

into touch

The Hills Group magazine

Issue 37 December 2015



The HRC teams

at the frontline of
recycling in Wiltshire

- read more on pages 6 and 7

Pioneering safety technology

Active Safety Package on new
Volvo trucks - see page 4

Reaching new heights

Homes invest in JCB telehandler
- see page 11

Fullamoor Quarry

Plans and public exhibition
- see pages 12 and 13



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viewpoint

Household recycling heroes

Everybody I know in Wiltshire has been to one of our HRC sites and virtually all of them comment on the cleanliness of the site and the quality of the service they experience from the staff. So it is fantastic to see the HRC teams feature in this issue on pages 6 and 7. You might need to put sunglasses on first as the article contains a lot of hi-viz clothing!

Double national awards success

As a company we are always striving to do things to the highest standard and it is wonderful when our efforts are recognised. On page 5 you can read about our Year of Health & Safety initiative receiving a national award and on page 13 about Quarry Products achieving recognition for its outstanding contribution to the restoration of the Cotswold Water Park. Well done to all those involved.

Plans generate interest

Although we continue to be frustrated within all our activities by an increasingly difficult planning process, it is great to get some positive news. On the following page you can read about our success in gaining permission to build a renewable energy plant in Westbury – a project which you will no doubt read more about in future issues.

As 2015 draws towards a close I would like to wish you all a very merry Christmas and a happy, healthy and prosperous 2016.

Best wishes, Mike Hill, chief executive



Plans for NRE to generate energy are approved

Arla Foods
Westbury Dairies

Proposed
NRE site

Northacre Resource
Recovery Centre

Wiltshire Council's Strategic Planning Committee has granted planning permission for the Northacre Renewable Energy (NRE) plant on the open land between the Northacre Resource Recovery Centre (NRRC) and Arla Foods on the Northacre Industrial Park, Westbury (as shown left).

The NRE plant will utilise the latest Advanced Thermal Treatment (ATT) technology to generate renewable energy. Solid Recovered Fuel (SRF) produced at the neighbouring NRRC, blended with commercial and industrial waste will power the plant. A substation will be constructed on site to enable the electricity generated to be exported to the National Grid, together with possible private underground connections to local businesses.

Group director, Mike Webster commented: "Gaining planning permission is the first step in the process and we can now put further resources into the financial modelling and engage with project partners in more detail. This renewable energy plant will be a significant investment for our company and will provide Wiltshire with a sustainable solution for dealing with local waste whilst powering local businesses."

Move to Improve winners...

step up and take a bow

It has been another year of impressive 'Move to Improve' ideas which have helped to reduce accidents, save money, improve productivity, conserve resources and reduce waste.

The 2014/15 quarterly winners and the overall winner gathered at Wiltshire House to receive their prizes from Mike Webster, Group director – Waste Solutions.

James Earle, warehouse operative from the Northacre Resource Recovery Centre (NRRC) claimed the top prize of a £500 Argos voucher for his suggestion of improving the lighting outside the NRRC warehouse to make the loading of black bales in poor light conditions safer. The quarterly winners received a £25 Argos voucher each.



Pictured left to right (Back row - quarterly award winners) Tom Clifford, assistant kerbside manager; Adam Powell, shift operator NRRC; (Paul Scrivens, NRRC plant manager); Sam Douglas, administrator; Kate Pittuck, technical officer. (Front row) Daryl Taylor, environment manager; overall winner James Earle, warehouse operative NRRC and Mike Webster, Group director Waste Solutions.

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Pioneering safety technology for new trucks



One of the new Volvo FH-500, 6x2 tractor units fitted with the Active Safety Package.

Waste Solutions is one of the first fleet operators in the UK to specify the 'Active Safety Package' on three new Volvo FH-500 6x2 tractor units.

The Active Safety Package includes a host of advanced features including: Autonomous Emergency Braking System (AEBS) and Adaptive Cruise Control with Forward Collision Warning. AEBS uses a combination of a forward facing camera and a radar scanner to automatically apply the brakes when it senses that it is closing in on an object in its path.

"Being able to fit AEBS to these latest Volvo tractor units was very important to Waste Solutions," confirms Nathan Carr, fleet and collections manager. "It underlines Hills' commitment to road

safety for all road users. Like Volvo, road safety is very important to us."

Bulk artic LGV driver, Nigel Townsend (pictured right) added: "The cab has been completely redesigned around me, the controls are closer to hand and visibility is greatly improved with the new mirrors. I spend a lot of time in this cab and after a hard day's driving the sleeping bunk is really comfortable and the cab is spacious."



