

intouch

CHAMPIONING LOCAL SPORT

Hills has granted over £1,000,000 to local sports clubs through the Landfill Communities Fund and direct sponsorship

**Meet the transport managers
who keep the business
moving forward**

PurGo software system improves
Waste Solutions' efficiency



PLUS!

Spot the ball to win
Amazon vouchers

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Viewpoint

Aspire to more

Retaining important commercial waste management contracts is always good news especially when it is the result of a good working partnership – constantly striving to improve service and efficiency as proven with our contract extension with Aspire Defence Services Limited (see page 4). Likewise it is a pleasure to welcome prominent new customers like Herman Miller (see page 3).



A question of S(up)PORT

Now that my body has entered its second half century I now realise that my sporting options are rapidly reducing! However it is very satisfying to know that as a company we can continue to help and support many local sportsmen, women and children who still have the capacity to compete! (See pages 8 – 9.)

Keeping the wheels rolling

I have heard it said that there is no such thing as a perfect day in the world of haulage and logistics in this world of ever increasing traffic and compliance. On pages 10 and 11 you can read about the people who are constantly trying to achieve that perfect day with our fleet of lorries whilst at the same time aiming to improve service and safety.

A new addition to the family

It was wonderful to welcome Prince Louis to the world a few weeks ago and Quarry Products will also soon be expanding its family in the shape of Mortimer Quarry. You can read about the preparations for the impending 'birth' (see pages 6 – 7).

I would like to wish you all a great summer and let's hope we see a lot more of the fantastic weather we have enjoyed over the last couple of bank holiday weekends!

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Herman Miller contract win



Following a tender process which included site surveys and a visit to the Porte Marsh MRF – Waste Solutions has secured a three-year waste management contract with international furniture manufacturer Herman Miller, at their 170,000 sq. ft. manufacturing and logistics facility in Melksham.

Waste Solutions' sales manager Neil Robbins (pictured above) led the tender team and commented: "We are delighted to have been selected to work with a prestigious manufacturer like Herman Miller.

"During the tender process, it became clear that Waste Solutions could implement new ideas so more items could be recycled. The contract includes collections of recyclable items such as metal, wood and card, plus food waste, hazardous waste and general non-recyclables."

Becci Ricardo, head of international safety and sustainability at Herman Miller (shown above left) reflected on why Hills was chosen for the waste management contract: "The impact the business has on the environment is very important to Herman Miller, so I am delighted to be working with a partner who shares our vision.

"Working with Hills will enable us to minimise our waste through new recycling initiatives."

Aspire contract extended after Enevo trial

Aspire Defence Services Limited (ADSL) has extended its waste management contract with Waste Solutions across five Army garrisons on Salisbury Plain and Aldershot.

The original contract was signed with ADSL in 2009, renewed for three years in 2014, followed by a two year extension in 2017. The further extension follows the impressive results of the Enevo bin sensor trial, which as Simon Coombs, Aspire service manager explains, has helped improve the efficiency of collections across the garrisons: "The Enevo wireless bin sensors measure the fill-levels of waste and recycling and identifies only the containers which need emptying."

"The information provided by the Enevo system enables us to continually optimise collection routes across the garrisons. As a result we have been able to reduce the vehicles operating from three to two. We have also reduced the number of bins from 2,200 to just 1,700."

Reflecting on the contract extension Gary McKinnon, divisional director Waste Solutions said: "Harnessing technology like Enevo bin sensors shows our commitment to providing ADSL with innovative solutions to improve efficiency. I am delighted to have secured the contract extension with such a prestigious client and we will be working hard to maintain an excellent service."

Mark Carr, ADSL managing director commented saying: "Our close working relationship with Hills Waste Solutions underpins our support of

the MOD's strategic objective of reducing the environmental impact of waste management.

"With a zero to landfill operation investment in innovation - waste sensor technology and food waste recycling - Hills Waste Solutions provides a service which places ADSL and our customer at the forefront in the application of smart technology. I look forward to continued working with Hills Waste Solutions, delivering great waste management and recycling solutions to the military."



Aspire Defence is contracted by the Defence Infrastructure Organisation under Project Allenby/Connaught.

Mark Carr, ADSL managing director and Mike Hill chief executive The Hills Group with one of the yellow Enevo bin sensors.

Thanks and farewell to popular employees

A number of employees have retired from their roles after impressive periods of long service.



