

into touch

Issue 28 Autumn 2012

Quarry Products milestone

Team celebrate concrete sales, see pages 4-5



Day in the life of a franchisee driver

- read more on pages 4-5

**From land to living room
Hills Homes profile**

- read more on pages 6-7

Hills' staff get into the Olympic spirit

- read more on page 18

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viewpoint

What a Summer! ...(despite the weather!)

I don't know about you but even though I haven't played or competed, I feel emotionally shattered after the summer of sport the UK has hosted or been involved in.

It's been non-stop from European Football championships, Wimbledon, British Open Golf, Tour de France, Olympics, Paralympics and Andy Murray's fantastic win in the US Open Tennis. I'm worried that the Ryder Cup at the end of September might actually finish me off.

Although there have been a few disappointments (don't mention the cricket), there have been countless tear-inducing successes, especially at the Olympic and Paralympic Games; the magnificent staging of which has made us all proud. Everybody seems to have an Olympic story and you can read about ours on page 18.

Half a million and counting...

It seems like only yesterday that Quarry Products opened its first concrete plant for business in October 2005 at Shorncote. However, seven years later and with three more plants in operation, more than 500,000 cubic metres have been delivered (see pages 4-5). Well done to all concerned.

Creating homes... explained

Most of us buy a house that's already built and might only get involved in DIY; replacing kitchens, bathrooms and decorating – and quite possibly even an extension. However, taking a housing development from conception to completion is another kettle of fish, often a lengthy and frustrating, but ultimately always a hugely satisfying process. The chain of events and skills involved are revealed by the Homes team on pages 6-8.

Never too safe, never too good

The continuous endeavour to improve safety, environmental and quality standards throughout the group is demonstrated by Waste Solutions and Quarry Products in the articles on pages 9-11 and page 14. Our huge progress in these areas over recent years is something to be justifiably proud of.

Let's just hope that by the next issue, the general economy and especially the construction sector has reacted favourably to the various Government initiatives and stimuli and we also experience a nice long spell of dry bright weather!

Michael Hill, Chief executive



Final construction phase for Northacre

The construction phase of the Northacre resource recovery centre is nearing completion.



Whilst bouts of heavy rainfall in the past few months slightly hampered the laying of concrete in the yard areas this work has now progressed well.

The facility in Westbury, Wiltshire, will process 60,000 tonnes of household waste using mechanical biological treatment (MBT) in a contract agreed with Wiltshire Council.

Ninety per cent of the cladding to the building is in place and the roof is complete apart from a section over the biofilter area which can only be installed once the biofilter media has been put in place. Contractors are completing the installation of the windows and doors, and have also begun decorating.

Plans for the final landscaping of the site are now being put in place. Topsoil which has been stored on site from the excavation stage will be used to create the required contours of the surrounding area.

Local people and businesses are being kept up to date on developments at the site through the Northacre website www.northacrerrc.co.uk, the local liaison committee and the Westbury Area Board.

Simon Thomas – Northacre plant manager

The appointment of the Northacre plant manager, Simon Thomas, signals what can be regarded as the final construction phase of this new waste treatment plant, which is scheduled to be completed on time during December this year.



Simon brings with him an impressive track record of process improvement and change management proven across 12 years' working in petrochemical, manufacturing, power and service industries. Having successfully managed the decommissioning of facilities in his previous roles, Simon commented: "I am relishing the opportunity to work for Waste Solutions and develop the Northacre resource recovery centre into a flagship plant for MBT excellence."

Shareholders see the sites

Board members and senior Hills' managers led a group of shareholders on a busy but productive tour of Hills' three newest facilities.

The twenty-five strong group started their day at the Calne quarry where high quality washed silica sand is produced for the construction industry. They then moved on to the Porte Marsh recycling facility to watch the process of cardboard and plastic being sorted and baled ready for recycling. The group finished their day heading south to check on the progress of the Northacre resource recovery centre in Westbury.

Reflecting on the day, Hills UK director and shareholder Tony Hill commented: "For the shareholders, especially the younger generation, who have never worked for a Hills company, these



Shareholders and staff at the Porte Marsh recycling facility.

tours offer an opportunity to gain an insight into the everyday running of the company and to feel part of it. Those I spoke to afterwards said it was a very worthwhile and interesting day."

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Day in the life of a franchisee driver



Julia Robbins, 36, is a franchisee driver for Quarry Products. She talks about why she loves driving around the Cotswolds, hates January and the time a customer took her picture.

"I leave home in Calne at 6am and I'm at Shorncote by 6.30am. We start at 7am but you need to do vehicle checks beforehand. That's a legal requirement, so you look at the tyres, bodywork, brake lights.

"It's my livelihood too so I need to look after the lorry. If one of the back tyres gets a puncture then both have to be replaced because they need to wear together. I hose it down at the end of every day and then I'm back home by about 6pm. I'm coming in on Saturday though, which is meant to be my day off, to give it a thorough clean.

"Before this I worked for a furniture factory for years and I was staring at the four walls and thought: 'I've got to get out of this.' My husband Kevin works for Hills and so I said: 'I know, I'll drive a concrete truck mixer'. That was it. I took my Class II and I began working for another franchisee driver. Fair play to him for taking me on.

"I drove that vehicle for two years. Then last May I got my own one. You get to choose all the specifications and my

husband told me what I should pick. It was like getting a present when my truck first arrived. It was so new. I took lots of pictures.

