

# in touch

Issue 29 January 2013

## Going the extra mile

How the Purton workshop team keep the Hills' fleet on the road, see centre spread



**Mike Webster,  
25 not out**

- read more on page 3

**Driving efficiencies,  
the P&L story so far**

- read more on page 4

**New look Group and  
Waste Solutions websites**

- read more on page 17



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# viewpoint

**Long service with a smile...**

In this issue we celebrate the careers and achievements of three men who between them have a combined service to the company of nearly 95 years. On the next page you can read about Mike Webster who has notched up 25 years and counting, Peter Moore (page 14) who retires after nearly 24 years, and Marc Eltham (page 19) who is still going strong after an amazing 45 years! It makes me very proud to be associated with a company where people want to stay for that long! Their service and achievements are now woven into the company history, so well done to all of them.

**Inspection perfection**

Bills Wills, who also completed 25 years of service last year, is featured in the article looking behind the scenes at the transport workshop team on pages 10 and 11. You can read how the rigorous inspection process results in such a high MOT pass rate and impressive VOSA ranking.

**You CAN teach an old dog new tricks!**

Naturally one of the more difficult things for an old company with long serving employees is adapting – especially its IT systems! On page 4 you

can read about how Waste Solutions is integrating a new management system and the expected outcome it should bring to the operation. It's been a hard slog, but as they say ... "no pain – no gain!"

**'13 lucky for everyone**

Despite the ongoing challenges of the economic environment, 2013 promises to be an exciting year with a host of new opportunities and developments in the pipeline so let's hope it's a happy, healthy and prosperous year for us all!



Michael Hill, Chief executive

# Mike Webster – 25 not out

On 19 October Mike Webster, group director Waste Solutions, completed 25 years' service with Hills. Mike moved with his family from Durham in 1987 to take up the post of development manager at Hills, reporting to the then general manager of Aggregates, Mike Nott.

Mike became a director a few years later and throughout the 90's continued to negotiate site extensions for both waste and aggregate activities. He later moved on to head up the Waste Solutions division.

"It's amazing how quickly you move from being the new kid on the block from the frozen north to being a fully-fledged southerner (well almost!) and somehow there are 25 years in between."

Mike's achievement was celebrated at a lunch held in Coles Restaurant in Marlborough and was attended by fellow directors and colleagues as well as senior shareholders. It was great to see Mike's first boss, Mike Nott, who also attended after arriving back from Australia only a few hours earlier! There was no shortage of amusing tales of times gone by!

At the end of the meal, Group chief executive Mike Hill paid tribute to Mike's career with the company. It was a wonderful occasion enjoyed by all.

"Over the years I have worked with some great characters and could tell some revealing and certainly amusing stories of times gone by, unfortunately if I did I might not reach 26 years!"



Mike Webster's former boss Mike Nott (left) and current chairman Alan Pardoe listen in to some of the stories from the lunch.



Mike Hill chief executive presents Mike Webster with a watch to commemorate his long service milestone.

For more long serving members of staff see page 19

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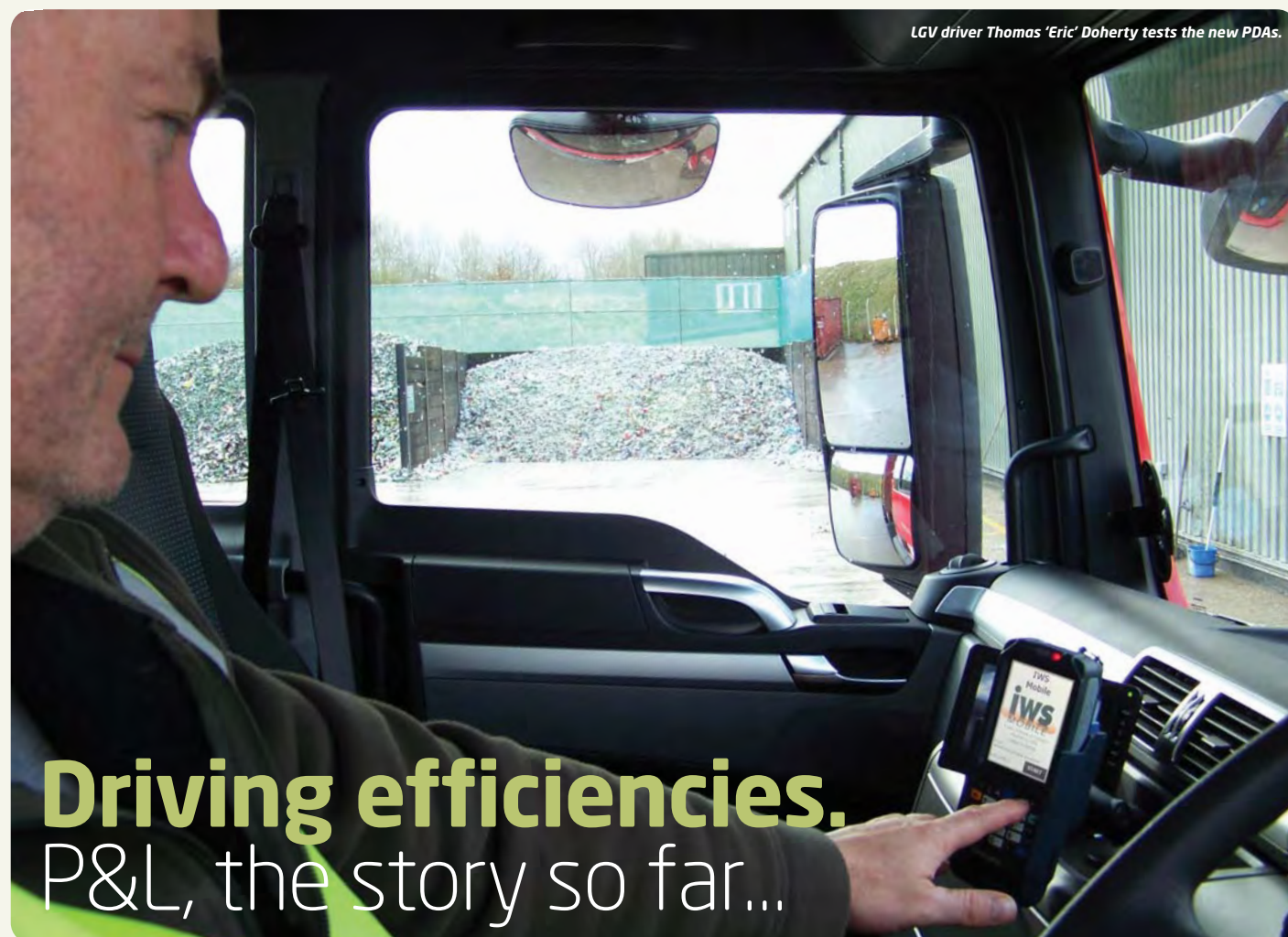
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LGV driver Thomas 'Eric' Doherty tests the new PDAs.

