and 11

**£100 of Amazon
vouchers to be won**
- See back page

Meet
Sara Bartle and
the environmental
technicians
see pages 4 and 5

Amateurs shine
in Hills' Golf Day
see pages 6 and 7

Move To Improve
annual awards
see pages 16 and 17

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Competition

 - The intouch crossword challenge - **£100 worth of prizes to be won!**

VIEWPOINT

Tomorrow's world today!

Being of a certain age my mind is often 'boggled' by the speed of technological advancement that's going on all around us. A great example of this is our ability for potential buyers to be able to stroll through one of our new homes without leaving the comfort of their sofa. See pages 10 - 11.

You can also read how technology plays an important part in helping our team of environmental technicians and the behind the scenes, but incredibly important, role of examining the environmental compliance of open and closed landfill sites. See pages 4 - 5.

Expanding horizons...

Commencing a significant new quarrying operation in a new area is always an important milestone in the company's history. None more so than being selected to work the mineral reserves at Mortimer Quarry, South-West of Reading. Hopefully you will read more about the development of this operation for many years to come. See page 15.

Standing still is not an option!

Nowadays if you carry on doing something the same way just because that is the way it has always been done you will get left behind! So I am always proud and amazed at the fantastic suggestions submitted each year by our employees as part of our 'Move To Improve' initiative. These clever and sometimes simple ideas help make sure that we are continually finding new ways to reduce costs, improve efficiency and making our sites even safer and long may it continue. See pages 16 - 17.

Best wishes, Mike Hill, chief executive



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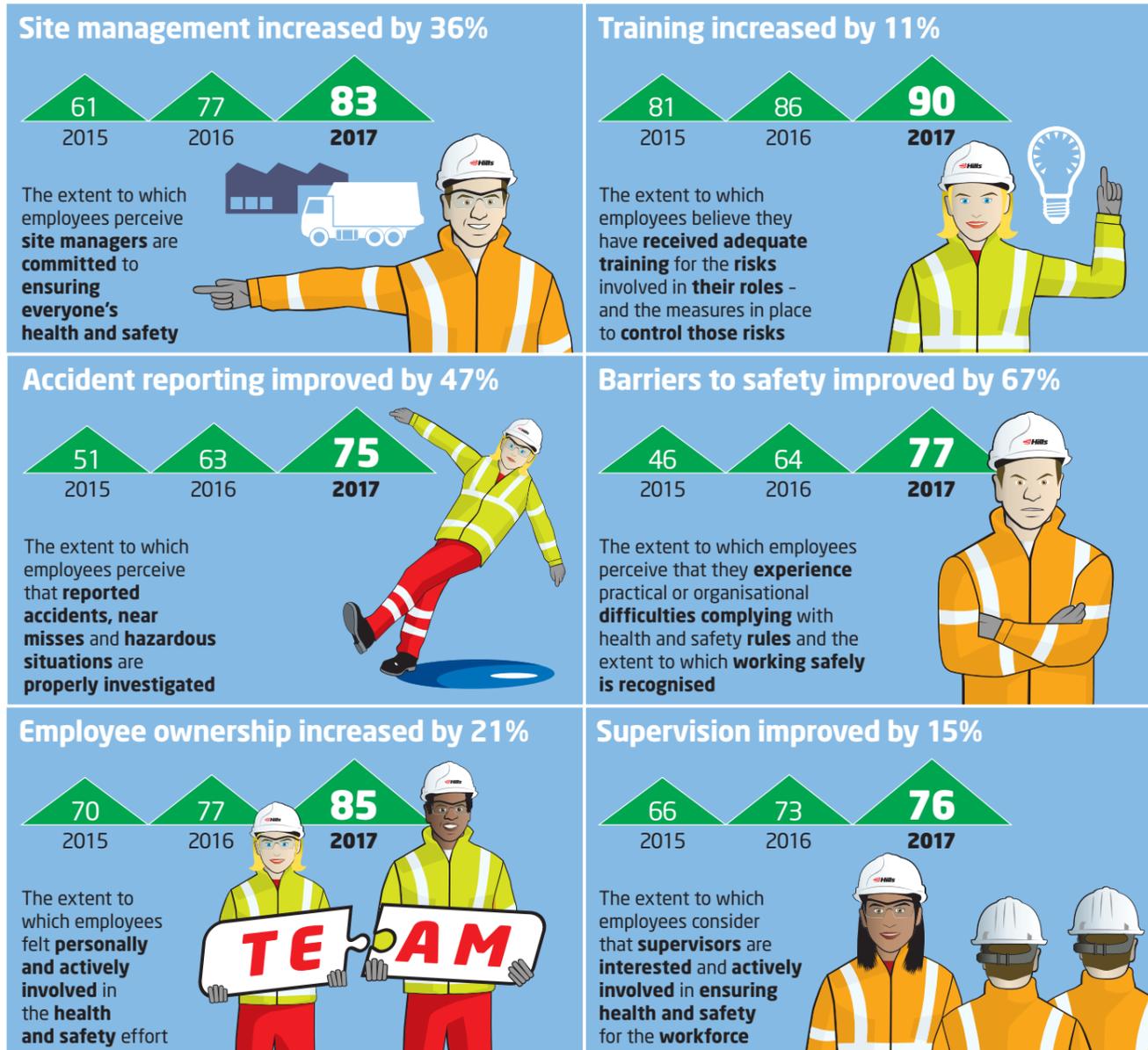
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The results are in! Three years of the health and safety culture survey