"You sign a contract with Hills so they pay for the vehicle and you pay them back. You drive for them and have to make your lorry available. So when I went on holiday I had to get someone to cover for me. If it breaks down then I have to pay to repair it. I'm really getting to know the vehicle and I'll carry out my own repairs where I can. In four years she will be mine.

"I'll probably drive no more than an hour and a half for any job. She's a lovely drive. Some you have to fight them, but not this one. It's good being so high up and you learn to read the road. You have to think for other people because you would be amazed at some of the things other drivers do.

"In the cab I've got most of the things you have in a car but I've also got traction control, diff lock, an exhaust break, a reversing camera and lots of maps. I've got satnav as well and I use Google Earth in the office. The drivers always help each other out with getting to places.

"I get paid for each load so the ideal job is a big hole in the ground. Open up and then away you go. I did five jobs today; I wish it could have been a couple more. There was a school in Swindon, a Wessex Water job in Seagry and an old estate house in Duntisbourne Rouse. That's what I like about this, you see some lovely places.

"But it's not so nice in January. I hate that it's so dark in the morning and because we run on cold water the pipes can freeze. So you're waiting around for them to thaw.

"I'm the only woman who drives a concrete truck mixer for Hills. I don't really think about it. I did have one old gent take a picture of me because he was so amazed. You do get some second looks when you're driving; I just wave. And when I turn up at jobs sometimes you get looks. Most people just shut up when they realise I know what I'm doing."

"It was like getting a present when my truck first arrived. It was so new. I took lots of pictures."



Half-million milestone

Twenty-seven Quarry Products employees have been congratulated for their hard work in achieving the production of half a million cubic metres of concrete. Alan Mackenzie, group director Quarry Products, presented certificates to the employees at the Lower Compton, Shorncote, Woodsford and

Newbury concrete plants. Alan said: "The teams work extremely hard and I'm pleased that we have been able to mark their achievement in reaching this milestone." Hills Concrete is accredited by the Quality Scheme for Ready Mixed Concrete.



Ivan Hannington Jamie Woolford Shaun Hayward Peter Andrew Gavin Walton Julia Robbins Jim Reed Kevin Robbins Mike Jobbins Steven Reid Kevin Beale Adam Tiso Lee Roberts Brian Ford Grant Carter Stuart Allen Steve Robbins Graeme Haime Adi Gray

Those awarded certificates but not pictured were: Phil Taylor, Norman Drewett, Paul Prout, Eddie Rawlings, Steve Gardiner, David Crankshaw and Jonathan Fells

From land to living room

The process of turning a plot of land into a home takes all the skills of the tight-knit Homes division. Here they talk through the process.



Nick King

Potential developments

Possible plots of land suitable for development come to the notice of the Homes team in different ways. It might be from landowners calling in, agents letting them know or even members of staff driving by. Homes has developed properties across Wiltshire, as well as Somerset, Swindon, Gloucestershire and Oxfordshire.



John Fox

Viability

The team first needs to work out whether it is viable. That requires experience and input from the whole team.

At this early stage sales co-ordinator Lynda Duggan researches the local market and potential sale prices, development manager Colin Woodhouse will input on technical design issues and production manager John Doody will assess practical construction problems.

John Fox, commercial manager says: "I'll be looking at building costs which is a key factor in deciding if a development is viable."



Colin Woodhouse

Acquiring the site

Ultimately it is about paying an agreed price but there may be conditions attached or the land may be bought dependent on obtaining planning permission. Group director for Homes Nick King makes sure Hills strikes the right deal.

Nick says: "The price of land varies enormously from place to place. Location is key of course but there are so many other factors."

Planning process

Once a viable site with an appropriate development has been secured it requires planning permission. This requires consultation with the local authority and other interested parties and statutory bodies. It can easily take up to 18 months before permission is obtained, if at all.

Working with others

For some developments there is a requirement for social housing so Nick will liaise with housing associations. There may also be what are called Section 106 agreements. That is where planning permission is granted on condition there is some payback to the community in terms of new facilities. That requires working with the local authority.

Build

The construction work is carried out by subcontractors with tenders handled by John Fox and buyer Lesley Slaven. Most of the subcontractors, who are generally Wiltshire-based, have worked with Hills before so are known and trusted.

John Doody deals with the practicalities of the programme of works, with Hills' own site managers reporting to him.



L to R: Site managers Dan Hammond, Jan Pearce and Allan Ramsay

John says: "Construction starts with site clearance and then moves through groundwork, superstructure, first fix, which is everything up to plastering of internal walls, dry lining, second fix, which is everything up to finishing the house, and finally fixtures."



John Doody

Also working on sites are Simon Doncom, skilled site operative, Gary Raper, maintenance and repair operative, Wayne Goodman and Graham Guppy, site operatives, and bricklayer Tony Brown. (For more on their work see page 8.)



L to R: David Bevan, Lynette Hemming and Louise Painting

Types of houses

Hills tends to develop smaller sites of bespoke, mid to upper range properties and generally steers away from apartments or conversions.

Where appropriate Homes will encourage contractors towards using the concrete and waste services supplied by other companies within the Hills Group.

Finance director David Bevan says: "During the build stage it is the job of my finance team to make sure all the suppliers are paid."

He is assisted by Mandy Wakefield, Louise Painting and Lynette Hemming.

Finished

The production team ensures that completed houses comply with building regulations which stipulate how they must be constructed.



Lynda Duggan

Selling

The selling process begins long before the construction is completed. Lynda Duggan will lead on this. She says: "I will draw up all the marketing material from brochures to signage. Until we've sold the homes we've not made a profit on the development."