## Driving efficiencies. P&L, the story so far...

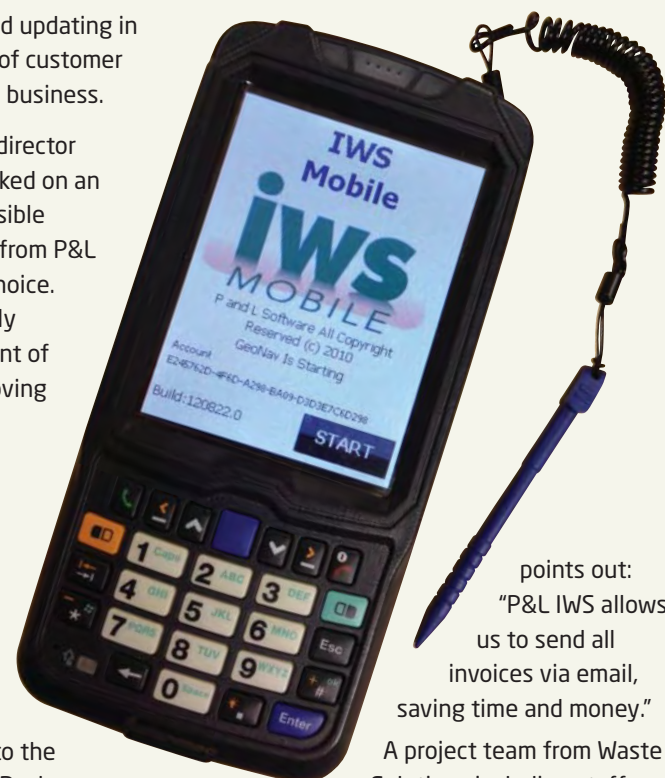
intouch takes a look at the story behind Waste Solutions' adoption of a new software management system, 'Integrated Waste System' (IWS) supplied by P&L Software – and how it is being harnessed by a dedicated and hardworking Hills team to improve the business.

In 2010 it became clear to Waste Solutions that the waste management

software system needed updating in order to improve levels of customer service and to grow the business.

Steve Burns, divisional director Waste Solutions, embarked on an evaluation of three possible systems, selecting IWS from P&L Software as the clear choice. He says: "IWS will greatly simplify the management of data, saving time, improving efficiency and helping to keep customers informed faster."

P&L's IWS accounting facility was first adopted at the start of 2012 following an intensive period of customer data cleansing and transfer to the new system, led by Jon Bucksey, divisional management accountant and Rob Laird, management accountant. Since then nearly 500,000 transactions have been generated by the system. As credit control manager June Parrott



points out:  
"P&L IWS allows us to send all invoices via email, saving time and money."

A project team from Waste Solutions including staff from transport and weighbridge operations have worked tirelessly with Helen Lock, IT manager, to integrate the various applications of the Windows® based P&L IWS System with Hills' own



IWS will greatly simplify the management of data, saving time, improving efficiency and helping to keep customers informed faster.

systems. Testing has now begun on the Personal Digital Assistants (PDA's) which have the potential to transform further aspects of the Waste Solutions business by moving from paper based to electronic systems.

Helen Lock, IT manager



P&L's general manager, Steve Short, states that, perhaps the largest transformation will be felt by the drivers involved in delivery and collection operations. "The PDAs will allow the drivers to receive their worksheets electronically, providing satellite navigation to the customer site and electronic recording of waste data."

As we go to press the testing phase of P&L PDA's in the field is on-going with a full transition to the new software and PDA's planned for the first quarter of 2013. We will report on the progress of the P&L roll-out throughout the year.



Rob Laird, management accountant and Jon Bucksey, divisional management accountant



Pictured left to right: Brian Fitzpatrick site manager, site operatives Charles Kettley and Keith Hillier, Daryl Taylor environment manager and site operative Paul Godowski.

## Double certification success for Parkgate Farm compost

Waste Solutions' composting operation has achieved two significant certifications.

Warrior Compost, has been certified to the BSI PAS 100 (2011) and the Compost Quality Protocol standard and accredited by both the Association for Organics Recycling and the Soil Association.

Ed Dodd, divisional director Waste Solutions, said: "PAS 100 and the Compost Quality Protocol give the customer an assurance of quality and traceability via

an independent assessment during the production cycle of the compost."

In addition the site's environmental management system was certified to the international ISO14001 standard following an extensive audit by an independent external certification body, SGS United Kingdom Limited. This standard ensures that key environmental issues are identified and that procedures are in place to deliver effective management, prevention of pollution, environmental improvements and legal compliance for the site.

## Melksham HRC leads the way in 2012

Following on from its success in the first two quarters of 2012, Melksham HRC again topped the recycling tonnage charts for the period August to October 2012.

The Melksham team led by Robin Pearse, improved on their score from the previous quarter by recycling 83.16% of the material they received (an increase of +2.55%). As Bob Tapp, area recycling manager commented: "It is all about how hard they work on keeping recyclables out of the non-recyclable container."

## Lower Compton: planning application update

Following submission of the original planning application the Local Planning Authority (LPA) requested further information in accordance with Regulation 19 of the EIA Regulations 1999.

The additional information was submitted to the LPA in late 2012 and was followed by a period of public consultation which ended on 7 December 2012. The LPA will now take time to consider the information submitted and we anticipate that the planning application will be considered at Wiltshire Council's Strategic Planning Committee meeting in February 2013.



Steve Burns



## A MESSAGE FROM WILTSHIRE COUNCIL



## New rigid plastic bins at Wiltshire's Household Recycling Centres

Residents in Wiltshire can now recycle all their plastics following the introduction of new rigid plastics recycling bins at all 11 of Wiltshire's household recycling centres (HRCs).

Residents should continue to separate plastic bottles at the household recycling centres. It is important that plastic bottles are collected separately as they are made from high quality plastics and are sent to a different reprocessor to be recycled. Please look out for the separate plastic bottles bins, as before.

Mixed plastics, except plastic bottles but including plastic packaging, plastic pots, plastic tubs and boxes, children's toys, plastic garden furniture and plastic drainage pipes can be recycled in a separate container at the recycling sites marked as 'Rigid Plastics'. Wrappers, films or plastic bags cannot be recycled in these bins.