Tridem and liked them

A new Volvo FM 8x4 Tridem (pictured right) is the latest addition to the waste collection fleet.

As Lower Compton depot manager Chris Boyd explains: "The stability offered by the latest Tridem (three axles) configuration, means the potential problem of overloading the rear axles has been resolved.

"The best thing about the FM 8x4 Tridem from the driver's perspective is that it is so manoeuvrable. This makes it safer in both rural and urban areas, where drivers often have to



manoeuvre in tight spaces and between parked cars. Visibility from the new cab has been improved over the old FM model too."

Take a look at the new vehicles in action in a video specially commissioned by Volvo at: **YouTube.com/TheHillsGroup**

Pictured left to right: Dr Toni Gladding (presented the award); Paul Elling, health and safety manager Waste Solutions; Mike Webster, Group director - Waste Solutions and awards host Nick Hewer.



The Year of Health & Safety scoops award

The Year of Health and Safety (YOHAS) 'Safer For All' has won a prestigious Chartered Institution of Wastes Management (CIWM) award.

The YOHAS beat strong competition in the 'Delivering Health and Safety Best Practice' category to claim the top prize. In the words of the CIWM judges, YOHAS is: "...a robust and ongoing health and safety campaign that has delivered significant results, including a 40% drop in its RIDDOR reportable accident rate."

Qwizdom is pushing all the right buttons

Waste Solutions has introduced an innovative training aid 'Qwizdom', which is making health and safety training interactive, memorable and recordable.

Paul Hill, kerbside recycling manager said: "Qwizdom is easy to set up with any PowerPoint presentation. Employees get involved with the training by answering multiple choice questions using a handset. It's an interactive, fun experience which helps to maintain participants' interest.

"Reports can be added to the training file for each team member showing how their knowledge is developing and providing an auditable trail."

Paul Elling, health and safety manager



added: "Qwizdom represents a major step forward for us. In addition to improving the quality and effectiveness of our training sessions by involving staff more actively, it also enables us to reduce the amount of paperwork involved which we are keen to do to remove barriers to learning and improve efficiency."



Meet the household recycling heroes...

For 20 years Waste Solutions' employees and sub-contractors have been the public face of the Wiltshire Council waste contract – helping the county's residents recycle their waste at the 11 Household Recycling Centres (HRCs), from Purton in the north to Salisbury in the south.

Hard work and dedication

Pivotal to this achievement is the hard work and dedication of HRC employees who assist and advise members of the public (in all weathers) to ensure that as much as possible gets recycled and volumes of material for landfill are minimised. Hills' employees also have to keep the sites safe for all users whilst managing the flow of people and traffic - and as recycling manager Henry Newbery explains, they're doing a great job:

"I am proud of the service we provide to Wiltshire residents, our employees are always courteous, well presented and the sites are kept clean and tidy - we run Household Recycling Centres, not dumps. The change in operating hours at the HRCs has presented some challenges, but I'm delighted to say that our employees have maintained the same high quality of service. Our employees have a great relationship with their customers, many of whom are on first name terms with the HRC teams - and we receive a lot of compliments each year."

"... a member of staff was on hand to guide people in and out of spaces so that people could enter and exit the site quickly and efficiently. It only took me about 6-7 minutes to park up, empty my car and leave. Very satisfying!! Thank you."

Compliment from HRC user: September, 2015

"... I was very impressed by the kind, helpful, efficient staff at your HRC site. I was struggling to lift a load of rubble out of my car, when a member of staff came along and sorted it all out for me. I have to say how extremely impressed I was by the team there."

Compliment from HRC user: June 2015

Unusual finds...

A curious array of items have been discarded at the HRCs over the years including the following notable finds:

- An antique stuffed fish from the 1800s in a presentation box
- Car keys
- Passport and flight tickets mistakenly thrown away but quickly found and returned
- An urn - containing ashes!



Unwanted in Wiltshire - cherished overseas

Each year unwanted bicycles, tools and spectacles are recycled at Wiltshire's HRCs. Hills' association with a number of charitable organisations means these unwanted items are making a positive difference to people's lives around the world:



Tools For Self Reliance -

Thousands of hand tools have been collected and shipped to Africa to help craftsmen earn a living.



Lions Club International -

To date 11 bags (190kg) of spectacles collected from HRCs have helped improve the sight of people as far away as Nepal, India and South America.



