

# into touch

Issue 30 July 2013



## Cycle Safe

Quarry Products take the lead with  
MPA Cycle Safe initiative - read more on pages 10-11

**Shareholders tour**  
Two days, three counties  
and five sites

- read more on page 3

**Northacre update**  
Commissioning and  
recruitment gather pace

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**A year of giving**  
Hills work in the  
community

- read more on pages 14-15



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## viewpoint

### Safety is no accident...

Safety is a key theme in this issue. You can read about the cover story (pg. 10-11) describing how Quarry Products are actively supporting a national campaign to raise awareness of the dangers of cycling near lorries. We have also launched the 'Year of Health & Safety' throughout the Group (pg. 18) focussing on a few of the main causes of accidents and also drawing attention to improving identification of potential accidents through our new 'Near Miss Reporting' system.

### Behind the values...

Communicating what the company stands for is very important and in this issue we look at the meanings behind the words of our core values (pg. 16-17) and how these feed into the impressive new employee handbook.

### Reasons for optimism...?

There has been a positive start to this financial year with the construction sector driving good volumes, especially in the Quarry Products sectors. This feeling of optimism is being enhanced not only by the good weather, but also by the UK's continued sporting achievements: Justin Rose's US Open Golf success, the British Lions' demolition of Australia in rugby and Andy Murray's historic Wimbledon triumph. Can another Tour de France win and an Ashes series victory make it another summer to remember?

**Michael Hill, Chief executive**



# Shareholders Tour 2013



Ed Dodd divisional director, Waste Operations explains the refining process at the Northacre RRC.

A 27-strong party of Hills UK shareholders and senior management took to the road on a two day tour visiting a number of Hills' sites. The tour initially visited Homes' site at Station Road in Calne where groundworks for the construction of 101 dwellings have now begun.



David and Rosie Hill at the Holcombe construction site.

The next stop was at the Northacre Resource Recovery Centre in Westbury (main picture) which is well advanced in the commissioning and testing phase. The last stop on day one was at Homes' Mendip Gardens development in Holcombe, Somerset where the first view home is due to open later in July.

Day two started with the shareholder party visiting the state-of-the-art facilities for the production of sand, gravel and ready-mixed concrete at Woodsford Quarry near Dorchester. The tour then moved from Dorset back in to Wiltshire to see the new recyclables management facility in Amesbury before stopping for a well-earned lunch.

Reflecting on the two days of site visits shareholder Bronia Hill said: "We certainly enjoyed the site tour! It was informative, interesting and of course very sociable! The site tour is something I'm sure we all look forward to and everyone was full of praise for the itinerary and the people we met."



Shareholders at the new Amesbury recyclables management facility.



Beverley, Robert and Tony Hill.

## Publishers Note

intouch is published by The Hills Group Limited. It is distributed three times a year to employees, pensioners, shareholders and friends of The Hills Group.

Issue No 31 will be published in October 2013. Please submit news and photographs (if possible) to the communications department, either to the address opposite, on telephone 01672 518924 or via email to [info@hills-group.co.uk](mailto:info@hills-group.co.uk)

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The magazine is printed on Greencoat 80% recycled paper, which is manufactured to the international environmental standards ISO 14001 and EMAS (Eco-Management & Audit Scheme) and supported by the Forest Stewardship Council.



Left to right: Tony Smith shift supervisor; Simon Thomas plant manager; Adam Powell shift operative; Christopher Wheeler shift supervisor; James Earle shift operative and Matthew Weale maintenance supervisor.

# Northacre update

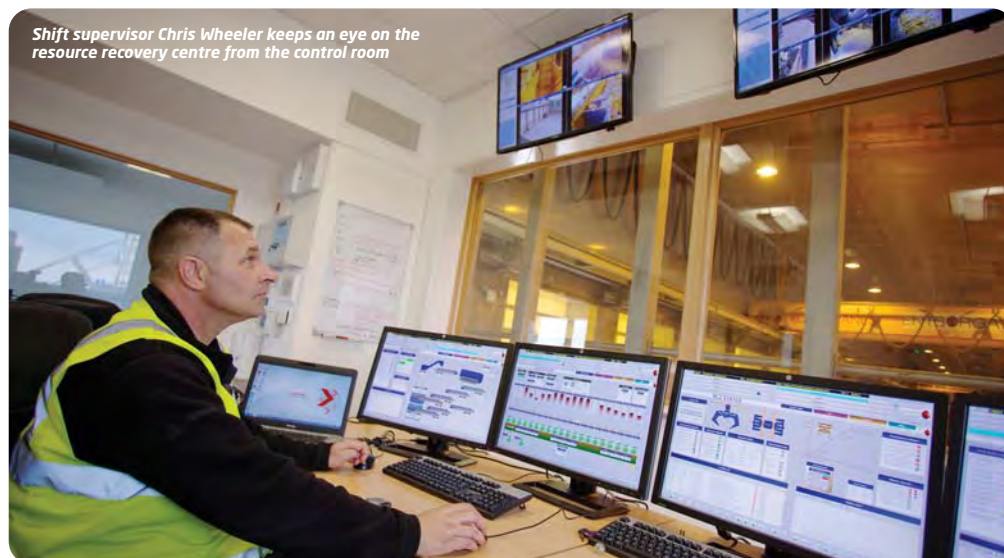
## - commissioning and recruitment gather pace

Whilst the main construction phase of the Northacre resource recovery centre in Westbury was completed at the start of 2013, the commissioning and testing phase is now well underway for plant manager Simon Thomas and his expanding team.