Final chipped plastics

Residents are reminded that only plastic bottles and cardboard can be recycled using the kerbside collections. Plastic bottles which are collected from the kerbside and household recycling centres are sent to a reprocessor in Leicester, where they are also sorted, chipped and used for manufacturing more high quality plastic items.

Rigid plastics and other plastics collected in the new bins at HRCs are taken to Wiltshire Plastics in Westbury where they are sorted, chipped and sent for use in manufacturing.



[www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

or call 0300 456 0102

# Northacre construction...

December saw the main construction phase of the Northacre resource recovery centre project come to an end and a time-lapse video provides a good reminder of how much the site has changed since construction began back in July 2011. It can be viewed at [www.northacrerrc.co.uk/on-site-now.php](http://www.northacrerrc.co.uk/on-site-now.php)



Office section of building

The design and build contractors, Interserve, who have been on site for the past 18 months have removed most of the portakabins and construction equipment with the remainder due to be moved off site by the end of January.

Simon Thomas, plant manager, is looking forward to moving into the office block in the next few weeks. He said: "I have been hot desking around the company for the past couple of months and, whilst it has been a great way to meet a lot of other staff and see how the rest of the company runs, I will be pleased to be able to settle into the new site offices."

With recruitment for the site now well underway, it will not be long before the staff who will be involved in the day to day running of the site are in place. We will bring you more details on the new recruits in the next issue of intouch.

In addition to Hills staff on site, the technology providers, Entso Italia,



have started installing computer software and systems before the start of the commissioning phase of the project.



Control room

During commissioning, each piece of equipment that has been installed in the plant will be tested and calibrated to ensure they perform together to deliver the specified solid recovered fuel (SRF). During this phase a number of 'test' loads of household waste will be accepted into the facility and processed. The commissioning phase is set to last for around six to nine months, and the entire project is on track to be completed and fully operational by September 2013.



Filtration equipment



# Amesbury comes on line

Waste Solutions' new site at Mills Way in Amesbury will open for business in February following a five month fit-out to change what was a furniture warehouse into a recyclables management facility.

The site replaces the existing facility at Thorny Down and will be the new hub for collection of household waste and recycling materials from the south of the county. It will also accept green waste and bulky waste items collected by Wiltshire Council from households. Future plans for the site include collection of trade waste following a



Area manager, Trevor Tuck shows Wiltshire Council's waste operations team around the new recyclables management facility in Amesbury.

planned extension of commercial waste collection services in the Amesbury and Salisbury areas.

Area manager, Trevor Tuck, will have operational responsibility for the site with daily activities being overseen by Brian Hayes, site foreman. Five drivers and ten kerbside loaders have been recruited to man the five 18-tonne kerbside collection vehicles that will operate from the site and two existing staff from Thorny Down have transferred to Mills Way.

Staff from Wiltshire Council's waste operations team were given a tour of the new facility to familiarise themselves

with the layout and day-to-day operations on site.

To comply with planning requirements a pair of automated roller doors together with a traffic light control system limit the number of vehicles allowed into the main hall at any one time. Activities within the hall are monitored by CCTV cameras to reduce the need for ground staff to be within the same area as moving vehicles.

Automated weighbridges are located at each roller door to weigh vehicles before and after they have tipped their loads. The site is expected to process 40,000 tonnes of material each year.



# New addition to Waste fleet

Waste Solutions has added to their fleet of 95 vehicles with the impressive Volvo FM11 6x4 which is combined with a Heil Powerlink trade waste collection body.

The FM11 is powered by the 370hp D11C engine with SCR Emission technology, making it compliant with the stringent Euro 5 emissions rating.

As Peter Moore, fleet manager said: "We needed a vehicle that could combine both daily motorway travel and repeated stop-start activity when on a door to door collection round. The specialist gearbox and environmentally friendly Volvo engine gives us this flexibility. It also provides a better level of comfort for the driver and loader than a standard crew cab vehicle."



# Distinctive new development in the Mendips

Work has started on a distinctive development of ten new country homes in Holcombe, Somerset. Holcombe occupies an enviable position with far reaching views across unspoiled countryside to the beautiful Mendips, and is 12 miles from Bath and 20 miles from Bristol.

All ten properties will be built to Homes exacting quality standards using a traditional mix of brick, stone and render to reflect the diversity of Holcombe village itself. All homes have cottage style front doors, stone lintels above the windows and the Clevedon will also enjoy a light filled sitting room with glazing extending out into the garden. A stylish 12 page brochure has been produced to



promote the development which can be downloaded from [www.hills-homes.co.uk](http://www.hills-homes.co.uk).

Work has also started converting a Water Mill in the market town of Witney in to one and two bedroomed apartments. Look out for updates on this and other Homes' developments throughout the year.



## Stratton development handover

Homes has completed the construction and handover of 26 one and two bedroom flats in Stratton St Margaret, Swindon for Cottsway Housing Association.

The major development included a ground floor flat designed for a disabled tenant including a wet room and a kitchen with adjustable height worktops.

Once the groundworks were prepared, work on the timber frame superstructure started in late January 2012 with the build completing on time to the day. As site manager, Allan Ramsay said: "As with many construction projects keeping the various trades on track to hit deadlines can be a challenge, not to mention compliance with building control and ensuring residents bordering the site remained happy. Everyone pulled together to create some quality homes, so well done to all."

## National acclaim for Southrop development

Hills Homes can be justifiably proud of making it to the recent national finals of the Local Authority Building Control (LABC) building excellence awards.



Homes' Southrop development was a regional winner earlier in the year in the Social and Affordable Housing category, but was sadly unable to make it two in a row at the national awards. As Nick King, group director Homes, reminded intouch: "We were after all one of the best twelve in the country!"

## Planning go ahead for former Calne railway station

Planning permission has been granted for a development of 101 new homes on the site of the former Calne railway station following final approval by county planners.

Nick King, group director Homes, said: "It has taken some time but we are now delighted to receive the green light for this major scheme."



The development will comprise of 81 private and 20 affordable homes. There will be a mix of one and two bed flats and two, three and four bed houses with the majority of the units being two storeys in height. At specific points throughout the site there will be some two and a half, and three storey properties to frame the spaces and add presence.



# The transport workshop... **going the extra mile**



Left to Right: Mervyn Lloyd workshop supervisor, Jacqui Hibbert workshop administrator, Bill Wills fabricator, Peter Moore fleet manager, Karl Kirkley LGV mechanic (absent Garren Hall and David Harford, LGV mechanics)

Keeping the diverse fleet of Hills' vehicles on the road takes the combined efforts of the experienced team at the Purton transport workshop. Here they talk us through how they manage a busy workload whilst achieving some of the highest standards in the industry.