Afterwards

All Hills' developments are built under the National House Building Council warranty. Home owners have a two year warranty and any questions on this are the responsibility of Linda Cahill. She says: "We follow a number of codes so our houses are built to a high standard. However customer aftercare is also very important."

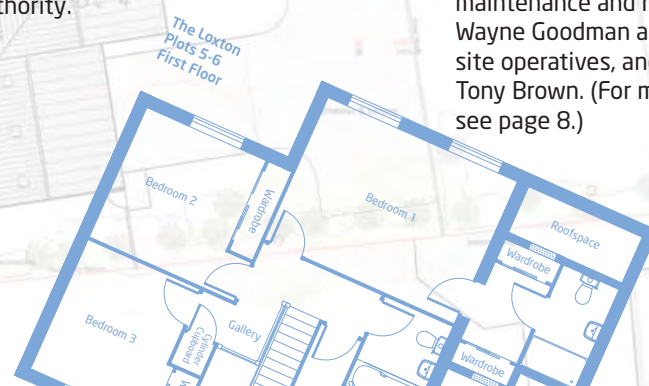


Linda Cahill

Awards

In recent years Homes has picked up a clutch of awards. In 2009 it won the south west site manager of the year award from the Building Safety Group. For the last three years it has picked up awards from the LABC for its developments. Its most recent regional win means it now goes on to compete at the national finals in November. (For more on this see page 8.)

Great news! As we go to press outline planning permission for the proposed development at Oxford Road, Calne has now been granted on appeal by an inspector appointed by PINs.



Site managers – making it happen

Managing a multitude of subcontractors, keeping construction projects on track and ensuring Hills’ building sites are safe and productive are just some of the responsibilities of the three site managers - Allan Ramsay, Dan Hammond and Jan Pearce. **intouch** met up with them to talk about this diverse and challenging role.

Allan Ramsey has worked for Homes for six years and is currently site manager at the Stratton St Margaret development in Swindon. He is overseeing the construction of one and two bed flats for a housing association. As Allan points out, one of his daily challenges is “chasing subcontractors to ensure they are doing what they need to be doing and when we need it done”.



L to R: Site manager Dan Hammond, site operative Wayne Goodman, maintenance & repair operative Gary Raper and Swindon site manager Alan Ramsay

Allan is currently joined on site by Dan Hammond, who is lending a hand until his next site at Holcombe goes live. Reflecting on his five years’ service with Homes Dan commented: “It’s a really enjoyable job as you deal with so many different people and trades - no one day is the same.” The project is proceeding well and is due for completion on time.

On busy construction sites like Stratton St Margaret, health and safety has to be the number one priority. Unusually for the UK site managers Dan, Allan and Jan are all NEBOSH qualified, the highest



possible health and safety qualification. As Homes is a member of the Considerate Constructors Scheme, site managers also have to minimise the impact on neighbouring residents which can include avoiding noisy work at certain times.



L to R: Bricklayer Tony Brown, skilled operative Simon Doncom, site operative Graham Guppy and Malmesbury site manager Jan Pearce

Further north, Jan Pearce is site manager for an exclusive development of eight family homes and two stable-loft apartments in the historic market town of Malmesbury.

Jan has been with Homes since its inception in 1996 and has noticed a difference between working for Homes and other big house builders. “We work closer as a team at Hills compared to other big house builders I’ve worked for. Colleagues at Marlborough head office are always available to help out. It really is a joint effort.”

Accolade for Homes development



Homes has added another Local Authority Building Control (LABC) Award to its list of wins over the years.

Stonesfield Close development in Southrop scooped the ‘Best social or affordable housing’ title at a recent ceremony at the Bristol Royal Marriot Hotel.

Along with the other regional winners from across England, Homes now goes through to

the LABC national finals being held in London later in the year. Another Homes site, The Light, Malmesbury, was shortlisted for the ‘Best development - small’ category which in itself was a great achievement as it was not due for completion until the end of the summer. Nick King, group director Homes, said: “To have two of our developments selected in two different categories is an incredible achievement and reflects the work and commitment of the whole team. “We take home not only this trophy, but the pride in the recognition that the award has bestowed.”

Waste employees qualify

Congratulations to 25 Waste Solutions employees who have all achieved a level 2 NVQ qualification in Waste Management Operations following an intensive period of study and practical case studies.

The course is accredited by The Waste Management Industry Training and Advisory Board, and is evidence of Hills’ on-going commitment to safeguard its employees’ health and safety whilst equipping them with new qualifications and skills. Core units from the NVQ cover maintaining a healthy and safe working environment, working as a team and promoting and maintaining quality of work.

Cliff Carter, recycling team manager, who organised for the team members to complete the course, said: “Everyone did really well. It was great to see them complete the qualification at the same time. They really put their all into it and should be very proud of themselves.”



Left to right: Alex Moore, Colin Stocking, John Dobson, Dave Langford (front, kneeling), Bob Cross, Simon Coombs



Left to right: John Pearce (Chapel Skips Supervisor), Mel smith, Andy Ody, Terry Trueman (Chapel Skips)



Left to right: Richard Elbrow, Martin Gibbs, Barry Bartholomew, Simon Stephenson, Jon Robinson, Chaz Parks



Left to right: Wye Loong Tsang, Alan Godwin, Richard Williams, Leslie Miles, Peter Nash, Anthony Stepp, Ross Sly, Michael Miles, Phil Haakerson

Safety first always

From waste services to truck driving; many Waste Solutions employees and contractors are engaged in what are statistically rated amongst the most hazardous jobs in the country.