For the third successive year employees took part in the Group health and safety culture survey. A total of 337 employees, 78% of the total workforce, completed the survey, and the results have been positive. Performance in each of the six measured categories has improved and the overall perception of health and safety at Hills has risen by 35%, from a score of 60 in 2015 to 81 in 2017.

Mike Hill, chief executive said: "Thanks to everyone who has taken part in the health and safety surveys we have been able to identify areas that were underperforming and improve our performances in key areas over the past three years. Whilst these results are very positive we must all continue to make working at Hills 'Safer for All!'"

Perceptions of health and safety performance (Group combined) 2015 to 2017:



Sara Bartle, Waste Solutions' technical officer...

Meet the team



Also pictured: Terry Paget, site manager at Chapel Farm

...and the environmental technicians



Environmental technicians Sam Scarlett and Dave Jones

Ensuring active and closed landfill sites comply with their Environment Agency permits is just one of the tasks for Waste Solutions' busy technical officer Sara Bartle and her team of environmental technicians.

Sara and her two environmental technicians, Sam Scarlett and Dave Jones, are based at the Chapel Farm site near Blunsdon, but monitor and report on a network of three active landfill sites (Parkgate Farm hazardous and non-hazardous and Lower Compton) and 13 closed landfill sites (including five under contract for Wiltshire Council) which span from Lickhill in the West Midlands to Redlynch south of Salisbury.

Sara joined Waste Solutions in 2016, bringing a wealth of experience from her previous role as waste officer with Wiltshire Council. Reflecting on her move to Hills, Sara said: "There are similarities with my previous role in terms of the legislative requirement to complete quarterly returns of data but this time it's to the Environment Agency based on permit compliance."

Environmental technicians Sam and Dave conduct regular site visits and take a wide variety of recordings including levels of

leachate*, ground water, surface water and landfill gases (see facing page). Sara reviews the data from this routine monitoring to ensure each site is complying with the stringent Environment Agency permits. On the rare occasion when monitoring reveals a non-compliance, Sara will start an investigation and as she explains, this is an aspect of the role she particularly enjoys:

"I love investigations and problem solving, which is required if we have a short-term breach in a compliance limit. I do enjoy working with data and using it to identify issues as well as how to solve problems."

Once the data from site visits is logged in the Monitor Pro software, Sara will analyse it to produce a variety of monthly, quarterly and annual reports for the Environment Agency, Wiltshire Council and Waste Solutions. Sara also ensures that all gas meters and testing equipment are calibrated and works with external contractors who provide a range of monitoring services to supplement the work of her team.

A rigorous schedule of checks and readings are taken at each landfill site - a selection of which is shown below:



1 A leachate dip meter is lowered into a monitoring point. A sensor on the end of the monitor will sound when it reaches the leachate level. If the level is getting too high it can be pumped out for processing.



2 A computer system monitors the landfill's infrastructure and controls the discharge of treated effluent from the leachate treatment plant in to the sewer.



3 The laboratory at Chapel Farm is used to analyse the composition of leachate samples on site. Additional analysis is carried out by an external lab.



4 The levels of potential landfill gases including Carbon Dioxide, Methane and Hydrogen Sulphide are monitored at various points at each site. The technicians wear a yellow gas monitor on their safety helmets to alert them to abnormally high levels of gases.