At the start of the commissioning phase Northacre received 40 tonnes a day of municipal black bag waste collected from kerbside collections as part of the Wiltshire Council contract. As commissioning has progressed the volumes of waste have steadily increased and as we go to press Northacre is receiving 120 tonnes of waste a day, 50% of its final full capacity.

Commissioning involves working closely with technology partners Entsorga Italia to test all the machinery and systems involved in the mechanical and biological treatment process. Vehicles tip their loads into one of the five reception bays where it is then fed into a 'trommel' (effectively a giant rotating perforated cylinder) which separates oversize from undersize objects. One of the two giant crane grabs then moves the material into the main hall where extracted air stabilises the waste along with removing the moisture. Once the material is dry it is fed into a shredder with one of the cranes, followed by additional trommels, filters and magnets which extract any metals leaving SRF (Solid

Shift supervisor Chris Wheeler keeps an eye on the resource recovery centre from the control room

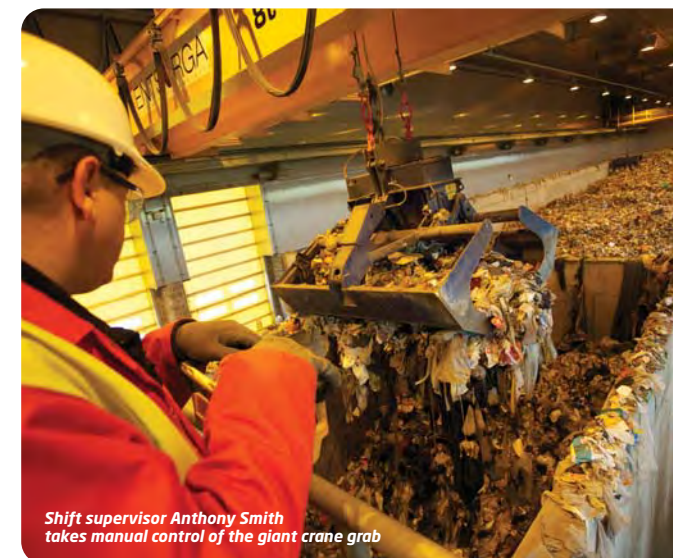


Matthew Weale, maintenance supervisor gets to grips with a scheduled job

Recovered Fuel) which will be utilised by combined heat and power plants to generate electricity.

Simon is now ably supported by a team of five, working a split shift which covers 6am to 6pm - made up of two shift operators Adam Powell and James 'Jim' Earle, two shift supervisors Chris Wheeler and Tony Smith and a maintenance supervisor Matthew Weale.

James, Chris and Tony were made redundant following the closure of the Cement Works in Westbury, so as Simon Thomas said: "It's great to create new jobs for local people and to make use of their expertise working in large scale plants." Tony joined



Shift supervisor Anthony Smith takes manual control of the giant crane grab

At full capacity the Northacre resource recovery centre will receive 240 tonnes of municipal waste a day which typically could be 11 refuse collection vehicles (RCVs) and five articulated lorries.



Shift operative James 'Jim' Earle at the wheel of the Manitou

from an operational role with Wessex Water and was keen to find "a new challenge in the recycling sector." Adam Powell was a successful internal candidate having moved from his previous role at the Porte Marsh cardboard and plastics recycling facility.

**With further recruitment underway the Northacre team looks set to grow over the coming months to 12 members of staff - with plans to complete the commissioning and plant performance tests in the last quarter of 2013.**



Shift operative Adam Powell checks the settings on one of the metal extraction systems



## A MESSAGE FROM WILTSHIRE COUNCIL



## Rubbish going to landfill reduces in Wiltshire.

The amount of rubbish that Wiltshire people put in their household waste bins has reduced by over 8,000 tonnes since fortnightly collections started last year.

The amount of household waste collected from residents in South Wiltshire has reduced by 11% compared to this time last year. Whereas residents in North Wiltshire are sending 17% less waste to landfill compared to last year.

Residents in Wiltshire are also recycling more than ever before. The plastic bottles and cardboard recycled in Wiltshire has increased by over 2,700 tonnes per year since the introduction of new kerbside collections September 2011. The garden waste collected has also increased over the last year, with an additional 6,200 tonnes collected for composting.

It is clear that residents are not only using their new recycling services, but they are also thinking about reducing the amount of rubbish they are putting into their bins. Well Done Wiltshire!