Therefore it is a tribute to the culture which guides Waste Solutions that it has been another year of safety success.

No enforcement action has been taken against Waste Solutions by the Health & Safety Executive (HSE) and Hills reduced its employee RIDDOR reportable incidence rate by 30% and had no major reportable injuries. That represents a fall for the fifth consecutive year. This is particularly rewarding considering the number of high risk operations within the waste business.

The company has maintained its OHSAS18001 Health & Safety Management Systems certification and continues to deliver improvements on a range of health and safety issues as a result of these management systems.

Training is one area that has been looked at to make sure that health and safety programmes are up to date and their delivery is properly monitored. One area of particular improvement was the provision of improved asbestos awareness and handling training to more than 40 Waste Solutions staff.

Hills has also developed and rolled out new contractor/supplier approval procedures. These have significantly improved how the company assesses and manages suppliers and contractors who undertake tasks on its sites. It has made the process of gaining approval less onerous for the companies involved.

A major review of Waste Solutions' internal audit programme and protocol was completed. This has reduced the burden

which the auditing process places upon staff while maintaining the required levels of monitoring.

Reflecting Waste Solutions' ongoing commitment to health and safety, the company has joined the Environmental Services Association (ESA) Health & Safety Working Group. The ESA is the UK trade association for the waste and recycling industry and this group provides information on best practice, liaises with the HSE to provide good practice and guidance and sets accident reduction targets.

Mike Webster, group director Waste Solutions, said: "It is easy to talk about health and safety but at Hills we turn that into action.

"The safety of our staff, many of whom work in hazardous environments, the safety of the people who visit us on our sites and the safety of the public are of paramount importance.

"We will continue to monitor and improve our safety regimes and meet the best standards set down by law and by our industry."

"It is easy to talk about health and safety but at Hills we turn that into action."



One area where Quarry Products is looking to make its operations even safer is its vehicles.



The company is adopting recommendations from the MPA, the trade body for mineral producers, and fitting its tipper trucks with additional safety equipment.

These will include extra visual warnings to other road users if the vehicle is making a turn, audio warnings and cameras to increase the driver's area of vision. On top of that drivers will be put through additional training to meet new standards required by the MPA.

Alan Mackenzie, group director Quarry Products, said: "We take our responsibilities very seriously and the fact that we have such a good safety record is no reason for complacency.

"We are pleased to adopt these recommendations from the MPA. Indeed we will be going further and rolling it out to the entire fleet of Hills vehicles."



Four wheels good

A particular focus for Quarry Products will be on increasing the safety for cyclists. The MPA Cycle Safe campaign aims to prevent collisions between cyclists and Large Goods Vehicles (LGVs) by raising awareness on both sides of how to cycle and drive safely.

It involves a six point action plan which Quarry Products supports:

1. Promote driver and industry awareness
2. Promote cyclist and public awareness
3. Improve driver training
4. Encourage members to use appropriate technological adaptations to minimise risks to cyclists and exchange experience
5. Liaise with schools
6. Work in partnership

Nigel Jackson, Chief Executive MPA, said: "Our sector is committed to playing its part in minimising hazards and risks for all road users.

"We have carried out, and are planning, a number of actions in support of Cyclist Safety via our 6 Point Plan, which is at the forefront of our strategy. In particular, we are developing an approved industry training course focussed specifically on reducing collisions between industry vehicles and vulnerable road users, including cyclists."

The improvements to vehicle safety measures which Quarry Products is implementing are part of its commitment to supporting the industry action plan.

Further work is planned in the coming months to meet other objectives such as raising awareness with other roads users.

All aboard for **recycled hand tools**

A truck load of recycled hand tools are on a ship destined for Africa thanks to a partnership between Waste Solutions and two charities.

For the past nine years Hills has supported Swindon Rotary Club and the Tools for Self Reliance (TFSR) charity in their efforts to provide artisans in rural African communities with the necessary tools for their trades so that they can earn a living and become self reliant.

Cliff Carter, recycling team manager, said: "We encourage Wiltshire residents to bring their unwanted, but still usable, hand tools to any of our 11 household recycling centres where our staff will put them aside for the charity.

"Waste Solutions provides a truck to transport the tools down to Southampton where they are refurbished before being shipped to TFSR partners in Africa. It is a great way to make use of tools which might have been thrown away in the past."



A Singer sewing machine was one of the items sent to Africa



Each year around two tonnes of recycled hand tools are collected in Wiltshire and sent to TFSR.

Tony Richardson, member of Swindon Rotary Club and volunteer collector for TFSR, said: "We are indebted to Hills and very grateful for the time the company gives us each year to collect and convey these tools to Southampton."

Each year around two tonnes of recycled hand tools are collected in Wiltshire and sent to TFSR.

Tony said: "Tools that are always needed include manual tools to suit carpenters, blacksmiths, mechanics, builders and plumbers - in fact any occupational tools but not gardening tools.