*Leachate: Liquid that collects within a landfill cell. It varies widely in composition depending on the age of the landfill and the type of waste that has been deposited there. It usually contains both dissolved and suspended material.

Hills' amateur golfers shine in the sun



The victorious 1st place amateur team with a score of 86: Mike Hill, Group chief executive; Len Wright, Wright Minimix; Monique Hayes, Group communications manager and shareholder Bill Hill.

Whilst the professionals took a break between their two rounds at the 37th Hills Wiltshire Professionals' Golf Championship - ten amateur teams of Hills' employees, customers and suppliers took on the course at Marlborough Golf Club ...with varying degrees of success!



3rd place with a score of 80: **Terry Newsham, business manager Quarry Products (Winner: Longest drive)**; Adam Brown, Liebherr UK; Andrew Liddle, divisional director Quarry Products; Stuart White, ACS



2nd place with a score of 85: Martyn Parfitt, Wastepack; Adam Farley, Earthline; David Lewis, Marlborough GC (injury replacement for Steve Burns, divisional director Waste Solutions) & Dan Barfoot, CMD Recruitment



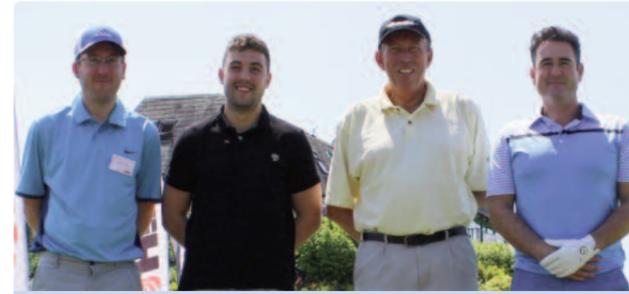
4th place with a score of 77: Bob Doust, Terberg; James Lodge, Tuckwells; Gavin Walton, business manager Quarry Products; Steve McMahon, MD Developments



Brian Thornton, Turmec; Ed Dodd, divisional director Waste Solutions; Dominic Baker, Marsh; Alex Young, Bioenergy Infrastructure



Gary Brown, Image Styles (Winner: Putting competition); Martin Bath, Bath & Power; John Doody, production manager Hills Homes; Pat Byrne, Conlon



Craig Eccleston, Ian Sullivan Architecture Ltd; replacement guest player; Nick King, Group director Homes; Chris Pomphrey, Atwell Martin



Mark Roberts, UKCM; Russell Markstein NRG Fleet; Chris Holland, Waste Source; Gary McKinnon, divisional director Waste Solutions



Steve Robbins, Chalford Building Supplies; Dave Chevin, Hanson; Matt Pope, sales representative Quarry Products; George Durup, Sansums



Dan Kirby, Day Group; James Cook, Aggregate Industries; John Warner, transport manager Quarry Products; **Rick O'Shea, Renelec (Winner: Nearest the pin)**



Brennan claims title with last putt

Nick Brennan of Tony Valentine Golf Centre scored an overall 3 under par to win the 37th Hills Wiltshire Professionals' Golf Championship at Marlborough Golf Club.

Perfect conditions prevailed throughout the day with 19 of Wiltshire's professional golfers taking part in the 36 hole event. The morning round saw Dan Carter of Upavon GC storm ahead of the field carding seven birdies to post an amazing five under par 67.

As temperatures soared in the afternoon, Brennan found his form and with four birdies and only one bogey, it was all to play for coming down the 18th as he was level with Carter. A fantastic chip onto the green gave Brennan the edge and a birdie putt secured him the title.

Louisa Hill experiences work at Hills

Chief executive, Mike Hill's eldest daughter Louisa spent nine days of work experience at the business her great, great grandfather Edward Hill founded in 1900.

Louisa shadowed employees at operational sites including Quarry Products' locations in the Cotswold Water Park, Homes' Blunsdon development and a selection of Waste Solutions' sites including the Lower Compton MRF and Northacre RRC. Louisa also spent a number of days at the Wiltshire House office finding out how departments including HR, communications, IT, finance and facilities support the business.

Reflecting on her work experience Louisa said: "I have learned how a large operation works - from the managers to the administration and support functions, everyone has an important role to play. I particularly enjoyed seeing the MBT plant in Westbury and found the technicality of the operation very interesting.