Jole Rider -

More than a thousand bicycles have been collected, reconditioned and given to African children so they can cycle to school.



Devizes: Bruce McRobert-Thompson (site supervisor), Joe Chapman. Not shown: Sayed Youseff Mahmoud Mohamed.



Everleigh: Peter Strange (site foreman), Nick Beck.



Honeyball: Andrew Yeates, Melanie Beswick (site supervisor). Not shown: Chris Deamer.



Marlborough: Kevin Archer (site supervisor), Julie Pye.



Melksham: Nicholas Goddard, Robin Pearse (site supervisor). Not shown: Shane Flexon.

"I've enjoyed working at Hills' HRC sites. We try to work in partnership with members of the public who are particularly pleased to discover that many items can be re-used."

Bruce McRobert-Thompson
(Devizes site supervisor)



Purton: Jessie Bunce (site supervisor), David Tarrant, Suzanne Willis.



Salisbury: John McGrath (site supervisor), Graham Jarman, Roy Williams and Scott McGrath. Not shown: Roger Ford and Chris McMenamin.



Stanton St Quintin: Nigel Bray (site supervisor), Mark Farmer, Gary Bancroft. Not shown: Stuart Thatcher.



Trowbridge: Darren Humphries, Michael Tucker, Darren Cottee (site supervisor), Chris Jenkinson.



Warminster: Chris McKenna, Julian Dutton (site supervisor), Colin Miles (retired) Terry Riggs. Not shown Steve Bell and Geoff Sambells.



Amesbury: Shaun Harvey (site supervisor), Richard Whittle and Peter Kerley.

(All HRC recycling operatives, unless otherwise stated)

Lower Compton says howdy to delegation from Saudi

Waste Solutions recently welcomed two visitors from the Saudi Arabian city of Jubail who were visiting the UK to research waste management best practices.

The visit followed a recommendation from Waste Solutions' consultants 'Atkins' who are working with the Royal Commission in Jubail to evaluate options for a new waste management system. Hills' guests enjoyed a busy day visiting a selection of key operational sites



Pictured left to right are: David Meakin, site manager (landfill) Waste Solutions; Ahmed Fahrood, waste manager, Industrial City of Jubail; Mani Al-Harshan, director of sanitation - Royal Commission for Jubail; Daryl Taylor, environment manager - Waste Solutions.

including a tour of the Lower Compton facility followed by a trip to Westbury to visit the Northacre Resource Recovery Centre. Following the visit Mani Al-Harshan said: "I want to extend my warm appreciation to everybody at Hills

for their excellent arrangement of our visit, it gave us a visual experience of the technology, systems and practices used in the UK for waste management and will help us develop our practices in Jubail."

Customer praise

Waste Solutions' consultant Andy Grey (pictured right) has been managing the account for local Chartered Surveyors and Property Consultants Loveday for two years and so he was delighted when they offered a glowing testimonial about Hills' service standards.

Mike Wakefield, consultant at Loveday, said: "After switching from bigger, national suppliers we have found standards of

service, attention to detail and response time from Hills - a local company - a refreshing change. Making sure waste is collected and statutory obligations met are important tasks willingly entrusted to Hills."

Andy said: "Keeping customers happy is our number one priority but this is only made possible with the ongoing support of the transport and administration teams."



HRC league table

Congratulations go to the Marlborough HRC team team (pictured on the cover), who reclaimed their place at the top of the HRC league table (for the period August to October 2015) pipping Melksham by just 0.8%.

It was an impressive performance from all the HRC teams with only 8.8% separating all 11 sites.

% of waste recycled August to end of October 2015

1 Marlborough 83.2%	7 Devizes 79.0%
2 Melksham 82.4%	8 Honeyball (Calne) 77.1%
3 Warminster 82.3%	9 Salisbury 76.0%
4 Trowbridge 81.4%	10 Everleigh 74.8%
5 Purton 80.9%	11 Amesbury 74.4%
6 Stanton St Quintin 80.2%	

Homes' new starters

This year Homes has welcomed a number of new starters to the team in preparation for a busy year ahead in 2016. Group director, Nick King said: "I am delighted to welcome a number of new employees to the head office and site construction teams. We have some major projects starting in the new year and our expansion is a positive step towards preparing ourselves for this important time."