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

or call 0300 456 0102

# P&L PDAs make ticketing system PDQ

Following an extensive trial period, the new software management system - 'Integrated Waste System' (IWS)



supplied by P&L Software reached a significant milestone on 1 June, when handheld PDAs replaced paper tickets.

As technical services manager Andrea Pellegram commented: "Now when our drivers go on site, the customer needs to sign on the handheld device and records are sent to them electronically. This cuts down on wasted paper and speeds the process up. The PDAs also help drivers do their morning checks, take photos, make calls and provide satellite navigation. They are really mini-computers that allow drivers to be in easy contact with base and also have their customer's information at their fingertips."

"The drivers and transport staff have worked really hard to ensure that we made a smooth transition from paper tickets to the PDAs."



Chris Boyd depot manager at Lower Compton said "The new system is working well and our customers should see a big improvement."

# Dave's praise from Aspire

Dave Long, service manager for the Aspire contract at Aldershot, has received the personal thanks of Andy Voase, Aspire's garrison facilities director, as well as an official compliment from the Army School of Physical Training (ASPT) in recognition of the ongoing waste and recycling education roadshow that he carries out.

As Waste Solutions' contracts manager Richard Bond commented: "Dave regularly holds a waste roadshow in which he informs the garrison how to segregate the correct waste types into the colour coded containers we supply. As Dave is an ex-MOD trainer he is able to pitch the workshop at the right level to engage with everyone".

The ASPT's Quartermaster said: "A big thank you to Dave Long of Hills for the waste recycling brief. It was pitched just right and he obviously has an empathy with the military and got over the key aspects very well. I would recommend



that all units consider the briefing. It was most worthwhile."

## Mark Clarkson – still going strong

Since joining Hills in December 1994 Mark Clarkson has been a familiar sight in the weighbridge office at Purton. In fact weighbridge operator Mark has not had a single day off due to illness in his 19 years with the company. Mark also proved his durability in his army career before joining Hills. Mark feels he has been very lucky with his health and hopes it continues.



## Feathered friends flock to Everleigh

The Everleigh HRC is a popular facility for the residents of Pewsey and surrounding villages, but it has also become home to a surprising selection of wildlife.

Kestrels have made the fir trees bordering the site their own 'des-res'. Pheasants and woodpeckers are also frequently seen around the Everleigh site. It seems that our feathered friends appreciate the efforts of the hard-working Hills staff to recycle and protect their environment.

## Warminster top the table

The team at the Warminster household recycling centre (HRC) have finally knocked Melksham from the summit of the HRC league table by recycling 78.83% of the materials they received between November 2012 and April 2013.

Melksham have been table toppers since the start of 2012 but narrowly lost out to Warminster on this occasion. As you can see

from the table below it was a close run thing for 2nd, 3rd and 4th places too with just 0.17% separating the three HRCs!

|   |             |        |
|---|-------------|--------|
| 1 | Warminster  | 78.83% |
| 2 | Melksham    | 77.26% |
| 3 | Marlborough | 77.18% |
| 4 | Trowbridge  | 77.09% |

Reflecting on their victory, site foreman Julian Dutton said: "All the team have worked really hard and it's great news that we are table toppers."



Warminster HRC team L to R: Julian Dutton, site foreman with recycling operatives Christian McKenna, Terry Riggs and Colin Miles.

## Deep fat frying helps keep air ambulance flying



L to R: Paramedic Ross Culligan; Cliff Carter recycling manager, Waste Solutions; Rob Murphy operations director at Living Fuels and paramedic Richard Millar.

A campaign to recycle used cooking oil between January and March 2013 has raised an impressive £1,300 for the Wiltshire Air Ambulance Charitable Trust.

Hills employees at the HRCs worked hard to raise awareness of the campaign by handing out leaflets and it certainly paid off - as there was a huge 107% increase in used cooking oil volumes during the campaign period. A great team effort.



# Success at Wiltshire Business of the Year Awards



Waste Solutions enjoyed a successful night at the Wiltshire Business of the Year awards Gala dinner.

Facing very stiff competition in the 'Environmental' and 'Overall' categories, Waste Solutions were delighted to scoop the 1st runners-up prize in both. Reflecting on a memorable night Andrea Pellegram technical services manager commented: "Coming second in the Environment category and as the runner-up for the Overall Business of the Year award is an achievement to be very proud of and one which recognises and rewards the hard work the Waste Solutions team have invested over the past three years to improve our environmental and business management systems. I want to thank everyone for working so hard to improve our systems and in particular Daryl Taylor who has spearheaded much of this work."

## Payback time for Lower Compton aerators

As part of Waste Solutions' energy efficiency reviews, site manager Stuart Knight identified an opportunity which has saved electricity and money at the Lower Compton landfill.

The old leachate plant aerators have been replaced with three new ones, which have reduced electricity costs by 48%.

The old aerators also had maintenance and repair costs which were seven times more expensive than the new ones. It is estimated that the £31,500 investment will pay back in a year.



An old leachate plant aerator...