Jacqui Hibbert

## Busy and happy team

It's a typically grey and drab winter's day outside but inside, the Purton workshop is a hive of activity with a variety of jobs on the go. As Jacqui Hibbert, workshop administrator points out: "We are a busy and happy

team here. We look after the Hills fleet whether through workshop-based repair work, safety checks or roadside repairs. We basically try and pull out the stops to get vehicles back on the road as soon as possible."

The six-strong workshop team have each worked at the Hills workshop for between five and eight years (25 years in total for Bill Wills!), and this invaluable experience is supplemented with continual training, so drivers can rest assured that their vehicles are in very safe hands. The workshop runs a split shift from 6am to 3pm and 1pm till 10pm. This overlap ensures that jobs can be handed over and work can continue seamlessly.

As Mervyn Lloyd, workshop supervisor explains: "We maintain 50% of the Hills fleet. Running our own workshop has real benefits as we can prioritise jobs, turn them around quickly and minimise downtime."

"We keep a supply of oil, brake pads and filters - whilst all other parts are delivered direct from our specialist suppliers as and when we need them."



Mervyn Lloyd

"The safety of Hills' vehicles, drivers, other road users and pedestrians is an absolute priority for the company."

Organisation and planning is also complemented by ingenuity in the workshop. Jacqui Hibbert recounts the story of when "...a truck arrived at the workshop with a broken step which was no longer available as a spare, resulting in Bill Wills welding together his own solution, which was probably stronger than the original part!"



Bill Wills

There is not a typical day for the workshop team although the workload is largely made up from a combination of repairs (workshop and roadside), MOTs and the six-weekly checks that are a legal requirement from the Vehicle and Operator Services Agency (VOSA).



Karl Kirkley

All large goods vehicles (LGV) must undergo a safety examination every six weeks. This 74 point check covers major components like drive axles, shock absorbers and fuel tanks through to brake pads and headlight alignment. The safety of Hills' vehicles, drivers, other

road users and pedestrians is an absolute priority for the company and these routine checks are taken very seriously. As LGV mechanic, Karl Kirkley observes: "We thoroughly wash vehicles before every inspection as we cannot risk mud or road film concealing a fault or crack."

## 100% pass rate

This attention to detail and quality of service is reflected in the very impressive MOT pass rate, as since May 2012 every Hills truck that has been tested has passed its MOT. There are additional benefits too as the workshop recently achieved the best '00' green ranking in VOSA's traffic light Operator Compliance Risk Score (OCRS).



David Harford



Garren Hall

As Peter Moore, fleet manager highlights: "In real terms this '00' green status means that VOSA inspectors are significantly less likely to stop a Hills vehicle on the roadside for a spot test than they are a vehicle from another operator classified in the amber or red categories."

Well done to all the team at the Purton workshop, keep on trucking!

"The VOSA '00' green status highlights the hard work, attention to detail and quality craftsmanship of the workshop team, so well done to all."



Editors note: Peter Moore retires at the end of January - see page 14

## Workshop stats

- The Hills LGV fleet travels over **3.6 million kilometres** and uses over **1.5 million litres** of diesel fuel each year
- In 2012 the workshop carried out **56 MOTs** and **504 inspections**
- The largest Hills rear end loader vehicles require **100 litres of engine oil to fill from empty**



# Tubney Wood & Upwood – a tale of two quarries

Although Tubney Wood and Upwood quarries are only separated by the A420 connecting Swindon and Oxford, they are worlds apart in terms of their operational lifecycles. **intouch** looks back at the first year of Upwood quarry and the on-going restoration work at Tubney Wood.



**Tubney Wood** started its operational life back in 1990 following a long process of research and investigation in order to meet the complex planning and legislative requirements that quarrying companies must work within.

As Alan Mackenzie, group director Quarry Products said: "It can take anywhere between one to ten years for a quarry to become active whilst planning is sought and approved. A recent report\* from the Mineral Products Association (MPA) identified some 228 planning and environmental laws and regulations that Quarry Products must work within."

Twenty one years and 1.5 million tonnes of sand later - mineral extraction from Tubney Wood quarry ceased in 2011. The majority of the site is now undergoing a phase of restoration. This process includes infilling with inert material (rock and construction material) then reinstating the overburden (the layer between the top soil and mineral to be extracted). The final process is to cover with the set-aside topsoil and plant trees in conjunction with The Forestry Commission. Quarry Products has also gone the extra mile for local residents, landscaping a small hill near the A420 roundabout to help reduce road noise. It seems that wildlife is also appreciating the restoration work as deer are often seen traversing the site.



**Upwood quarry** began its operational life in January 2012 producing mortar sand, asphalt sand and building sand plus a variety of limestone based aggregate products. Quarry Products has worked very hard to protect the natural environment at the site and bat boxes have been installed and owl habitats secured.

A footpath crosses straight through the middle of the Upwood site and work was required to install fencing, gates and stiles so ramblers and walkers could safely enjoy the path. Signs are clearly visible along the path, warning users of the dangers of entering the quarry without permission. Health & safety of the public and site operatives is a number one priority for Quarry Products and these efforts were acknowledged at a recent MPA event (see opposite for the full story).

As production manager Andrew Little points out: "Whilst it is early days, it is anticipated that Upwood could yield between 1,500,000 and 2,000,000 tonnes of sand. Once its working life is over we will of course pull out all the stops to restore Upwood just as we are doing at Tubney Wood."

## Newbury concrete plant gets a refurb



Before



During

The Newbury concrete plant can boast a smart new look following extensive refurbishment works.

The radial conveyor and intake feed hopper were removed, refurbished and painted, whilst the aggregate bins and weigh hopper were removed and replaced with new by Basford Plant Ltd - including an extra storage bin, a larger aggregate weigher, new compressor and new cladding.

A large water tank was also removed and recycled and a new storage bay is now positioned under the radial belt to control any slurry waste.

Gavin Walton, concrete business manager, looked back on the refurbishment project and remarked: "A project of this size is bound to cause some upheaval, but the end result is a smarter and more efficient site that we can all be proud of."



After



## Industry acclaim for Quarry Products

Quarry Products received a special award at a prestigious Mineral Products Association health and safety event in London. Alan Mackenzie, group director Quarry Products, received the award for companies with less than 100 employees in recognition of the emphasis the company puts on health and safety across its operations.

Alan Mackenzie said: "This award acknowledges the commitment shown by our well qualified and competent employees working at our sites, who are very conscientious about health and safety."

## Quarry Products launch eNewsletter

Quarry Products has taken its sales efforts into the digital realms with its first email newsletter. Around 1,800 customers received the eNewsletter which focussed on animal bedding sand, limestone aggregate products and ready-mixed concrete.