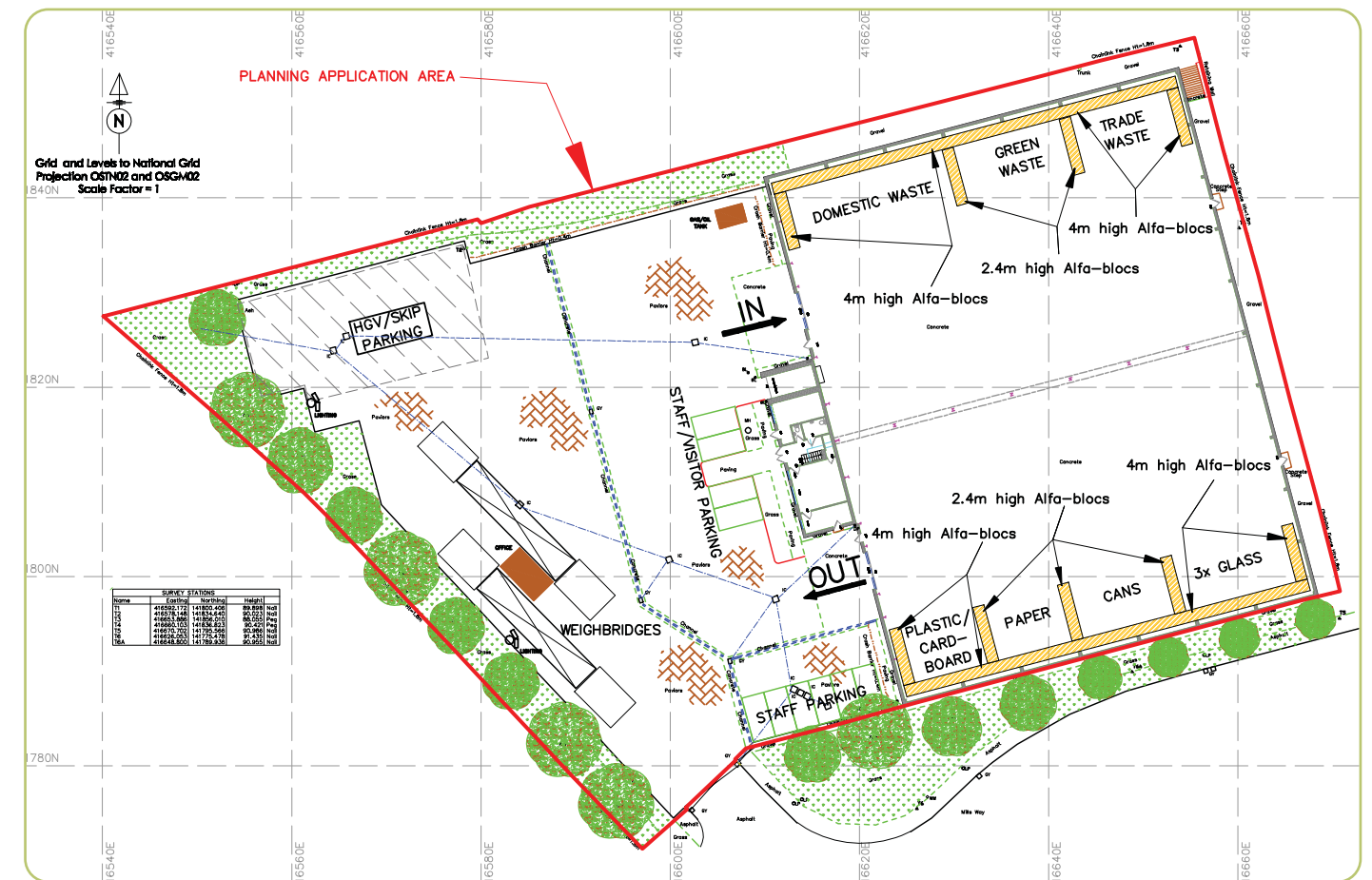
"We also accept sewing machines, both manual and electric, and are particularly interested in haberdashery and swatches of cloth that users can practice their sewing on."

Unveiling **Amesbury**

Waste Solutions recently concluded the purchase of an existing warehousing site in Mills Way, Amesbury, and works have started to convert the buildings it into a recyclables management facility.

Planning permission was granted earlier this year for the site, pictured below, to be used as a transfer station for household waste and kerbside recycling materials collected from homes in the Salisbury area.

It is expected to be operational by the end of 2012 and more details will be included in the next edition of **intouch**.



Porte Marsh opens its doors

Members of the public were given an exclusive tour of the new recycling facility in Calne.

As part of Recycle Week, Waste Solutions organised a competition for people who wished to visit the state of the art facility.

Entrants had to list the three things people should do before putting a plastic bottle out for recycling*. Everyone who guessed correctly was offered the chance to visit, and two tours were arranged for 24 people.

Henry Newbery, recycling area manager, said: "It's really important for us that the public get a chance to see the work we do to recycle Wiltshire's waste.

"Visits like this raise more awareness about the need for everyone to do their bit and to recycle as much waste as possible, to avoid it going to landfill."

Members of the Wessex Association of Chambers of Commerce also visited the Calne site for a tour. Members were keen to see how a key Wiltshire company is providing new services in the county.

*The answer is: empty; squash and replace the lid



Henry Newbery (back row, 2nd from right) and John Chapman (back row, far left) with the first tour. Visitors wore ear defenders and a radio set so they could safely hear what was being said in the noisy plant.



Henry Newbery (back row, far left) and John Chapman (back row, far right) with the second tour. This included young people who entered a competition.

Binned

Visitors to Porte Marsh were also shown some of the items recovered from the blue lidded bins which shouldn't have been there.

That includes a pair of jeans, kettle and a printer. The blue-lidded bins take just cardboard and plastic bottles.