...makes way for a new more efficient model



## Prestigious environmental certification extended

Waste Solutions was granted its first ISO14001 Environmental Management certificate in 2010. Following the completion of an extensive audit in the second quarter of 2013, this prestigious certification was awarded for a further three years.

Commenting on this achievement environment manager Daryl Taylor said "This certification rewards three years of hard work by Waste Solutions staff and reflects our commitment to identify, control and constantly improve environmental impacts and performance."

# New LABC award nomination

The Cottsway Court development of 26 affordable flats in Stratton St Margaret, Swindon has been nominated for a Local Authority Building Control (LABC) award. Cottsway Court was built on a formerly derelict piece of land and is the result of a partnership between Hills Homes, Cottsway Housing Association and Swindon Borough Council.

The LABC Building Excellence Awards are not judged on architectural beauty, but rather on the excellence shown from a construction and technical building control point of view.

Nick King, group director Homes, said: "Environmental issues were a vital part of the strategy for the build process at Cottsway Court and we ensured that as many materials, products and trades as possible were sourced locally to minimise the carbon footprint and

to support local enterprises.

"A major part of the building was its timber frame. The wood came from sustainable sources and by using this method of construction, a high level of acoustic and energy efficiency was achieved."

Cottsway Court was voted as one of the top five developments in the South West, with the overall prize going to a project from Bristol.



## Coming soon – sites round-up



### Holcombe

Construction work for this development of 10 desirable three and four bed houses in Holcombe, Somerset is well underway with completion by early autumn 2013. As the picture above shows, snow briefly stopped work earlier this year but a great effort from site manager Jan Pearce and his team is getting the project back on track.

To date, there has been a lot of interest in Holcombe with three plots already reserved.



The homes are constructed from an eclectic mix of brick, stone and render using traditional methods and materials to reflect the village around them. They also feature bespoke kitchens individually designed to maximise their space and layout.



### Witney

This conversion of a 19th century mill in Witney, Oxfordshire (spanning a tributary of the River Windrush) into seven stylish apartments is due for completion early in 2014. Four apartments will have two-bedrooms and will be set within the existing mill building. The other three units will be one bedroom properties within a new building. All the apartments will enjoy picturesque views across meadowland and the river Windrush.

### Bishopstone

Two executive four-bedroom detached homes in the popular village of



Bishopstone will be available for occupation from the start of 2014.

Set at the end of a no-through road on the edge of Bishopstone, both properties will enjoy wonderful views across open farmland.

### Calne, Station Road

Consent has been given for a major new development consisting of 101 homes on the site of the old Calne railway station, close to the River Marden and with views across the open countryside. The initial phase will involve 32 properties in an attractive mix of two, three and four bedroom houses, apartments and coach houses. As we go to press groundworks are starting on the Station Road site with sales set to commence in 2014.

**Look out for updates on all Homes' developments in the next issue of intouch.**



# Safety in the spotlight at cycle events



With over 2.5 million trips being made every day by cyclists and with the frightening reality that 17,000 cyclists are killed or injured on UK roads each year, the issue of cyclist safety has never been more pressing.

Quarry Products took to the road in June in support of the Mineral Products Association's (MPA) national Cycle Safe campaign. Quarry Products' Large Goods Vehicles (LGVs) and drivers exhibited at two cycling events where the potential dangers associated with cycling close to lorries were under the spotlight.

The two events at Castle Combe Cycling Festival and the Big Bike Week Show in Swindon gave cyclists, both young and old, the opportunity to exchange places with LGV drivers and sit in the cab of a lorry to understand the driver's perspective, explain



Alan Mackenzie, planning and development manager Quarry Products with LGV drivers Darren Taylor and Steve Townsend and transport manager John Warner

"We are supporting the MPA's campaign which aims to prevent collisions between cyclists and LGVs by raising awareness on both sides of how to cycle and drive as safely as possible."

Alan Mackenzie, planning and development manager Hills Quarry Products

"Both events proved really useful exercises and a great opportunity to listen to cyclists' concerns and highlight safety technologies on Quarry Products' vehicles like audible left turn signals, sensors and multiple cameras."

John Warner, transport manager

visibility issues and share their own road experiences. The danger of cycling on the nearside of a vehicle turning left was also highlighted.

The MPA's Cycle Safe campaign highlights the potential risk of undertaking lorries and getting too close to them at left-hand turns and roundabouts. Cycle Safe leaflets giving practical tips on ways to prevent potential dangers were handed out at both events.



## Cycle Safe Tips for cyclists



### REMEMBER

- **NEVER undertake a lorry** - it may be about to turn left
- The same is true **EVEN** if you are in a cycle lane

### and DON'T FORGET...

- A large lorry may well **SWING RIGHT** in order to **TURN LEFT**
- Be visible, be confident, **SIGNAL CLEARLY**
- **DON'T** ignore traffic lights and **DON'T** be distracted by mobiles or MP3 players
- A lorry driver may have **BLIND SPOTS** around his vehicle and so he may not see you!
- Try to make **EYE CONTACT** with a lorry driver for the sake of **MUTUAL AWARENESS**



# Quarry Products make tracks for the Elite League

Quarry Products' expertise has been utilised by the Swindon Robins speedway team to develop a unique new track surface for the Elite League Champions.