Nick King
Group director Homes



Raymond Brotton
Skilled site labourer



Kevin Pocock
Buyer



John Mudd
Site labourer



Madria Herne-Knipe
Administration assistant



Phillip Curtis
Site labourer



Simon Erith
Site labourer

New homes proposed in Wroughton

Homes has submitted an outline planning application to build 104 new homes on land west of Woodland View, Wroughton.

As part of the public consultation process, local residents were invited to the Ellendune Community Centre on 16 November to view the plans and have their questions answered by specialist consultants Pro Vision and Cole Easdon.

The Wroughton site is identified as a preferred site for housing in the emerging Wroughton Neighbourhood Plan and a decision on the planning application is expected from Swindon Borough Council in the new year.



Nick King answers questions from local residents at the public exhibition.

Sales roundup...



Station Meadows, Calne

All properties from phases one and two of this popular development have now sold and only four, two bedroom Collingbourne apartments remain from the third and final phase.

The Orchard, South Marston

Following a lot of interest from prospective buyers, three properties are now sold and the remaining plot is reserved.

Cowbridge Mill, Malmesbury

Construction is progressing well and a detailed brochure is close to completion for this development of 13 dwellings in the southern Cotswolds.



Plots 1 to 3

Plots 11 to 13



Battlewell, Purton

Just two of the four bedroom family homes remain in this development, including the 'Pry' view home which is open from 10.00am - 2.00pm every Saturday.

Stembridge Close, Burghclere

Construction is now fully underway. One plot is already sold and four have been reserved leaving just one plot remaining.



Homes to reach new heights and save money

Homes has invested in an impressive JCB telescopic handler which will make short work of lifting roof trusses and will soon be saving the business money.

John Doody, Homes' production manager commented: "We came to the decision to purchase the JCB telehandler in light of the larger developments we will be starting in 2016 which include 61 units at Hillside Way, Blunsdon and 200 units at Oxford Road, Calne.

"Historically we have developed smaller sites of under 20 units, where it made economic sense to hire a crane as and when we needed to lift roof trusses. The additional investment in the JCB 540-200 will pay for itself within 12 months, when you consider typical crane hire costs are about £1,350 per day. As all sites require a forklift, the addition of this type of machine allows us

to do the normal day to day works as well as eliminating the crane costs.

"The telescopic arm of the JCB 540-200 can lift and place 1,500kg loads up to a height of 20m, it has excellent manoeuvrability and wide spread stabiliser legs for safety and stability.

"We are undertaking additional training for both the site managers (lift supervision) forklift drivers & general operatives (slinger/signaller) so that all our site staff will be fully trained to ensure the works are done safely."

Forthcoming developments...

Blunsdon

This medium sized development will consist of 61 new dwellings. Here's a first glimpse of one of the detached four bedroom family homes, 'The Cherhill'.



Watchfield

This small development of 16 new homes is located in the popular village of Watchfield to the south east of Highworth in the Vale of the White Horse, Oxfordshire. Shown below is one of the exclusive four bedroom family homes.



Fullamoor Quarry plans and public consultation

Securing new mineral reserves is essential for a business like Quarry Products. Whilst the opening of the new Cerney Wick Quarry is helping to meet the demand for sand and gravel in the Cotswold Water Park – a potential new site in South Oxfordshire, 'Fullamoor Quarry', has been identified and Quarry Products has been consulting on its plans.

Fullamoor Quarry lies on the terraces of the River Thames, an area which has provided quarry locations for many years, and the proposed site is located opposite the Culham Science Park near the village of Clifton Hampden on the main A415 road.



Public exhibition

A key part of the consultation process in 2015 was a public exhibition held at Abingdon Vale Cricket Club in November. The day-long event was promoted with local press advertisements, leaflet drops to residents and through a dedicated website www.fullamoorquarry.co.uk.



140 people attended the exhibition where senior managers from Quarry Products and specialist consultants were available to answer a wide variety of questions. Feedback was collected on the day and further comments are being received through the dedicated website. The feedback received will help shape the planning proposal which is likely to be submitted to Oxfordshire County Council (OCC) in early January 2016.

Restoration

As featured to the right, Quarry Products has won a number of awards for the quality of its restoration work – and the plans for restoring Fullamoor Quarry after its 10 year lifespan are up to the same high standard.

The site would be returned to a mix of agricultural land and lakes with reed bed and woodland areas with a nature conservation focus. Only on-site materials would be used to reinstate the ground, no material would be imported to the site. As well as providing a desirable leisure amenity the lakes would improve flood risk mitigation in the area.