Commenting on the start of the campaign, Peter Andrew, divisional director Quarry Products said: "The eNewsletter will enable us to communicate directly with our customers maximising cross-sell and up-sell opportunities across our aggregate and concrete ranges. We can also respond quickly to market opportunities and get our sales message to known buyers as well as promoting specific products in keeping with seasonal demand."



\*The Cumulative Impact of Environmental and Planning related Taxation & Regulation. A preliminary and indicative assessment from the Mineral Products sector. (Mineral Products Association, November 2012)



# Pete bids farewell

The company says goodbye to a loyal servant at the end of January. Peter Moore joined the company in May 1989 as transport manager based at Purton although his association with the company dates back to ten years earlier.



Pete was born and grew up in High Wycombe and in 1966 he qualified as an electrical engineer. He only spent six

months working in his new trade before being convinced that more money was to be earned driving lorries. He drove

and Scandinavia. In the 70's he also learned to fly light aircraft as a hobby which gave him a lot of enjoyment.

In 1979 he moved to Berkshire and became an owner driver for Hills. At the weekends in the early 80's Pete competed as the passenger in motorcycle and side-car races! He later hired his services to the company to operate the weighbridge at Hambridge Road in Newbury whilst also running his own fleet of five haulage lorries. Peter spent time at Newbury Skips with Jan Nadin to help get the operation back on track, before helping run the transport out of Purton and then becoming an employee in 1989.

The following year he was promoted to operations manager overseeing the Purton and Newbury waste collection services as well as the sales representatives and

concrete mixer lorries and tipplers before joining London Transport in the mid 70's as a bus driver on the Green Line. He then joined a haulage company travelling all over central Europe



Cyril Hares and Ray Coram

(L to R) Beverley Hill, Mike Hill chief executive, Peter Moore fleet manager, Mike Webster group director Waste Solutions & Steve Burns divisional director Waste Solutions celebrate Peter's career.



## Nathan takes the reins

As Peter makes preparations for his retirement, it is good to report that Nathan Carr has been promoted to the role of commercial and fleet manager. In addition to his current role of overseeing the waste collection operations at Purton and Barton Court, Nathan will take over management of the Waste Solutions fleet together with the Purton workshops.

Peter was responsible for recruiting Nathan some 15 years ago and says that he is really comfortable knowing that Nathan will be taking the reins once he has gone. "Hills has nearly 100 LGVs in the fleet and Nathan's knowledge and experience will be a huge advantage for both him and the company."

Nathan said: "Whilst this is going to be a challenging role for me, especially as Peter has set the bar so high, I am really looking forward to it."

A new collection manager will be appointed to oversee the Lower Compton transport operations and develop the commercial collection business in the Amesbury / Salisbury area.



Peter Moore plans for the handover with Nathan Carr



Peter & chairman Alan Pardoe



Peter reflects on his early years with Robert Hill

workshops, reporting to Paul Dixon. Over the years Pete also reported to Stuart Wood, Mike Hill, Len Russell and for the last 10 years to Mike Webster. Although his responsibilities have varied a number of times over the years, they have normally always included managing and maintaining a growing fleet of lorries. Pete is justifiably proud to have always kept the vehicles on the 'top-line' as he says!

A lunch was held at Coles Restaurant to celebrate Pete's career with the company and thank him for everything that he has done. He was joined by current work colleagues and directors as well as two former colleagues who attended as surprise guests: Cyril Hares, who retired in 2000 and Ray Coram, who retired in 2008.

Pete can now no doubt spend more time on his life's passions: cricket, Arsenal FC, driving his sports car and making his wife Teresa happy! Thanks Pete, we all wish you a long, happy and healthy retirement.



Mike Hill raises a laugh with a story

## Cooking oil recycling scheme takes off for Wiltshire Air Ambulance

Waste Solutions, Living Fuels and Wiltshire Council have come up with an innovative way to raise money for the Wiltshire Air Ambulance (WAA).

For every litre of used cooking oil received at Wiltshire's 11 household recycling centres from now until 31 March the WAA will receive a 25 pence donation.

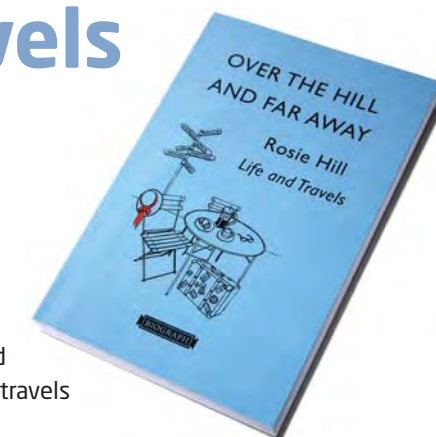
See the press release at [hills-group.co.uk](http://hills-group.co.uk) for more information.



## Rosie's travels inspire book



Rosie Hill, wife of former chairman Robert Hill and mother of chief executive Mike Hill, has published a book about her travels around the world.



'Over the Hill and Far Away' is Rosie's first book. In addition to covering her travels, the paperback autobiography includes pictures from her childhood and talks about her love of art. The book is dedicated to Rosie's ten grandchildren and can be purchased from the White Horse Bookshop in Marlborough for £12.50. Proceeds go to Prospect Hospice.

## Wiltshire Mind scoop charity poll prize

The Hills' Christmas charity Facebook poll proved very popular with 139 people visiting Hills' Group Facebook page to vote for their favourite nominated charity.