Peter Andrew, general manager at Quarry Products, said that two main considerations for the track material were the colour and size of the stone. "We had some great guidance from local

hero and Swindon 'speedway boss' Ronnie Russell to get the mix just right. We are really excited to be involved with our local speedway stadium."

The unique mix for the track surface has proved a great success - as it is both aesthetically pleasing for TV and photographic coverage and provides the right amount of grip for the riders. Quarry Products is now liaising with other speedway venues across the UK.

## Plans for concrete plant are just the ticket

Quarry Products has received approval from Oxfordshire County Council for the installation and use of a concrete batching plant at Upwood Quarry.

The plant will mix measured batches of quarried materials, together with cement and water, and feed them into mobile mixer trucks to produce concrete for building and construction operations in the general Oxford, Abingdon and Wantage areas and the rural area and villages between.



A Hills mixer truck heads off to a customer from an existing concrete plant

## New general manager role for Quarry Products



Alan Mackenzie, planning and development manager and Peter Andrew, general manager for Quarry Products

Peter Andrew has been promoted to general manager and Alan Mackenzie moves to the new position of planning and development manager of the Quarry Products division.

Peter will report to chief executive Mike Hill and will be responsible for the profit, operations and development of quarrying and concrete operations, and will work closely with the Group board to ensure the future success of the Hills Group.

Reflecting on his new role Peter commented: "I am delighted to be appointed as the new general manager and I am relishing the opportunity to build on Alan Mackenzie's tremendous work and continue the Quarry Products success story. We are fortunate to have a fantastic team of people who have been fundamental in developing the business to where it is today. Whilst times have been hard in recent years, we have still managed to enhance our position as a major independent aggregate and concrete supplier which has been due to the hard work and commitment of our staff."

Alan Mackenzie, who stepped down from his role as group director on 1 July, will continue working for the company as the planning and development manager, reporting to Peter and supporting development activities.

Commenting on the management changes, Mike Hill chief executive said: "I would like to take this opportunity to wish Peter well in his new role and thank Alan for all his hard work, commitment and dedication and building Quarry Products into the successful business it is today."

## Andrew Liddle Grad (IOSH)

Congratulations to Andrew Liddle, production manager Quarry Products, who has been made a graduate member of The Institution of Occupational Safety and Health (IOSH) - the only Chartered body for health and safety professionals in the world.

Andrew is now entitled to use the letters 'Grad IOSH' after his name and will work towards becoming a Chartered Member of IOSH through a programme of CPD (continuing professional development).



## Stylish redesign for eNewsletter

The Quarry Products eNewsletter has been given a stylish, professional new look as part of a redesign.

The new eNewsletter combines a contemporary new design with a number of functional improvements:

- The greeting line can be personalised for each recipient
- The 'Read more' buttons will take recipients to the quarry website for the expanded story - increasing site visits and page views
- Statistics will show which stories were most popular - helping to shape future content and sales offers
- Changes to the quarry website will allow potential customers to sign up to receive future eNewsletters.





# Direct funding

In addition to Landfill Communities Fund grants, Hills continues to directly support a wide variety of community causes.

In the past financial year alone sponsorship deals have benefited numerous local sports clubs, whilst sporting excellence has also been encouraged through our association with the Hills Junior and Pro/Am golf championships and Barbury Horse Trials. Hills is also a supporter of community arts through sponsoring the Marlborough Jazz Festival, the Old Town Festival in Swindon, the Kennet Valley Arts Trust and other events.

Our direct funding also supports environmental causes such as the Hills CPRE Wiltshire 'Best Kept Village' award and 5,848 tonnes of Hills Warrior Compost was given away to help towns, villages and schools create greener areas. An innovative campaign to encourage Wiltshire residents to recycle more of their used cooking oil helped raise much needed funds for the Wiltshire Air Ambulance charitable trust.

Hills has been the main sponsors of Western Premier League side Calne Town Football Club since the 2011/12 season.



"Year on year, it becomes more difficult for the likes of clubs our size to survive. The continuing sponsorship provided by The Hills Group is a welcome relief to us at Calne Town FC and we hope to continue our association."

John Rumming, chairman Calne Town Football Club

Volunteers make the most of a Hills compost donation to brighten up Bradford-on-Avon station.



**£15,000 from the LCF**

Young cricketers from Burbage & Easton Royal Cricket Club celebrate the opening of their new all-weather practice nets.

# A year of giving

## Supporting local communities

Over the past year Hills has channelled more than **£1,100,000** of funding into projects, events and programmes that support local initiatives, protect and enhance wildlife habitats and promote stronger communities across Wiltshire. That's a contribution of over **£21,000** every week to deserving causes in the areas in which we operate.