Group director, Peter Andrew commented on the Fullamoor Quarry proposals: "We have liaised with local stakeholders from the outset of this project and their feedback will help formulate our final planning application. Should OCC grant us planning permission, careful phasing of the extraction coupled with sensitive landscaping and the highest operating standards would minimise visual dust and acoustic impacts. Restoration work would improve the site's current diversity of habitats and new footpath routes would be created to enhance the rights of way network for the local community."

Look out for more news on Fullamoor Quarry in future intouch issues.



The proposal

The initial period of public consultation began in 2014 and following feedback from local stakeholders and organisations Quarry Products substantially altered its proposal, which now includes plans to:

- Extract 2.5 million tonnes of sand and gravel over 10 years to supply the increasing demand for construction aggregates in the local area. (Initial plans were to extract 5 million tonnes over 25 years.)
- Dig sand and gravel using a loading shovel and transport it by field conveyors to the processing plant.
- Construct a purpose designed access to the A415 to Highways Agency standard.
- Construct a low-level aggregates processing plant and concrete plant to minimise the visual impact.
- Only use existing on site material for the restoration. No 'waste' will be imported to the site.
- Provide 15 new local jobs plus additional work to other local businesses.
- Improve the flood risk mitigation in the area.
- Protect the Scheduled Ancient Monument at Fullamoor Plantation.



Special award for restoration

Quarry Products has received a special award from the Mineral Products Association (MPA) for its outstanding contribution to the restoration of The Cotswold Water Park.

The award was presented at the MPA's Quarries & Nature event, hosted by BBC Country File's Helen Skelton. The event brought together over 60 different environmental and conservation organisations to celebrate and showcase some of the innovative and imaginative high quality restoration projects that have taken place.

Commenting on the award, Peter Andrew said: "This award acknowledges our commitment to restoring the land we use to a high standard and I am delighted that everyone's efforts have been recognised."

"Hills work closely with partner organisations such as the Cotswold Water Park Trust and the Wiltshire Wildlife Trust to deliver areas such as this one, which are rich in wildlife and regarded as assets by the local communities. It is these partnerships that have helped us to achieve a number of awards."



Shipston High enjoy a tour of Dry-leaze

Year 10 Geography students from Shipston High School in Warwickshire enjoyed a field trip to Quarry Products' Dryleaze site as part of their studies. Shorncote quarry manager Danny Houghton showed the students around the site explaining how a sand and gravel quarry works and the process involved in restoring a quarry into a peaceful wildlife haven.



Wiltshire College really dig MPO apprenticeships



Quarry Products is working closely with Wiltshire College and the Skills Funding Agency to develop an apprenticeship scheme for aspiring Mobile Plant Operatives (MPOs).



Peter Andrew, Group director Quarry Products said: "The MPO apprenticeship scheme will offer students a pathway into a practical quarry industry career. Students would split their time between classroom based study and developing practical skills at Hills' sites under the stewardship of an appointed Quarry

Products' mentor. We're hoping that the first apprentices could be enrolled for the start of the 2016/17 term. The MPO apprenticeship will help plug a significant gap in the skills market and also complement the more management-focused curriculum we are developing with Swindon UTC."

A rewarding experience for Ollie

In the last issue of intouch we reported on how University of Leicester student Oliver Thompson had joined Quarry Products on a three month placement. Here in Ollie's own words is a summary of his full and varied work experience programme:

Extremely interesting

"My work experience began with an informative tour of Hills' quarries where I learnt about the different aggregates and the processes required for their successful extraction. A lot of my time was spent working alongside the quarry manager, site foreman and plant operatives to get an understanding of a quarry management role from both a technical and administrative point of view. It was challenging



"All in all it was an incredible three month internship with Hills Quarry Products."

yet extremely interesting trying to apply some of my geological knowledge to a commercial environment. I also worked in one of the concrete plants learning about the different mixes and their suitability for certain tasks.

Supply and demand

"My time with the sales team gave me an insight into the processes of creating and altering contracts for customers and the challenge of balancing supply and demand. This experience linked in well with my time spent working on the quarry's weighbridge. Working in the haulage department showed me how drivers' routes are organised for the most efficient journeys.

"I spent time with the accountants, learning all about the budgeting, profitability and cash flow within the division. This also covered the processes they go through to create a monthly and annual report as well as a breakdown of all of the expenditure and income throughout the company.

"I would like to thank everyone at Hills who gave their time to explain their roles and the quarrying industry. All in all it was an incredible three month internship with Hills Quarry Products."