Louisa spent time with Helen Lock, head of IT



Daryl Taylor, environment manager explains the compost production process

"I also loved seeing all of the housing developments the company is involved in and understanding how difficult it is to organise and manage the building of every single house. On my first day I went

around the quarry sites and thought the restoration of the quarry at Shorncote was very impressive. It was fascinating to see the effort which is put into restoring quarries back to natural wildlife and landscape views. I have enjoyed every part of my work experience and I am looking forward to seeing all the company's exciting future plans take place!"

Weighbridge stalwart Mark Clarkson retires



Pictured left to right are: Mike Hill, Group chief executive, Brian Fitzpatrick Parkgate Farm site manager, Mark Clarkson, Steve Burns divisional director Waste Solutions and Ed Dodd divisional director Waste Operations

Mark Clarkson has retired after 23 years' exemplary service manning the Purton weighbridge, during which he did not take a single day off due to illness!

Mark was given a send-off from colleagues with two meals: one at the Red Lion in Cricklade (shown left) and a second at The Crown in Cirencester.

Chief executive Mike Hill commented: "Mark has been a familiar face at Purton for so many years, it will be strange without him. His attendance record is nothing short of remarkable and I would like to thank him for his commitment and contribution. Enjoy your retirement Mark, you've certainly earned it."

Shareholders' site tours



Peter Andrew, Group director Quarry Products explains the extraction phases at Woodsford Quarry

Hills' shareholders gathered at County Park in June for a financial and operations update, before heading out to visit three operational sites.

The shareholders began with a visit to Shorncote Quarry near Cirencester, before going on to Homes' Cowbridge Mill development in Malmesbury, finishing at Woodsford Quarry in Dorset in the afternoon. At Woodsford the party had a look around the Day Aggregate Bagging Plant which is located within the site as part of an agreement with Quarry Products. Reflecting on the busy day, shareholder Tony Hill said:

"I was particularly impressed by the imaginative designs of the new houses at our Cowbridge Mill site in Malmesbury.

"Also by the progress made at Woodsford gravel pits since my last visit. We had an interesting tour of Day's bagging plant, sharing our site there, to which we supply their aggregates."



Homes' Cowbridge Mill development, near the River Avon in Malmesbury



Jonathan Day from Day Aggregates explains how their bagging plant at Woodsford Quarry operates

Virtual real-estate

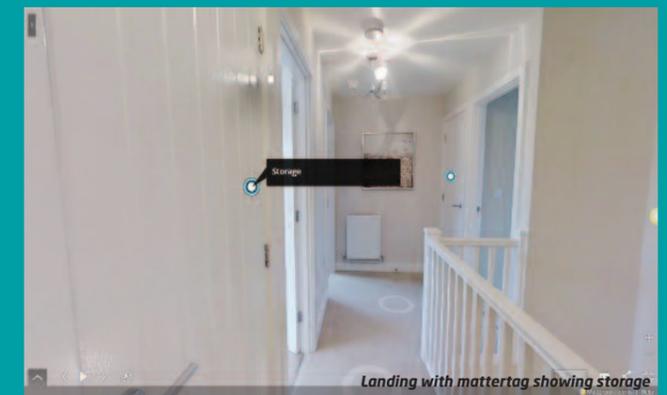
Taking a walk through a Hills home



From left to right: Tim Hughes and Tom Ridgeway from Carto3D™ photographing the Durrington at Blunsdon using their 360 HDR camera



Kitchen



Landing with mattertag showing storage



Ground floor

First floor



Interactive hotspots provide additional details such as optional extras and finishes that differentiate Hills from its competitors



A live view of what has been captured helps to ensure nothing has been missed



Dining room



Bathroom

Hills Homes has teamed up with Carto3D™ to create their first virtual walkthrough, offering potential buyers the chance to explore Hills' show homes from their computer, tablet or smartphone.

Using the latest HDR 360 camera equipment, Carto3D™ captured the high definition imagery of the Durrington show home at Blunsdon, in just a couple of hours to create a fully immersive walkthrough, that can also be viewed using a virtual reality headset.

Nick King, Group director Hills Homes, said: **"With our new virtual tours, house buyers will no longer have to wait until a show home is available or drive to other sites. Buyers will have the opportunity to look at a show home from anywhere, show their friends and family, ask for opinions and gauge their interest at their own leisure."**

Steve Taylor, director of estate agents Atwell Martin, commented: "This is a very exciting new development for house builders and estate agents. It allows buyers to walk through a home from anywhere and to confidently make a decision having seen the property they're interested in before they decide to purchase."