## Landfill Communities Fund

Long-standing partnerships with Community First, Wiltshire Wildlife Trust and the Cotswold Water Park Trust have enabled Hills to maximise the funds available through the Landfill Communities Fund (LCF) and ensures that those communities who live and work in the vicinity of our operations benefit from the funding. Here we give you some examples of what has been achieved and how the funds have been used.



Henry Newbery, recycling area manager for Waste Solutions shows a school group around a household recycling centre.

**325**

school **children** from **17 schools** visited our materials recycling facility and received lessons in sustainable living, climate change, energy efficiency, composting, litter, waste and recycling through our support of a schools' education programme delivered by Wiltshire Wildlife Trust.

**£260,000**

has created or upgraded 10 facilities where all members of the community can enjoy **recreational** and **leisure** time.



Wiltshire Scrapstore: Construction work to create a new room for community use. Opened by HRH The Duchess of Cornwall.

**£340,000**

was granted to **15 village halls** to enable refurbishment programmes to upgrade facilities such as kitchen and toilet areas, create suitable access for the disabled and improve energy efficiency.



Cricklade Jenner Hall: A replacement roof for this popular community hall which dates back to 1652.

Grants totalling **£430,000** were made to **environmental bodies** responsible for the management and maintenance of numerous natural and man-made wildlife habitats and reserves across Wiltshire and the Cotswold Water Park.



The former gravel quarry at Langford Lakes is now a 20 hectare Wiltshire Wildlife Trust nature reserve and a tranquil haven for a wide variety of species. (Photo: Ryan Tabor WWT)

"The Hills Group has been an inspiration to all those working to protect and restore Wiltshire's natural environment for its local communities."

Dr Gary Mantle MBE, director, Wiltshire Wildlife Trust



Box Rock Circus: A unique educational and recreational earth science facility.

**£10,051 from the LCF**

**£5,000 from the LCF**



Sevington Victorian School: Helped the school purchase their building to maintain access to this living museum for future generations.



# Hills: the value of **five-a-day**



intouch takes a look at how employees' commitment to five core values has been at the heart of The Hills Group's growth since its inception in 1900 and remains key to future success. As chief executive Mike Hill explains:

"The Hills Group was founded by my great grandfather in 1900 and has a proud history. In the company's 113 years it has grown, adapted and changed with the times, enjoying periods of great success and knuckling down to survive through the tough times. This spirit that has served The Hills Group so well is integral to the way it conducts its business and is captured in the company's core values of family ethos

and commitment; honesty and integrity; innovation; service and quality and enjoyment.

"Companies who are clear about what they stand for and communicate this effectively are generally more successful. Values need to be embraced by employees at every level in order to keep the business moving forward."

So what do the core values mean in practice? The table opposite sheds some light on how we can adopt them in our daily roles.



## The Hills Group core values - meanings



### FAMILY ETHOS & COMMITMENT

The Hills Group is a long established company with a strong family ethos and sense of belonging which are an integral part of our culture. We will provide a safe working environment and will value your ongoing commitment to our company. We will strive to be responsible, caring, friendly and approachable at all times. We will also encourage any relevant professional development within the context of your employment.



### INNOVATION

As part of the Hills team, we ask you to be receptive to new ideas and technologies, adaptable, forward-thinking, proactive, entrepreneurial and opportunistic, balanced at all times with a pragmatic realism.



### HONESTY & INTEGRITY

The Hills Group has built a reputation for being reliable, open, fair, trustworthy, honest and caring for both the environment and the communities we work alongside. We ask that you uphold these values in everything you do.



### ENJOYMENT

We pride ourselves on our low-levels of staff turnover. Whilst we will ask you to work very hard we are also committed to making your working and social life at Hills enjoyable.



### SERVICE & QUALITY

The business success of Hills and its longstanding relationships with customers has been built on many factors, not least of which is our ongoing commitment to the highest levels of customer service and quality. You will be expected to continue these high standards in your work, whilst ensuring that health and safety and minimising environmental impact remains a priority.

## NEW employee handbook

The core values and the supporting policies and procedures have been brought together in a bright, easy to use and readable A5 employee handbook.



"Whilst The Hills Group remains an open and friendly company, the adoption of the core values and working to the professional standards outlined in the code of conduct will leave us better placed as a team to maximise any future opportunities." *Mike Hill*

For more information on either our core values or our code of conduct visit eTouch or speak to your line manager.





# Making Hills a safer place for all-

## The year of health & safety

"Our good health and safety record speaks for itself and is one all employees should be proud of, but whilst there is no room for complacency there is always room for improvement. Please join me in supporting our new initiative 'The Year of Health and Safety' and making Hills a safer place for all."

*Mike Hill, chief executive*

The Hills Group of companies operates in three of the most statistically dangerous industries in the UK, as a result health and safety must remain an absolute priority. The Year of Health and Safety runs from 1 May 2013 - 30 April 2014 and focuses on four key areas of improvement:

### • Near miss reporting

It is widely acknowledged that for every one major accident there are 100 near misses - so a new near miss reporting procedure and reporting book has been introduced to increase the capture of near misses.