Many of the items wrongly binned could actually be recycled if taken to a HRC.



Million pound mark

For the first time Hills has given more than £1m in one year to fund good causes through the Landfill Communities Fund.

The scheme distributes money to communities within a certain distance of landfill or quarrying activities. Projects make applications to the Devizes-based Community First which administers the scheme. To be eligible they need to serve the community, demonstrate matched funding and have a sound business plan.

In the 16 years the scheme has been operating more than a 100 communities have benefited from successful grants. However, for the financial year ending in 2012, it was the first time more than £1m was awarded.

Among the initiatives which were given a funding boost was £15,000 towards artist studios in Corsham, £50,000 towards a youth and community centre in Aldbourne, between Marlborough and Swindon, and £10,000 towards the refurbishment of Cholderton village hall near Amesbury.

You can see a map of more than 150 supported projects in and around Wiltshire by clicking on goo.gl/maps/jrd9h.

Three hundred **ways to improve**



The latest in a series of top level reviews at Waste Solutions has identified 300 ways that division has sought to improve its environment and quality standards.

From meeting regulations to reducing costs and increasing efficiency - staff have been hard at work for more than two years since the review system has been in place.

A key area is achieving legal compliance with the raft of laws that apply to waste management. This is the main objective of the division's environmental management system. It reduces the risk of prosecution, fines and adverse publicity.

The Environment Agency rates Waste Solutions' legal compliance every time it visits sites or looks at submissions. The division's performance has improved by 90% since 2008.

Among the changes that have taken place, permit fees are weighted to include legal compliance that saves money as all fees are now at the minimum necessary. Meanwhile environmental accident assessments have reduced the risk of pollution incidents.

Improvements have not been restricted to legal compliance. Waste Solutions has also introduced regular energy efficiency reviews that have reduced costs. There are now quality specifications for all products and recycles while customers are

managed better through customer feedback systems such as Well Driven?, the complaints registers and Move To Improve.

Other initiatives include a public environmental report, development of a business continuity plan and a desktop emergency planning exercise.

Daryl Taylor, environment manager, said: "We've had a highly successful year with many positive achievements that wouldn't have been possible without the commitment of all employees. So a big thank you to all concerned."



Team promotions

Changes to the structure of Waste Solutions sees Ed Dodd, right, promoted to divisional director - Waste operations reporting to Mike Webster, group director Waste Solutions. Ed has overall responsibility for landfill operations and sales, waste management and the Northacre resource recovery centre.



Meanwhile Simon Collins, right, has been promoted to field sales/accounts manager and will report to Steve Burns, divisional director - Waste Solutions. Simon is responsible for managing waste collection accounts, the field sales team and sales administration staff.



Praise for quick acting staff



Left to right Martin Ford (loader), Malcolm Smart (driver of vehicle), Martin Freegard (loader), Colin Stevens, David Johns (loader) and Andrew Quinney (driver who found wallet)

Waste Solutions employees were congratulated after managing to find a Wiltshire resident's two mobile phones and wallet among recycling at Lower Compton.

Colin Stevens, from Collingbourne Kingston, realised that his phones and wallet had been sent for recycling after he accidentally placed them into his kerbside recycling box. Colin flagged down kerbside collection staff as they went on their

rounds, and they immediately called the depot to report what had happened.

Tom Clifford, kerbside supervisor, got a team together to wait for the kerbside collection vehicle to come back into the depot, and they spent time sifting through the recycling.

Tom said: "We are always willing to do our best to help. As soon as the truck arrived we tipped the paper into a pile and starting sifting through it. Mr Stevens was overjoyed when we called to say that we had found both phones and the wallet. I had the pleasure of delivering them back to him at home."

Melksham HRC keeps top recycling spot



Congratulations to the team at Melksham Household Recycling Centre who kept their top spot by posting the county's highest recycling tonnage.

Between April and July 2012 they recycled 80.61% of material they received. They also recorded the highest amount between January and March with 76.51%.

However Melksham only held on by the slimmest of margins. Behind them in the latest figures was Warminster with 79.97%, followed by Trowbridge with 79.41% and Purton with 78.13%. The average recycling rate across the 11 HRCs in Wiltshire between April and July was 77.05%.

Pictured from top to bottom: recycling operative Bruce McRobert-Thompson, site supervisor Robin Pearce and site operatives Richard Newton and Elaine Newton.

Dorset showcase for Quarry Products

For the third year Quarry Products was at the Dorset County Show and it proved to be the most successful yet.

An estimated 30,000 people attended the two-day event in Dorchester where Quarry Products had a stand. It was staffed by sales representative Terry Newsham and Brian Ford, plant manager at Woodsford Quarry. They had a 4m mini-mixer on hand and ran two competitions. One was to guess the number of stones in a jar which received almost 400 entries. The other was a children's colouring competition which received more than 100 entries.

Terry said: "The first year we did it because we wanted to introduce ourselves and the new quarry to people in the area.

"It has become a really good marketing exercise. We meet lots of people who want to know about the quarry, what we do and what plans we have.

"It's a great event for Quarry Products to be associated with and showcase what we do."

The guess the number of stones in the jar competition was won by Rich Toone (below left) and the colouring competition by nine-year-old James Rock (below right).



A new face in Group communications



Darren Goddard has joined the Group communications team in Marlborough as the publications and online officer and will be responsible for producing **intouch**, social media, publications and internal communications.

Darren brings with him a wealth of marketing communications experience following 17 years as an account manager in creative agencies working for clients as diverse as MAN Trucks UK, BP, Royal Institute of British Architects and Aardman Animation.