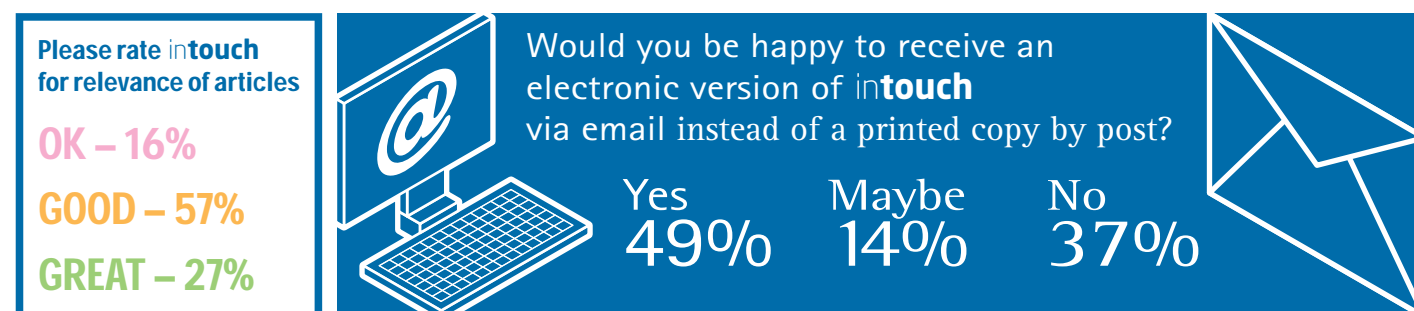
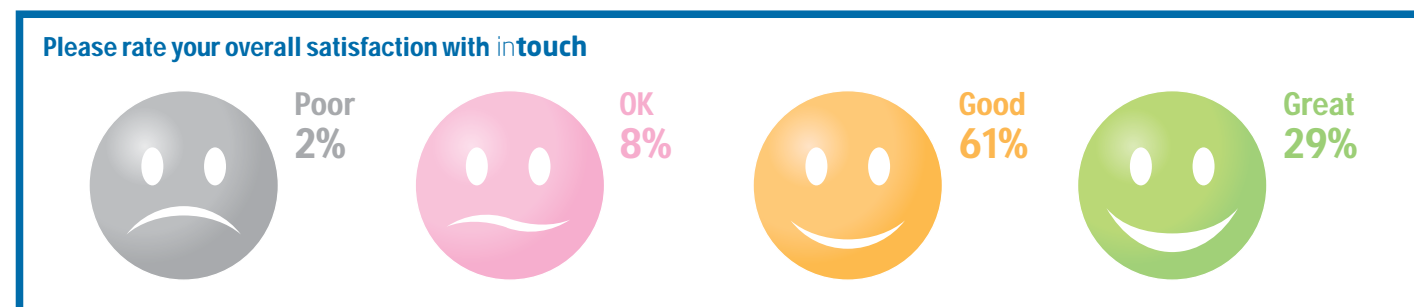
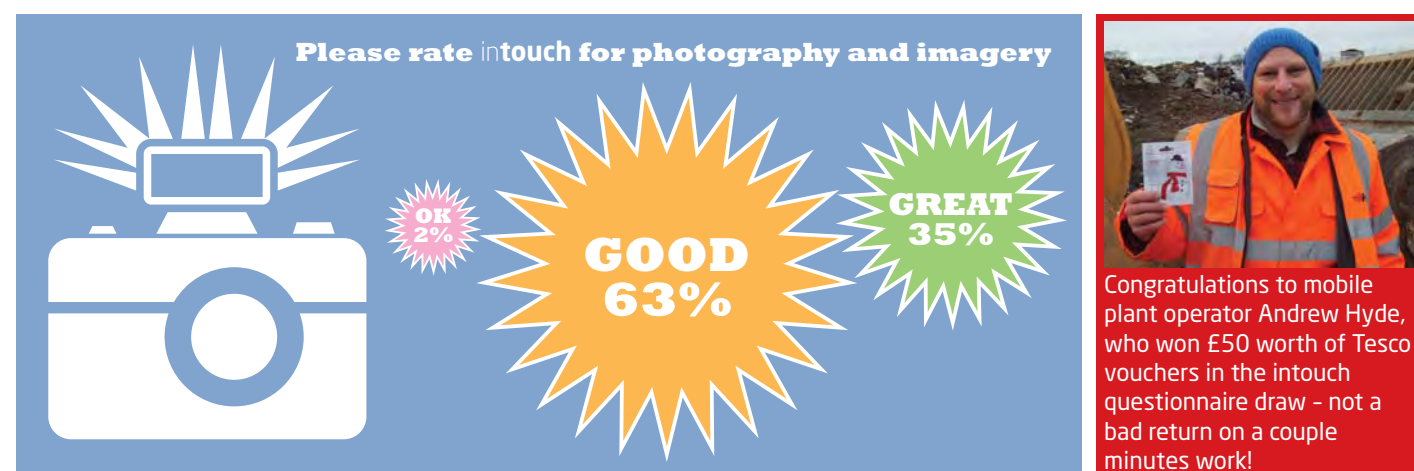
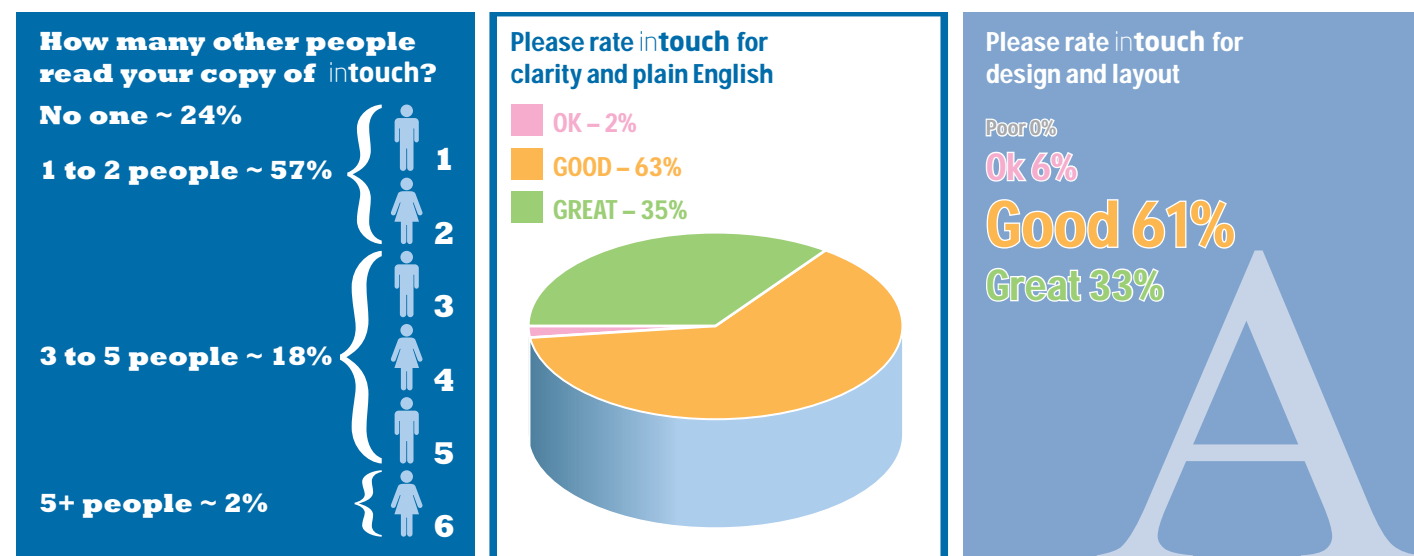
Wiltshire Mind were clear winners, securing 96 votes (69.1% of total votes). Founded in 1993, Wiltshire Mind provides a friendly, safe place where people experiencing mental health issues can find support and friendship. Wiltshire Mind receives £200 with the Doorway Project and Music Alive each receiving £50 as runners-up.