### • Trips slips and falls

A large number of accidents involving employees and members of the public

visiting our sites relate to slips, trips and falls - so all these potential risks need our continued vigilance.

### • Working at height

Working at height presents very obvious dangers so can we avoid, prevent or mitigate these dangers?

### • Safety of contractors and hauliers on site

The senior management team of each operation will be reviewing procedures for inducting contractors on site to explore any possible improvements.

Whilst as a business

Hills aims to have zero accidents, to measure the success of the Year of Health & Safety initiative two targets have been set:

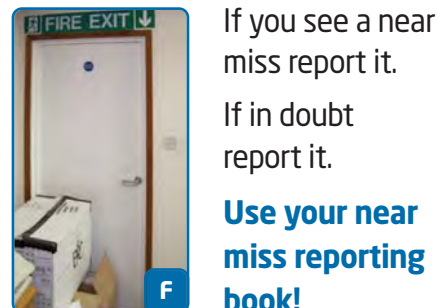
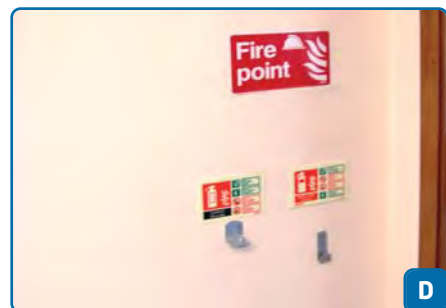
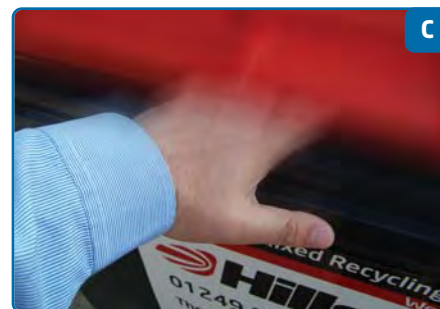
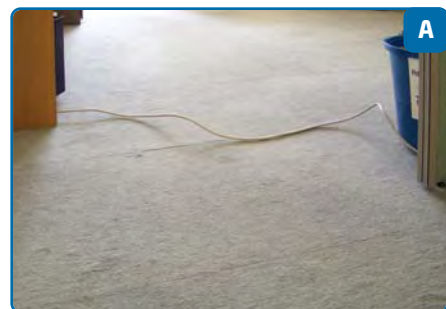


### To reduce...

- 1 the number of accidents that result in an employee absence from work from **19 accidents to 16 accidents**
- 2 the number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) accidents from **10 to 8**

Employees will be kept up to date during the year on the company's performance against these targets and health and safety issues via notice boards and staff newsletters.

**Year of Health & Safety quick quiz** - One of these is not a near miss, but do you know which one? Answer on back page.



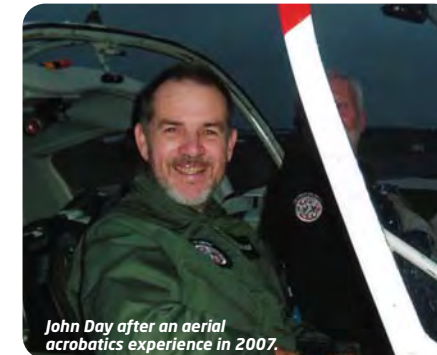
If you see a near miss report it.

If in doubt report it.

**Use your near miss reporting book!**

# Fondly remembered

Sadly we have to report on the passing of two retired colleagues and one serving employee since the start of the year - all of whom will be sadly missed.



*John Day after an aerial acrobatics experience in 2007.*

**John Day** - John joined Hills in 1976 as a LGV driver and worked until 2007 when terminal illness forced him to leave his role as foreman at Latton quarry. As Alan MacKenzie planning and development manager, Quarry Products reflected: "John was the ideal employee and I hope he is able to rest in peace."



*Former chairman Robert Hill speaks to Tony Lane at his retirement in 2005.*

**Tony Lane** - Tony spent a total of 19 years working for Hills before retiring from his role as a recycling collections vehicle driver in 2005.

**Paul Sandell** - Paul was a hard working kerbside loader at Lower Compton for nearly five years and passed away suddenly earlier this year.

## Thanks Angela

Angela Smith left the company in February after 28 years of service - keeping the offices clean and tidy at the site in Purton. Angela and her husband Martin joined chief executive Mike Hill and shareholder Glenis Hill for a 'thank you' lunch at the Pear Tree in Purton.

Angela was thrilled by the arrival of a surprise guest in the shape of recently retired Peter Moore, to whom she had reported to for many years. As Mike Hill reflected, "It was a lovely occasion for a lovely lady. Thanks for all you have done Angela and we wish you all the best for the future."