Driving standards up

Vehicles across Hills' fleet are being fitted with the distinctive yellow and black stickers of the 'How's My Driving?' (HMD) road safety scheme.

HMD is recommended by the Freight Transport Association and aims to reduce the risk of road accidents, by reminding drivers to concentrate on their driving style. This in turn can help reduce insurance premiums and save money on fuel and tyres.



As fleet and insurance co-coordinator Emily Browning explains: "Each Hills vehicle is fitted with a highly visible yellow and black sticker displaying a reference number unique to the vehicle. Studies have shown that callers find it easier to remember these four digit numbers than a registration plate.

"Members of the public can leave comments using the user friendly reporting systems (phone or website). They can also request feedback if they would like it. The HMD website allows us to run quarterly and yearly reports by depot to see how we are



performing in the scheme. These reports help management identify potential problem areas, routes and possible improvements."



Nathan Carr, collections and fleet manager Waste Solutions added: "We receive very few reports of bad driving and this is testament to the commitment our drivers show to the Good Driving Charter. Being part of HMD helps to reaffirm to other road users that we have high standards when it comes to driver behaviour.

The HMD scheme is not something our drivers should worry about, but something they should be proud to be part of."



Hills chief executive Mike Hill (2nd from right) took to the ice at the Link Centre with Willie the Wildcat, Wildcats' general manager Steve Nell, marketing manager Sally Price and members from the playing squad to celebrate the sponsorship.

A purrfect partnership with the Wildcats

Hills has continued its long history of supporting Wiltshire based sports teams by agreeing a sponsorship deal with the Swindon Wildcats who play in the English Premier Ice Hockey League. As part of the deal Hills' employees can purchase discounted tickets for home games.

Chief executive Mike Hill said: "As a Swindon based company we are delighted to be supporting one of the town's elite sports teams. The Wildcats have an impressive track record of community engagement and we are looking forward to many exciting evenings at the Link Centre."

The Wildcats marketing manager Sally Price added: "We are delighted that a company of Hills' stature has agreed to become one of our club partners."

COMING SOON...

1st issue of the new **Safer For All** newsletter!

Following the results of the first Hills health and safety culture survey, a new publication has been developed to help improve communication and employee engagement in the crucial area of health and safety.

The 'Safer For All' newsletter includes indispensable advice, plus news and information on Group wide initiatives – all presented in a bright, easy to read new design.

The first issue includes a 'spot the near miss' competition on the back page where 20 unsafe acts and unsafe conditions have been included in four illustrations of 'virtual' Hills' environments.

There are three £20 Amazon vouchers to win, so be sure to enter the near miss competition!



Getting to know... **Miles Bennett**

Second in the series of 'Getting to know' profiles is Miles Bennett, communications and publications assistant from the Swindon office and one-time international sportsman!

Describe your role...

I have been working within the Communications department at the

Swindon office since graduating 15 months ago from my Business Studies degree at Plymouth University.

My day to day role involves supporting Monique Hayes, Group communications officer and Darren Goddard, publications and online officer. Typical tasks include researching and writing stories for newsletters, staff announcements, brochures, press releases and other marketing material. I also monitor enquiries that come through Hills' websites.

Along with Darren I am responsible for the production and maintenance of content on the various company websites, social media and eTouch. This can take a considerable amount of time and effort but once you see the finished product it is very rewarding.

Hooked on rugby...

My dad has always been a Gloucester fan, so I have been going to Kingsholm since I can remember; with early memories of Gloucester losing to Wasps



in the Zurich Championship Final in 2003 despite having won the league by 15 points!

I first played rugby when my friend took me along to a training session when I was 13 and I have been hooked ever since. I went on to captain my school and Swindon Supermarine RFC until I was 18.

In the off season I signed up to play rugby league for Swindon to keep fit. After two years I broke into the England U18 Lionhearts squad but unfortunately just two weeks into training I was injured playing for my club and had to miss the rest of the season. Since then I have played a few times, training with my University and abroad in France whilst I was working for Airbus.