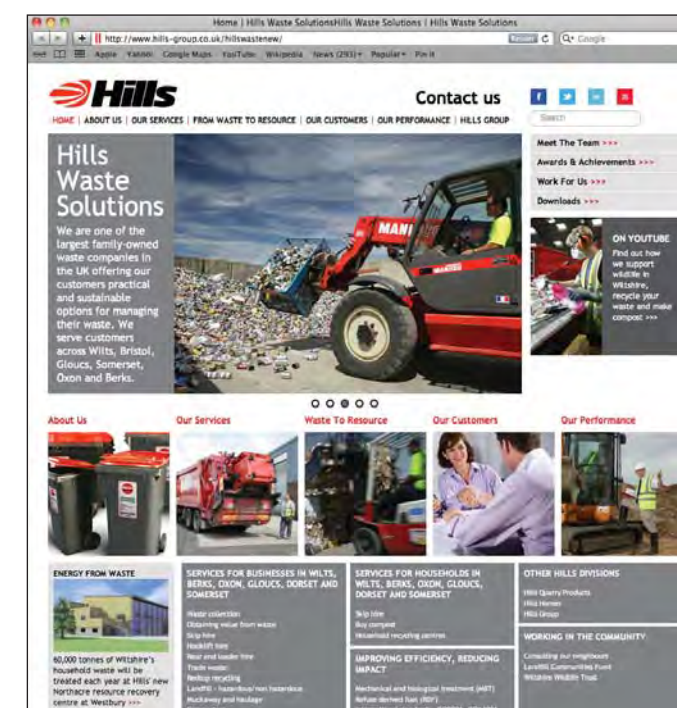
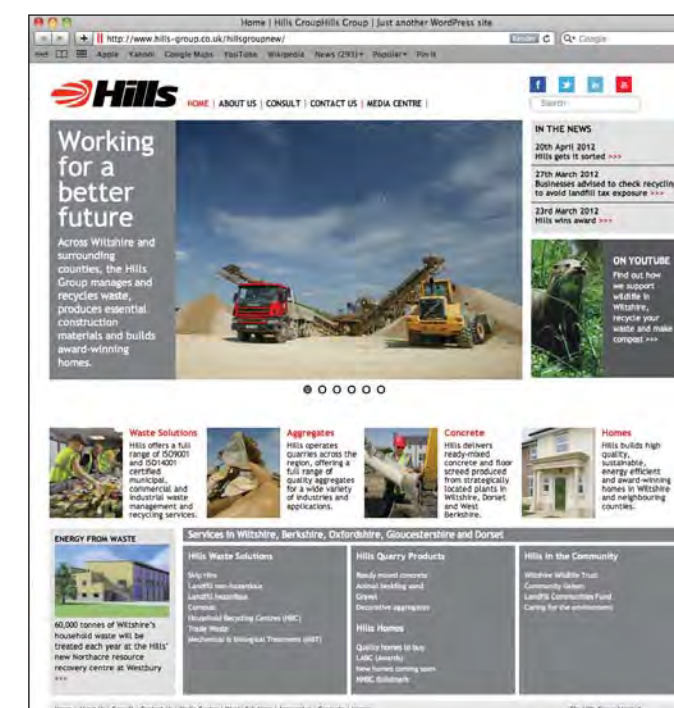
# intouch questionnaire – ‘your say’ the results

From its first edition in April 2000, **intouch** has come a long way with more than 16,000 copies distributed to keep employees, shareholders, pensioners and many other interested parties informed of developments across The Hills Group. In 2012 **intouch** won an award from the Institute of Internal Communications for the best news magazine issued up to four

times a year, beating publications from much larger companies (Network Rail, TNT Express and Tarmac UK) in the process. **intouch** is for and about the people of Hills and your input is crucial. Detailed below are some of the key findings from the questionnaire. We will be using this information to find ways to improve the magazine.



# Group and Waste Solutions launch new look websites



The digital face of Group and Waste Solutions is set for an exciting new look as website development work nears completion.

The new look websites bring our digital presence right up to date with a stylish, contemporary and accessible design and improved search engine optimisation. In essence this means that searches for Hills related services or information should appear higher up the crucial Google listing than previously.

Both sites contains links to our social media content on Facebook, Twitter, LinkedIn and video content on YouTube. The Group website also has a live Twitter feed in the Media Centre section.

With both imagery and copy updated, hills-group.co.uk and hills-waste.co.uk will be looking their best for the new year. What's more, updates and refreshes will easily be managed in-house using a new content management system (CMS).

## November – no more heroes any more



Pictured from left to right are some of the heroes who furnished their faces in the name of charity during November: Steve Burns divisional director Waste Solutions; Simon Allen landfill operations manager Waste Solutions; Terry Newsham sales representative Quarry Products; Neil Watts transport co-ordinator Quarry Products; Simon Thomas Northacre plant manager; Ed Dodd divisional director Waste Solutions & Peter Andrew divisional director Quarry Products.



# Full steam ahead for local railway project

Hills has committed a further £6,000 towards Swindon & Cricklade Railway to help renovate a coach with full wheelchair access and a toilet for disabled users. This is on top of £21,000 already donated by Hills through the Landfill Communities Fund.

Brian Pound (chairman of Swindon & Cricklade Railway) said: "Having the use of this coach will be a great asset to the Railway as it means wheelchair users can ride in the same carriage as non-wheelchair users and in a much more comfortable manner."

The Swindon & Cricklade Railway is Wiltshire's only standard gauge railway



Left to right : Mick Hicks, project leader, Mike Hill, chief executive of The Hills Group, Chris Palmer - deputy project leader, Brian Pound, chairman of Swindon & Cricklade Railway, Mary Hardwidge, grants officer Community First

and run by volunteer enthusiasts. It now runs for 3 miles between Swindon (Moulden Hill) and near Cricklade (Hayes Knoll) with plans to extend the line further. Mike Hill, chief executive said: "We have long supported the work of the Swindon & Cricklade Railway which not

only provides a marvellous facility for local people and visitors but maintains a piece of heritage which would otherwise be lost. We're happy to help to make sure all the hard work put in so far is not lost. I certainly look forward to riding in it once all the repairs are complete."

## Fundraising round-up

A number of deserving charities have benefitted from the efforts of Hills' staff in recent months. Amongst the fundraising activities were Wear it Pink day which saw colleagues awash with various shades of rose, pink and fuchsia - raising £175 for the Breast Cancer Campaign in the process.

Staff at the Marlborough office rose to the challenge for Children in Need raising £233 through a cake sale. Other highlights included Homes commercial manager John Fox enduring a sponsored leg wax.