"I jumped at the chance to join a local success story like Hills and test myself on the 'client-side,'" said Darren. "I am really looking forward to maintaining the award-winning standard of the Group communications team. Please do not hesitate to get in touch with your own news and stories. Your input will be greatly received."

Football is Darren's main passion outside of work, having been a triallist with

Swindon Town FC as a more agile teenager (his own words). Darren's claims to fame include accidentally knocking French fashion designer Jean Paul Gaultier over at Camden Market! He assures us no drink was involved.

You can contact Darren via email darren.goddard@hills-group.co.uk or phone **01672 518924**.

A warm "Hills" welcome also to the following who joined the company between 1 June and 31 August.

Simon Thomas
Northacre plant manager (see page 3)

Donald Emslie
mobile plant operative

Robert Pound
mobile plant operative

Will you be first across the finishing line?

Competition:

After a summer of Olympics there is a sporty theme to this edition of **intouch**.

Indeed so much sport that the challenge is for you to **name all the different sports mentioned in its pages**.

And remember, we may have a spread of sporting action on page 18-19 but it doesn't mean that is the only place to look.

The winner will receive a £25 Tesco voucher and all entries need to be in by November 5. They can be emailed to competition@hills-group.co.uk.

One entry per employee with the winner drawn from the correct answers and announced on November 12.

intouch 27 results

In **intouch** 27 we asked people to guess the missing words from a media story about the amount of energy Wiltshire residents have generated from their recycled cooking oil, and what this energy could be used for.

The correct headline, which appeared in the Wiltshire Gazette & Herald on 8 March, was 'Old oil is ideal for green tea'.

A £25 Tesco voucher was given to Lucy Harding from Quarry Products. Lucy was picked at random from six people who correctly guessed the headline.

A £25 Tesco voucher was also given to Emma Carter from Waste Solutions, who provided the funniest answer 'old oil is ideal for squeaky bits!'

Padding up

Hills' cricket team opened their season with a match against against Oval, the company's insurance brokers.

Hills batted first and faced some tight Oval bowling, progressing carefully to 108 in their 20 overs (Sam Jackson 27 ret'd, Toby Horton 25 ret'd, Adrian Knowles 18 not out).

Hills took early wickets and at one stage Oval were 20-4 and struggling. Oval needed 70 to win off the last 10 overs and Hills thought the game was in the bag. However some fine batting got Oval to a position needing eight runs to win off the last over of the match, with the last pair in.

The final over bowled by John Warner was tense, but a well struck boundary off the last ball secured an unlikely win for the visitors by one wicket. Bowling plaudits to Brian Fitzpatrick and Gavin Walton who both took three wickets.

Avebury Rocks

Hundreds of people took part in this year's Avebury Rocks which raised money for good causes and was supported by Hills.

The event saw a 20-mile walk through historic Wiltshire culminate in a concert in Avebury headlined by The Levellers.

This is the second year it has taken place and it benefited The Prospect Hospice in Wroughton and the Children's Cancer and Leukaemia Movement.

Thumbs up for tidy truck

Hills franchisee driver Lee Roberts' pride in keeping his truck immaculate was recognised at a recent trucking event at the Royal Bath & West Showground in Shepton Mallet.

Lee entered the competition for the 'Best working truck' at Truckfest South West, and received a highly commended award for the cleanliness and appearance of his vehicle. There were around 60 trucks in the class, and Lee's vehicle was in the top five. Lee's line

manager, Stuart Allen, said: "Lee makes a huge effort to keep his truck up together. Since January, for example, he has been taking his alloy wheels off and polishing them regularly.

"Not only it is great to see the pride that Lee takes in his vehicle, but it's great to know that Hills employs people who give a fantastic impression to members of the public in their day-to-day work. It really promotes the quality of our company and the staff we employ."



Meet the Hills Olympians



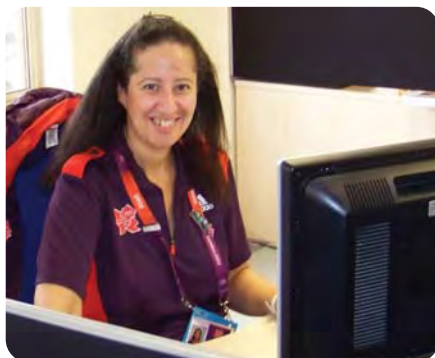
As we bask in the glory of Team GB's Olympic and Paralympic medal success, we take a look Hills' employees own connections to the memorable London 2012 games.

Quarry Products lay foundations for Weymouth glory

In December 2011 Quarry Products sales representative Terry Newsham secured a contract to supply 250 metres of concrete and 220 tonnes of Dorset type 1 limestone to Jackson Civils for the construction of the Weymouth Olympic car parks. As divisional director for Quarry Products, Peter Andrew said: "We knew this would be a job we would be proud to be associated with."

Games Maker Nicola shows her true colours

Human resources assistant Nicola Cox (pictured below) joined the legions of London 2012 Games Makers in their vivid red and purple. Amongst her tasks as a uniform co-ordinator, Nicola helped fit gymnastic officials from around the world with their uniforms in preparation for TV



coverage. Nicola's 12 days of volunteering were rewarded as she got to see Prime Minister David Cameron and Lord Coe on a visit to her site!

Monique 'dressages' to impress

Group communications officer Monique Hayes was one of the lucky applicants for Olympic event tickets. She had a fantastic view of the group stages of the individual and team dressage at Greenwich.