To experience Hills Homes' walkthrough for yourself visit: www.hills-homes.co.uk/3d-walkthrough and click on the image to activate the walkthrough. For the fully immersive experience, download the Matterport app from the Apple App Store or Google Play Store and insert your phone into a suitable virtual reality headset.

For more information about Hills Homes, including the latest news and upcoming developments, visit www.hills-homes.co.uk

Performance under pressure...

Waste Solutions teams up with Tructyre for track testing days



Neil Luce, depot manager (far right) and Robert Needles, LGV driver (second right) with Tructyre employees at the track testing day

Waste Solutions has continued its close working relationship with Tructyre to test an innovative tyre pressure monitoring system (TPMS). The latest phase of the 'Tyrewatch' development work involved two track testing days at Bruntingthorpe, Leicestershire.

Waste Solutions' hooklift truck completed a series of laps whilst the TPMS measured tyre pressure loss over a period of time and how this was influenced by the internal tyre temperature, load (laden and unladen), speed and the temperature on the day.

Nathan Carr, fleet manager for Waste Solutions commented: "Slow punctures make up 82% of all tyre failures on our LGVs. We are therefore excited to be working with Tructyre to develop a TPMS which can reduce costly roadside tyre failure by alerting the driver and the Tructyre office of potential tyre issues before they become a problem.

"The benefits of the system include increased vehicle uptime, improved safety, reduced risk of vehicle damage and improved fuel consumption (from uniformed tyre pressures). The development work will continue this year as four vehicles (a rigid hooklift, drawbar hooklift, rear-steer trade waste truck and a bulk artic) from Waste Solutions' fleet have been fitted with Tyrewatch technology to give us real life case studies."

A survey conducted by the Road Haulage Association in 2013 revealed that 87% of all roadside failures on commercial vehicles were tyre related.



The 8x4 hooklift truck completes another lap of the track



A carefully inserted screw replicated a slow puncture

Quarry Products returns to Commercial Motor



Quarry Products was the focus of a six-page feature in the latest issue of the popular road transport magazine, Commercial Motor.

The decision to profile the company followed a comprehensive vehicle assessment and selection process that resulted in Quarry Products taking their first Renault Trucks Range C tipper onto its fleet. The feature included an interview with transport manager John Warner as the magazine looked at Hills' 117 year history and examined how the company has expanded its fleet over the years.

The six-page article also made reference to the last time Hills was in Commercial Motor, back in January 1922 -

'Messers E Hill and Sons, offering Swindon borough surveyors the opportunity to hire out a steam tractor and two wagons with a driver and one attendant at a charge of £3 per day and Saturdays £2'

- making Hills one of the earliest references in the magazine for a company still operating.



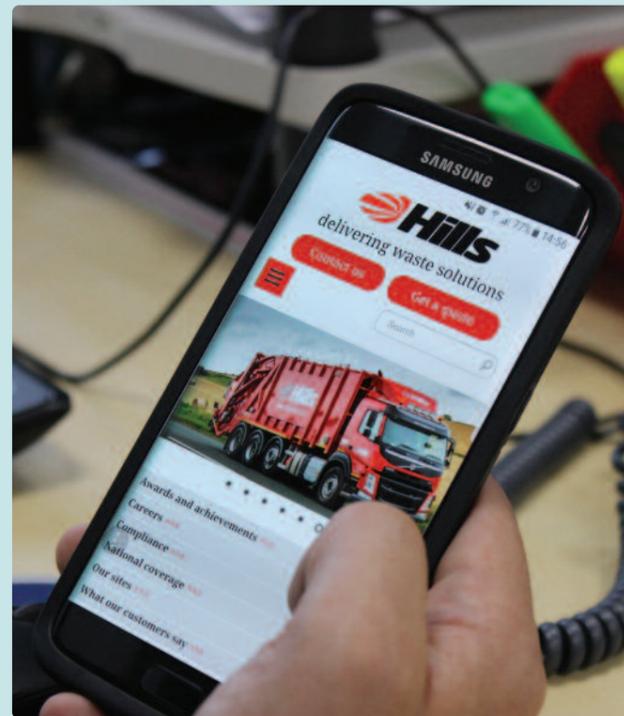
Mobile optimisation

The Hills Group website is the final of the four main websites: www.hills-group.co.uk, www.hills-homes.co.uk, www.hills-quarry.co.uk and www.hills-waste.co.uk to become mobile optimised as part of a roll out to improve customers' online experience.