If you would like to feature in an intouch 'Getting to know...' profile, contact the Communications team or email info@hills-group.co.uk

Long service milestones

Congratulations to the employees listed below who achieved the following tremendous long service milestones during 2015:

25 years

Roderick Smart, Foreman - 29/05/1990
Nick King, Group director Homes - 8/10/1990

20 years

Michael Hill, chief executive - 01/07/1995
Brian Fitzpatrick, site manager - 01/12/1995

15 years

Paul Hinks, mobile plant operative - 05/01/2000
Andrew Ledbury, LGV driver - 22/05/2000
Simon Collins, key account manager - 24/07/2000
Garry Mulcock, LGV driver - 31/07/2000
Jon Bucksey, finance manager - 21/08/2000
David Smith, foreman - 30/10/2000

10 years

Darren Cottey, HRC site supervisor - 04/01/2005
David Forster, LGV driver - 27/01/2005
Thomas Doherty, LGV driver - 14/03/2005
Melanie Beswick, HRC site supervisor - 21/03/2005
John Warner, transport manager - 03/05/2005
Anthony Garrett, mobile plant operative - 06/06/2005
Malcolm Smart, kerbside LGV driver - 06/06/2005
Michael Aukett, kerbside LGV driver - 13/06/2005
Stuart Allen, commercial manager - 01/08/2005
David Long, service manager (Aspire) - 29/08/2005
Nigel Bray, HRC site supervisor - 05/09/2005
James Reed, concrete plant manager - 12/09/2005
Jon Hares, kerbside LGV driver - 10/10/2005
Wayne Ashley, 7.5t driver - 12/12/2005

Congratulations to the 'FORE' spot the difference winners

There were a record number of entries for the last intouch competition with nearly 80 employees spotting the 10 differences in the scene from the 2015 Hills Wiltshire Professionals' Golf Championship. The lucky four entrants who each received a £25 Tesco voucher were:

James King, MPO trainee (Woodsford)



Katie Hemmings, administrator and Malcolm Smart, kerbside LGV driver (both Lower Compton).



Shirley Elkins, accounts administrator (County Park)



Staying intouch with your views



The results of the second intouch survey are in and it seems you, the readers, are still happy with your company magazine but you would like to see it more frequently.

As you can see from the table the latest survey results are broadly comparable with the 2013 study. It's encouraging that a commitment to use better quality photographs has been recognised by the readers. Whilst the design and layout is still popular we will be looking to refresh the look of intouch in 2016.

A new question asked readers to rate the intouch competitions and encouragingly 48% thought they were good and 32% said they were great. Whilst 44% of respondents thought three issues per year was 'just right', 56% favoured a quarterly publication.

Don't miss out on our Xtra special Xmas competition in this issue with a chance to win a Hudl tablet (see back page)!



	2013	2015	% +/-
Number of pages "just right?"	83%	92%	+9%
Design & layout "good or great?"	94%	92%	-2%
Photography & imagery "good or great?"	88%	96%	+8%
Writing style "good or great?"	98%	92%	-6%
Relevance of articles "good or great?"	84%	88%	+4%

Thanks to all those who took time to complete the survey as your feedback will help shape future intouch issues. Congratulations to Denise Prosser, administrator in the Purton Transport office who was the lucky recipient of £50 of Amazon.co.uk vouchers. Happy spending Denise!

amazon



Instead of sending Christmas cards Hills is donating to charity

This Christmas, instead of sending traditional Christmas cards in the post, Hills is sending electronic cards to its customers, and the money saved on printing and postage will be donated to two charities for the homeless.

Local charities, Threshold and Doorway will each receive £150 to continue providing vital support to the homeless over the festive period and throughout the year.

Collection of items for Threshold

Throughout December employees based at County Park have taken up a collection of non-perishable goods such as tinned food, toothpaste and cleaning products to give to this month's charity, Threshold.

Hills' Christmas Care

For the past eleven years Hills has supported Christmas Care, a charity which focuses on providing temporary shelter over the festive season, and this year is no exception. Now for the twelfth year in succession Hills is supporting the local charity with a provision of waste collection services.



Chief executive Mike Hill is pictured with Lisa Lewis from the Doorway Project and Simone Walker-Campbell from Threshold who get lucky with their Xmas cracker receiving £150 each for their charities.

Household Recycling Centres - Christmas opening times

If you are planning a trip to one of Wiltshire's 11 HRCs over the Christmas and New Year period here are the days they are open and closed.