Pamela's golden summer

Dan Hunt, husband of our very own HR advisor Pamela Hunt (both pictured right), played a key role in Team GB's impressive cycling medal haul at the velodrome. Dan is the Great Britain & Olympic men's endurance cycling coach and his efforts were rewarded as the men's team pursuit set a new world record in their gold medal winning race. Dan also coached Ed Clancy to an unexpected bronze in the new omnium event. As Pamela reflects: "The atmosphere in the velodrome was electric and incredibly loud. Watching team GB bring it home, smashing their world and Olympic record in the process was awesome, making the past four years of sacrifice Dan and I have made all worthwhile. It was an experience I will never forget and I am so proud of Dan and team GB."

Team Mackenzie help keep athletes in top condition

Adrian Mackenzie, son of Quarry Products group director Alan Mackenzie, volunteered as a pharmacist at the medical centre at the Canoeing and Rowing Athletes' Olympic Village - providing a comprehensive 24 hour healthcare service to 1,500 residents from around the world. "The opportunity to be one of the 70,000 Games Makers was an experience of a lifetime. We could not have performed our role without the support of friends and family and I thank my Mum and Dad for putting me and my family up whilst I was volunteering."



Adrian helps inspire the next generation

Finance director Adrian Knowles and his son enjoyed a sporting extravaganza after securing tickets for both football at the Millennium Stadium in Cardiff and hockey in London. They also absorbed the fantastic atmosphere watching the big screen at the Olympic village the day Murray beat Federer to win gold. They did not enjoy the best of weather but as Adrian said: "The rain didn't manage to spoil a unique experience."



Hat-trick for Roberston



The persistent rain didn't stop the players at Hills' 32nd Wiltshire Professionals Golf Championship which saw Steve Robertson take the title for the third time since 1994.

In total 22 professionals competed in the 36 hole event that was held in particularly challenging conditions.

After the morning round Ian Ferrie of West Wilts GC

and Steve Robertson from Broome Manor GC held joint lead on level par.

The start of the second round saw weather conditions slightly improve, but the rain did not hold off for very long. In the late afternoon conditions deteriorated further with wind speed picking up to add to the challenges.

The game went to the very last hole, but Robertson managed to hold his form and finished as the overall winner on 2 over par, with Barry Forster of North Wilts GC and Ferrie finishing joint second on 3 over. Fourth place went to Simon Amor of Marlborough Golf Club on 4 over and fifth to David Hutton of Hamptworth Golf Club on 5 over.

Lilywhites support continues

Following a successful year for Calne Town Football Club's first team, the Lilywhites, Hills will continue to sponsor them again for the 2012/13 season.

The season kicked off with a match against Welton Rovers and Calne hope to build on last season's efforts and record a top finish come the end of the season.

Mike Webster, group director Waste Solutions, said: "We're looking forward to tracking the performance of the team over the 2012/13 season. They played really well last season, and we hope they continue."

If you want to keep up-to-date on the scores, check our Twitter feed @HillsGroup. We'll be posting regularly.





Jazzing it up

It was another successful year for the Marlborough Jazz Festival and despite the rain, people turned out to watch the bands performing over the weekend of 14 and 15 July.

There were 100 performances which took place in 20 venues. This year Hills sponsored the Adam Winslet Band, who performed on the main stage on Saturday evening, and part of the fire station which

became a music venue for the weekend.

Mike Hill, chief executive Hills Group, said: "We've supported the festival for a long time and are delighted to continue the arrangement.

"It was another fantastic event and well done to the organisers who make sure each year Marlborough puts on a very special show."

Next year's festival takes place from 19 to 21 July. For more details see www.marlboroughjazz.com.

Award win for intouch

intouch magazine was a winner at the Institute of Internal Communications Awards in London's Park Lane Hilton Hotel.

The magazine scooped the title of best news magazine issued up to four times a year. This was a debut victory for the company publication. It was up against titles from the likes of Network Rail, TNT Express and Tarmac UK.

The judges described intouch as "a really nice reader-friendly magazine with a focus on the business and its people – a publication to be proud of".



Helping Wiltshire's dragons to fly

Hills has helped fund Wiltshire Wildlife Trust and Gloucestershire Wildlife Trust workshops

to promote the conservation of dragonflies in the Cotswold Water Park.



The species identification and recording training took place at Wiltshire Wildlife Trust's Lower Moor Farm reserve and Gloucestershire Wildlife Trust's Whelford Pools reserve. These locations are known to be some of

the best dragonfly hotspots in the area. Four Spotted Chaser, Downy Emerald, Emperor, Blue-tailed Damsel, Common Blue Damsel, Azure Damsel and Red-eyed Damsel were all recorded in adult or larval stages during the field survey.

Dragonflies spend more than three-quarters of their lives in their larval aquatic stages in lakes and rivers. Therefore they are good indicators of water quality and climate change.

Jill Bewley, communication and events manager for the Cotswold Water Park Trust, said: "This project is really important for our Dragonfly Atlas Project and the British Dragonfly Society's National Dragonfly Atlas Project, both of which are due for completion this year.

"The projects will result in the publication of atlases which show the distribution of dragonflies and damselflies."

For further information on the Cotswold Water Park Trust's Dragonfly Atlas Project, see www.waterpark.org/trust/dragonfly_atlas.html

Keep up to date and keep in touch via [twitter](#) @HillsGroup and [Facebook](#) Hills Group