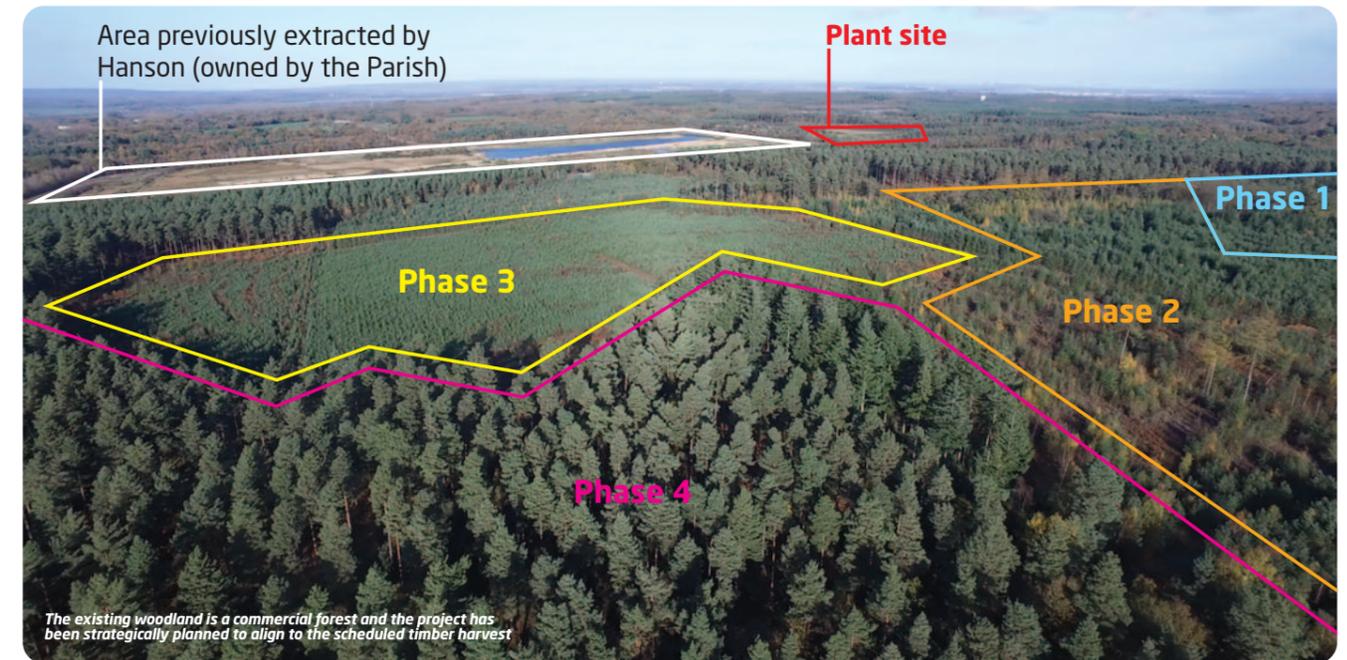
Previously Hills' websites would reduce in size to fit the screen of each device, however users found the websites small and difficult to navigate on a tablet or phone.

The mobile optimised websites will make it easier for customers to find what they are looking for regardless of whether they are using a tablet or smart phone; by adapting the layout and scale of the website to suit on the device being used, without any loss of functionality.

Monique Hayes, Group communications manager, said: "According to Google Analytics between 30% - 49% of visitors to Hills' four main websites do so using their mobile phones and tablets, and as a result our latest efforts will ensure their experiences have never been better."



Quarry Products breaks new ground at Mortimer Quarry...



Quarry Products has been selected by the Englefield Estate as the new mineral partner at Mortimer Quarry, securing access to significant sand and gravel reserves on the Berkshire and Hampshire border.

"Hills has been awarded the contract following a rigorous selection process, during which they impressed the Estate with their track record in the industry and their attention to detail in restoring sites once work is complete," said Edward Crookes, Estates Director.

Peter Andrew, Group director Quarry Products, said: "We are proud to have been selected by the Englefield Estate to be their mineral partner. It is clear that the effort we put into restoration and aftercare was a key factor in the Estate's decision to choose

Hills. We look forward to working with the Estate and the local community to achieve the high quality of restoration the site deserves."

Extraction at Mortimer Quarry is scheduled to commence early in 2018 and is expected to yield an estimated 2,000,000 tonnes of sand and gravel over a ten year period. This significant mineral reserve will provide an essential source of minerals for infrastructure and construction into the region's market.