*Left to right: Martin Smith, Angela Smith, Peter Moore, Glenis Hill and Mike Hill*

## The Hills tackle the hill

Chief executive Mike Hill and his brother and shareholder Jamie took on and completed the challenging Longleat 10k road race which includes an energy zapping hill climb - raising £1,500 for the charity ICP Support [www.icpsupport.org](http://www.icpsupport.org)

Jamie's wife was suffering from ICP (Intrahepatic Cholestasis of Pregnancy) and so the promise of raising money for such a good cause helped pull him through what he calls the "28 days of pain" training for and tackling the race. Both brothers completed the 10k in under an hour, with Jamie pipping Mike at the finishing line (apparently).



## Robert makes the hall of 'frame'

Former chairman Robert Hill has been captured on canvas in a remarkably lifelike oil painting - and now joins his father Grahame, and grandfather (and Hills founder) Edward on the 3rd floor at the Marlborough office.

The painting was commissioned by chief executive Mike Hill following a successful bid at a charity auction for a portrait.





## Hills sponsors CPRE Wiltshire 'best kept village' award for 2013

The Hills Group has sponsored the CPRE Wiltshire 'best kept village' award for 2013. The competition is open to all 234 villages in Wiltshire.

As chief executive Mike Hill said: "Ours is very much a Wiltshire business and through our support we are able to give back to the areas in which we operate. The competition encourages villages to work together and it's a good opportunity to build a stronger community." Over 50 villages have entered this year's competition. Look out for an update on the best kept village competition in the next intouch.



Wiltshire's Lord Lieutenant and villagers from Great Hinton, winners of best kept small village 2012.

## What's on?

National events, and regional events of interest, some of which Hills will be sponsoring or participating in.

### JULY

19-21 July **Marlborough International Jazz Festival**  
Georgie Fame will open this year's festival.  
[www.marlboroughjazz.com](http://www.marlboroughjazz.com)

### AUGUST

4 August **Barbury Horseless Steeplechase**  
Join 'Team Hills' in this 2.5 mile fun-run for charity.  
Contact Dave Bevan or Mike Webster for more information.

26 August **Summer bank holiday Monday**

29 August **Hills Wiltshire Junior Open Golf Championship 2013** at North Wilts Golf Club.

### SEPTEMBER

7-8 September **Dorset Show - Woodsford Quarry exhibiting**

10-12 September **Hills Waste Solutions exhibit at RWM 2013 at the NEC** [www.rwmexhibition.com](http://www.rwmexhibition.com)

## Richard's spot nets him £50

Richard Taylor (kerbside LGV driver at Lower Compton) was the successful winner of the spot the ball competition in the last issue of intouch. Richard won £50 of vouchers for correctly guessing that the ball had vanished from square G7 which made him rather happy!



## The intouch word search win £50 of vouchers

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| I | N | T | L | N | S | O | L | R | A | R | S | L | T | N |
| N | C | N | A | O | P | N | C | M | I | S | T | T | N | N |
| R | E | Q | E | I | T | E | I | L | E | R | T | S | E | K |
| T | N | R | U | T | F | N | H | L | B | S | R | E | M | T |
| S | Y | N | Y | A | W | D | E | E | P | S | N | R | T | N |
| A | L | R | M | V | L | T | A | M | C | R | O | V | I | E |
| S | S | I | N | O | N | I | L | Y | Y | O | L | I | M | F |
| R | L | H | O | N | E | S | T | Y | E | O | R | C | M | A |
| Y | Y | O | R | N | H | I | H | Y | C | B | J | E | O | S |
| F | H | S | A | I | R | A | M | B | U | L | A | N | C | E |
| T | C | E | R | G | N | O | R | T | H | A | C | R | E | L |
| I | R | U | E | L | T | T | H | O | I | M | S | T | M | C |
| M | E | T | A | E | A | T | E | O | L | N | H | Y | M | Y |
| A | N | M | I | N | D | E | E | I | L | O | S | R | S | C |
| I | T | I | C | S | C | D | T | H | S | C | E | I | I | T |

Air Ambulance  
Cycle Safe  
Family  
Honesty  
Kestrel  
Quality

Commitment  
Enjoyment  
Health  
Innovation  
Northacre  
Service

Core  
Ethos  
Hills  
Integrity  
Oil  
Speedway

Can you find the words that are hidden in the intouch word search? All the words have featured in this issue of intouch and include the core values featured on pages 16-17. The words are listed forwards and in reverse – horizontally, vertically and diagonally, so good luck!

**When you have completed your word search add your name and location and then either scan and email your entry to [competition@hills-group.co.uk](mailto:competition@hills-group.co.uk); or send via the internal post to Darren Goddard in the communications department, Marlborough.**

If you would like a separate sheet to complete the word search on please email [competition@hills-group.co.uk](mailto:competition@hills-group.co.uk) with your request.

**Entries must be received by Friday 30 August**

**Name:**

**Location:**

Keep up to date and keep in touch via [twitter @HillsGroup](https://twitter.com/HillsGroup) and [Hills Group](https://www.facebook.com/HillsGroup)