	December 2015 *close at 1pm on Christmas Eve.												January 2016			
✔ Open 10am to 4pm ✗ Closed	Mon 21	Tue 22	Wed 23	Thu 24	Fri 25	Sat 26	Sun 27	Mon 28	Tue 29	Wed 30	Thu 31	Fri 1	Sat 2	Sun 3	Mon 4	
Amesbury	✔	✗	✗	✔*	✗	✗	✔	✔	✗	✗	✔	✗	✔	✔	✔	
Devizes	✔	✔	✔	✗	✗	✗	✔	✔	✔	✔	✗	✗	✔	✔	✔	
Everleigh	✔	✔	✗	✗	✗	✗	✔	✔	✔	✗	✗	✗	✔	✔	✔	
Honeyball (Calne)	✔	✔	✗	✗	✗	✗	✔	✔	✔	✗	✗	✗	✔	✔	✔	
Marlborough	✔	✗	✗	✔*	✗	✗	✔	✔	✗	✗	✔	✗	✔	✔	✔	
Melksham	✔	✗	✗	✔*	✗	✗	✔	✔	✗	✗	✔	✗	✔	✔	✔	
Purton	✔	✗	✗	✔*	✗	✗	✔	✔	✗	✗	✔	✗	✔	✔	✔	
Salisbury	✔	✔	✔	✗	✗	✗	✔	✔	✔	✔	✗	✗	✔	✔	✔	
Stanton St Quintin	✔	✔	✔	✗	✗	✗	✔	✔	✔	✔	✗	✗	✔	✔	✔	
Trowbridge	✔	✔	✔	✗	✗	✗	✔	✔	✔	✔	✗	✗	✔	✔	✔	
Warminster	✔	✔	✗	✗	✗	✗	✔	✔	✔	✗	✗	✗	✔	✔	✔	

Our top three tips for recycling at Christmas

- If you are a Wiltshire resident there are lots of Christmas items that can go into your kerbside black box for recycling including:
 - metal biscuit tins, drink cans
 - mincemeat and jam jars, glass bottles
 - clean foil including mince pie cases and foil oven trays
 - envelopes (but not Christmas cards).

- Recycle your real Christmas tree at any one of Wiltshire's 11 HRCs or, if you have opted into the garden waste kerbside collection service, you can leave it next to your garden waste bin. Garden waste collections are suspended over the Christmas period but will start again from the 9th January onwards. Check www.recycleforwiltshire.com to confirm your waste and recycling collection dates over the Christmas and New Year Period.

- Keep any (reusable) wrapping paper and gift boxes so Santa can use them next Christmas!



Xtra special Xmas competition WIN a Hudl2 tablet!

Find the red baubles hidden on the pages of intouch and you could win a Hudl2 tablet. There are also three runners-up prizes of £25 Tesco vouchers each.



Simply count the number of red baubles on the pages of this issue then add your name and location and either scan and email your entry to info@hills-group.co.uk or send via the internal post to the Communications department, County Park. A competition entry sheet will be available on eTouch for employees.

Entries must be received by Friday 11th March 2016.



Number of baubles

Name

Location

Unique partnership celebrated in print

The unique relationship between Hills and Wiltshire Wildlife Trust has been celebrated in a 2016 calendar.

Stunning photography of Wiltshire's flora and fauna, (taken by the Trust's own employees) will provide a monthly reminder of what a wonderful county many of us live in.



2016 dates for the diary

January

- Friday 1st, New Year's Day (bank holiday)
- Sunday 3rd, Annual Leave Trading Window closes**

February

- Saturday 6th, 6 Nations Rugby Championship starts
- Monday 8th, Chinese New Year... of the monkey
- Sunday 14th, Valentine's Day

March

- Tuesday, March 1st, St David's Day (Wales)
- Thursday 3rd March, World Book Day
- Sunday 6th, Mothering Sunday
- Thursday, March 17th St Patrick's Day (Ireland)
- Friday 25th, Good Friday (bank holiday)
- Monday 28th, Easter Monday (bank holiday)

April

- Monday 11th to Sunday 17th, National Gardening Week
- Friday 1st, April Fool's Day
- Monday 11th to Sunday 24th - Annual Leave Trading Window**
- Thursday 21st, Queen Elizabeth's birthday
- Saturday 23rd, St George's Day (England)
- Saturday 30th, Hills' financial year ends

May

- Sunday 1st, Wiltshire Wildlife Trust Sarsen Trail
- Monday 2nd May, (Early May bank holiday)
- Saturday 21st, FA Cup Final at Wembley
- Monday 30th May, (Spring May bank holiday)

June

- Monday 13th to Sunday 19th - Recycle Week
- Sunday 19th, Father's Day
- Monday 20th, Summer Solstice (the longest day)
- Monday 27th June, Wimbledon Tennis Championships start