Progressive working will ensure that the areas under extraction are kept to a minimum and once worked; these areas will be restored to a combination of woodland and biodiverse habitat to attract wildlife. Following the completion of quarrying activities and restoration the site will be subject to a further 10 year aftercare programme.

For more information visit www.mortimerquarry.co.uk



Life's a beach thanks to Quarry Products

Quarry Products has been operating in the Cotswold Water Park since 1919 - extracting minerals and carefully restoring quarries to create what is an exceptional leisure amenity.

Quarry's close working relationship with the Cotswold Water Park Trust has continued with the supply of an additional 170 tonnes of sand to help maintain the iconic 'beach' at the Cotswold Country Park. Ben Welbourn, Cotswold Water Park Trust, said: "Hills has been a key figure in the development of the Water Park and with their help we have been able to maintain this wonderful place and maximise its potential for others to enjoy."

Peter Andrew, Group director Quarry Products, said: "We are proud of our long-standing relationship with the Cotswold Water Park. It is great to see its popularity increasing year upon year and we are delighted we are able to provide the Trust with the materials they need."



Peter Andrew, Group director Quarry Products with Amy Keyter, marketing consultant for PSL and John Hayward, Trustee Cotswold Water Park Trust

Celebrating a year of move to improve



The quarterly winners of the Move to Improve scheme gathered at Wiltshire House to celebrate the 83 ingenious and often simple ideas, which have helped improve the business throughout 2016/17.

Each of the quarterly winners received a £25 shopping voucher and overall winner, Chris Wheeler from the Northacre Resource Recovery Centre (RRC) in Westbury, scooped £600 in shopping vouchers.

- 1 Paul Rogers, mobile plant operative, Porte Marsh: "Install additional steps at the Porte Marsh weighbridge so foreign drivers of left hand drive vehicles can safely exit their cabs."
- 2 Gill Scovell, kerbside LGV driver, Lower Compton: "Add signs showing what should go in to the hopper bays to make it easier for the agency staff."
- 4 Steve Glenister, kerbside LGV driver, Lower Compton: "Give new agency loaders a half day training on health and safety and banksman procedures before they start work."
- 5 Dave Meakin, site manager, Lower Compton landfill: "Provide In Case of Emergency (ICE) stickers for hard hats to provide first aiders / emergency services with important information in the event of a serious accident."
- 6 Dave Byatt, site technician, Lower Compton: "First aiders wear green hard hats so that they are easier to identify in emergency situations."
- 7 Naomi Gough, transport administrator, County Park: "Print sales orders directly on to A5 paper, rather than current practice of printing on A4 which wastes half the paper."

- 9 Keith Heald, weighbridge operator, Lower Compton: "Induction of new starters (transport office and sales roles) to include observing how the weighbridge operates to see how pitfalls and delays can be avoided."
- Quarterly winners not pictured:**
- Phil Mead, shift operator, Northacre RRC: "A pictorial sign outside the warehouse showing the PPE which must be worn on site for drivers who don't speak English."
 - Paul Hinks, mobile plant operative, Lower Compton MRF: "Issue tickets to vehicles needing repairs, ie punctures and make more use of the service bay. With so many vehicles parked up and in the way it makes it more difficult to load lorries."
 - Paul Godowski, mobile plant operative, Parkgate Farm: "Install a barrier system at the entrance to the compost facility to control access to site."

Also pictured:

- 3 Paul Scriven, Northacre RRC plant manager
- 8 Daryl Taylor, environment manager
- 11 Mike Hill, Group chief executive.



Overall annual winner:

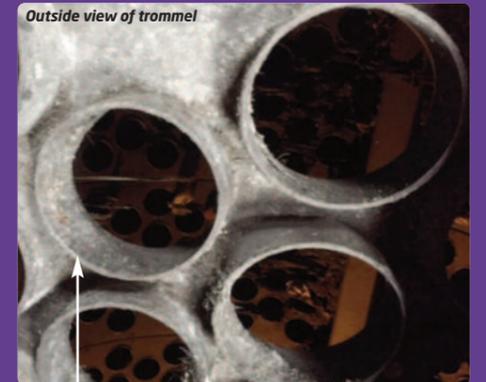
10 Chris Wheeler, shift supervisor Northacre RRC: "Install metal tubes to trommel sections to stop holes blocking up - would save 2-4 hours cleaning daily."