Staff at County Park, Lower Compton and Porte Marsh raised £180 in a collection for the stillbirth and neonatal death charity (SANDS). This figure was matched by the Hills' charity committee doubling the total to £360.



It's cake o'clock for staff in Marlborough



Staff at County Park wear it pink with panache

# Marc's amazing 45 year milestone



Marc Eltham

Back in June 2012 Marc Eltham, sales representative Quarry Products, reached the amazing milestone of 45 years' service with Hills. **intouch** caught up with cricket fan Marc to find out a little more about his outstanding innings.

Marc's career started in 1967 as an office junior on the company switchboard with T. F. Coke of Cheltenham before progressing to general office work including invoicing, wages, purchase and sales ledgers. Marc's proven adaptability was utilised as he also provided weighbridge relief at Sandpool quarry near Somerford Keynes. Hills purchased T.F. Coke in the early 1970's, where Marc continued in the general office of Sandpool Farm quarry until the site was exhausted in 1983. Marc was then transferred to Hills at South Cerney managing internal sales before taking his current sales representative role in November 1987. Reflecting on what has kept him with one company for so long Marc said: "It's a genuine family business that looks after its staff. Getting on well with your colleagues is important and through the years I've worked with some great people."

As group director for Quarry Products, Alan Mackenzie, added: "This is an outstanding achievement (given his young age) to have given such loyal service to the company. Marc is a very reliable, devoted and honest individual and similar to a stick of seaside rock has HILLS written through him from top to bottom. His commitment to work and politeness to customers and colleagues is a great asset to the business."

# Fondly remembered – Terry Moore and Stuart Preston



Terry Moore



Stuart Preston

We were very sad to learn of the passing of two retired servants of the company. **Terry Moore** worked for the company for 42 years spending the last 21 years as an LGV fitter at Purton.

**Stuart Preston** worked as finance director, Dave Bevan's right hand man in Marlborough. Both men retired at the same time five years ago and will be greatly missed.

## Other long service milestones

Congratulations to the employees listed below who achieved the following tremendous long service milestones during 2012:

### 45 years

**Marcus Eltham**, sales representative - 12/06/1967

### 25 years

**William Wills**, metal fabricator - 09/03/1987

**Michael Webster**, group director Waste Solutions - 19/10/1987

### 20 years

**Robert Tapp**, recycling area manager - 15/01/1992

**Michael Chivers**, quarry manager - 24/08/1992

### 15 years

**William Chapman**, supervisor - 14/04/1997

**Derek Woodward**, mobile plant operative - 19/05/1997

**Antony Brown**, site labourer - 09/06/1997

### 10 years

**Peter Nash**, LGV driver - 04/02/2002

**Colin Rouse**, foreman - 04/03/2002

**Monique Hayes**, Group communications officer - 01/04/2002

**Elizabeth Carr**, credit controller - 16/04/2002

**Steven Burns**, divisional director Waste Solutions - 29/04/2002

**David Prewett**, LGV driver - 15/07/2002

**Andrew Hyde**, mobile plant operative - 02/08/2002

**Barry Bartholomew**, LGV driver - 15/08/2002

**Alan Doman**, HRC site supervisor - 19/11/2002

**Jon Robinson**, LGV driver - 25/11/2002

**Richard Smith**, mobile plant operative - 02/12/2002



## Record field for 27th Hills Junior open Golf Championship

The 27th Hills Junior Golf Championship, combined this year with the Wiltshire Age Group Championship, was won by Corey Sheppard of High Post Golf Club following a play-off with last year's winner Jack Vallis from North Wilts GC.

Sixty one boys and girls, aged between 8 and 18, teed off at Marlborough Golf Club in damp, cold conditions with moisture slowing the green and no run on the ball. The weather did not seem to hamper competitors and some fine performances were delivered despite the difficult conditions.



## WIN £50 cash! Enter our spot the ball competition

As the Hills Group sponsored Calne Town FC start 2013 challenging for promotion from the Western Football League First Division, we need your help to 'spot their ball' that went missing during a recent match. Simply select which square you think the ball is in (e.g. 'D2') then send your answer via email to [competition@hills-group.co.uk](mailto:competition@hills-group.co.uk) or by internal mail to Darren Goddard in the communications department, Marlborough.

Entries must be received by Friday 22 February and the winner will be announced week commencing 25 February. One entry per employee and the winner will be drawn at random from all the correct entries received. Take a shot and don't miss out on this great prize!

Congratulations to Belinda Peapall, receptionist at County Park who won £25 of Tesco vouchers for correctly naming the 11 sports mentioned in the last issue of intouch.

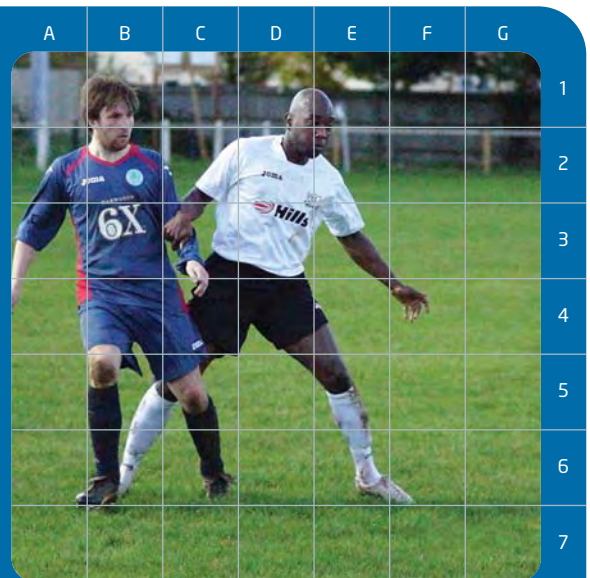


Photo: David Gillett

### New arrival at Woodsford

Congratulations to Hazel Forgeard weighbridge operator at Woodsford quarry and partner Paul on the arrival of daughter Daisy June Rose Broadhead weighing 4lbs 4oz born on 12 September 2012.



## Welcome

A warm "Hills" welcome to the following employees who joined the company between 1 August 2012 and 2 January 2013.

**Andrew Plank**  
kerbside loader

**Andrew Whitman**  
foreman

**Anthony Cook**  
kerbside loader

**Dean Hutson-Connor**  
kerbside loader

**Jeffrey Neate**  
kerbside LGV driver

**Marc Neale**  
kerbside loader

**Marina Winter**  
credit controller

**Peter Niemeyer**  
kerbside loader

**Robert Robertson**  
kerbside LGV driver

**Sabrina Hazelwood**  
site technician

**Sean Kennedy**  
kerbside LGV driver

**Steven Townsend**  
LGV driver

See pictures of the staff Christmas parties on eTouch

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