A trommel is a giant rotating drum which is used at the Northacre RRC to separate household waste into oversize and undersize fragments. A repeating problem was that the holes of the trommel would get clogged on a daily basis meaning an operative would have to spend around three hours manually cutting away all the tangled waste.

Fitting the metal tubes to the outside of the trommel has reduced the required cleaning time to around just 15 minutes per day. As plant manager Paul Scriven explains: "Employee welfare and safety is paramount and Chris' suggestion means we are now handling and exposing people to the waste much less. We also benefit from the additional production time available to us."



Area where metal tubes are yet to be fitted: Holes get clogged with waste and reduce efficiency



Metal tubes fitted to the outside of the trommel help prevent waste getting tangled

Just 0.03% separates top performing HRCs

The Melksham HRC team narrowly beat Trowbridge HRC in the recycling league table (for the period April through to July 2017), recycling an impressive 85.05% of the waste members of the public brought in to their site.

The team at the Trowbridge HRC were a very close second, achieving an average recycling figure for the period of 85.02%.

Recycling manager Henry Newbery said: "The HRCs have once again produced some very impressive recycling figures and have remained focused on providing a quality service to the people of Wiltshire."



The Melksham HRC team pictured top to bottom are: James Smith recycling operative, Robin Pearse site supervisor and Paul Gorley recycling operative

Juniors follow in champions' footsteps

45 of Wiltshire's brightest golfing prospects took on the course and the rather autumnal summer weather at Marlborough Golf Club for the 2017 Hills Wiltshire Junior Golf Championship.

Early morning drizzle didn't dampen the atmosphere as the young golfers aged between 9 and 18 eagerly started their rounds. In the boys section it was a close result with the top three players separated by just two shots. The Boys Championship was won by Max Wrixon (Tidworth - pictured far right), whose gross score of 74 secured the title.

The girls competition was won for the third year in a row by Seona Mauchline (High Post - pictured first left) with a gross score of 79 beating her nearest competitor by 8 shots!

The best Nett score on the day was from Alex Milham (Bowood - pictured second left) who recorded an impressive 68.



Group chairman Alan Pardoe (pictured second right) said: "Previous winners of Hills' Junior Championship include former Ryder Cup star David Howell and current tour professional Ben Amor. It would be great if one of this year's competitors went on to have a successful career in the game - but what's most important is that the youngsters enjoy their day and that certainly seems to have been the case."

Corsham wins the Warrior Compost competition



Some of the photographs from Corsham Primary School's 12 page competition submission showing how the children made good use of the Warrior Compost

Green-fingered schools across Wiltshire once again took advantage of the free 'Hills Warrior Compost' offered by Waste Solutions as part of Compost Awareness Week in May. Over 50 schools took up the offer and collected five free bags of compost each from their local household recycling centre.

A £50 garden centre voucher was also offered to the school who submitted the best report showcasing how the free compost benefitted their school garden.

The quality of the competition entries was very high, but after much deliberation the judges selected Corsham Primary School as the overall winner. The school gardening club submitted a wonderful 12 page report including 37 photographs (some of which

are shown above) of the children using the compost to grow fruit and vegetables for their own kitchen. A blooming marvellous effort!

As Henry Newbery, recycling manager Waste Solutions, commented: "Schools are becoming increasingly active in promoting nature and encouraging pupils to grow their own flowers and vegetables as part of the curriculum - so it's great to see that our compost has been put to use with such enthusiasm."

Kitting Calne FC out for seven seasons



The Hills Group has continued its longstanding relationship with Calne Town Football Club by renewing its sponsorship deal with the Toolstation Western League club for a seventh consecutive season.

Gary McKinnon, divisional director Waste Solutions joined the team for the official photo (pictured in the centre of the front row), before their first home match of the season and commented: "Calne Town Football Club is on our doorstep and many of our employees live in the town so we are really pleased to continue our support. We wish the Lilywhites every success in the 2017/18 season."

Quarry Products and the community pool together for a good cause

Quarry Products recently extended its support to the Gloucestershire Wildlife Trust by donating 30 tonnes of Cotswold Hoggin to resurface the Whelford Pools Nature Reserve car park.

A team of volunteers were on hand to help spread the new surface and further improve access to the site. Located in the eastern part of the Cotswold Water Park, the former gravel pits have become a freshwater haven for wildlife and a favourite among nature lovers.

George Griffiths, Gloucestershire Wildlife Trust, said: "Thanks to Hills' generous donation and our team of volunteers even more people will be able to take enjoyment from this wonderful place."