Pictured left to right are Bob Tapp, recycling area manager (25 years), flanked by Henry Newbery, recycling manager and Steve Burns, divisional director; John Chapman, recycling area manager (21 years) and Lynn Daniels, PA to Group director (11 years) with Peter Andrew, Group director Quarry Products.

Henry Newbery, recycling manager Waste Solutions was keen to praise Bob and John's outstanding long service: "Both Bob and John have worked their way up through their long careers at Hills, and have made valuable contributions to the business, always managing their operations to a high standard. They have played key roles in developing new operations such as Marlborough

HRC and the Porte Marsh Recyclables Management Facility. I would like to thank them for their contribution and commitment to the business and to wish them both the very best in the future."

Peter Andrew, Group director Quarry Products said: "Lynn has been an indispensable personal assistant and I would like to take this opportunity to thank her for all her hard work. Lynn's lively and bubbly personality and positive approach will be greatly missed. We all wish her a very relaxing and enjoyable retirement."

Other employees retiring after significant long service include Geoff Bond, LGV driver Shorncliffe (18 years), Richard Smith, mobile plant operative Shorncliffe (14 years) and contractor driver Jon Bond who retires after 30 years' of working with Quarry Products.

Honda team move on

Following Honda of the UK Manufacturing Ltd's decision to appoint a new waste management contractor earlier this year, 12 employees transferred from Waste Solutions to join the new provider.

Pictured right Mike Hill, chief executive thanks Richard Bond, contracts manager (25 years) and Emma Carter, contracts co-ordinator (six years) for their contribution to the Honda contract and their long service. Also pictured is Brian Ryder, Honda service manager (eight years). Thanks also go to the following employees (not pictured - recycling operatives unless otherwise stated): Anthony Rodrigues, Clive Burger



(seven years), Matthew Hawkins (five years), Omer Kaymak (10 years), Michal Borowski, Terry Hill (general operative); plus Christopher Wheatley, Kelvin Douglas and Marc Culliford (nine years) all recycling team leaders.



Mortimer Quarry update

On-site works near completion

As intouch goes to press the site preparation work at Mortimer Quarry on the Berkshire and Hampshire border is nearing completion with mineral extraction due to start imminently.

Mortimer Quarry is located within a large area of commercial forest owned by Englefield Estate and the timber will be harvested in phases to allow the sand and gravel to be extracted. Before any trees were felled last year trained ecologists captured and moved a total of 295 slow worms, 177 common lizards and two adders from phase one of the quarry. Archaeologists were also on site as the top soils were removed, but to date nothing has been found. The top soil stripped from the first phase has been used to create mounds of earth known as bunds (see image 5) which provide a visual barrier into the site and help to reduce noise.

One of the key on-site structural works in preparation for the opening of the quarry has been the installation of a 26 metre overhead gantry across

Welshmans Road (see 1 and 6). The gantry houses the conveyor which will carry sand and gravel from the extraction area to the processing plant, resulting in fewer quarry vehicles using the road.

Contractors have been refurbishing the existing processing plant (see 2) and improving the access road to the quarry (see 4) whilst a new site entrance sign has been erected.

In addition to on-site construction, the quarry team is also taking shape. Kevin Cleall (see 3), who has 22 years' experience in the quarry industry, has been appointed as Mortimer's quarry manager. Quarry Products is recruiting for a number of other roles and is also offering an

apprenticeship position at the quarry.

In the summer Quarry Products is planning to hold an open day when local residents can visit the site to gain a better understanding of Hills' activities and how the site will be restored to a more biodiverse mix of woodland and heathland habitats after the mineral extraction has been completed.

"I would like to thank all our employees and contractors for working so hard and diligently to get the Mortimer Quarry site ready for the first phase of mineral extraction. We will work progressively to ensure that extraction areas are kept to a minimum and restored once worked."

Peter Andrew, Group director
Quarry Products.



Hills shows its **support for local sport**

Over £1,000,000 granted through the Landfill Communities Fund and direct sponsorship

Hills has supported a number of projects at Westbury Rugby Club including a £10,000 LCF grant for new changing facilities; sponsorship of their ladies team and funding for a 10-a-side tournament (see cover image).



£10,000+



Westbury Rugby Football Club
New changing facilities
This project has been supported by
The Hills Group with a donation under the
Landfill Communities Fund in partnership with
Community First



Hills has donated nearly £1 million to 79 sports teams and associations via the Landfill Communities Fund (LCF) since 2002. Over the last 16 years funding has been granted for a variety of new facilities and renovation projects, with a wide range of sports benefitting including: football, rugby, tennis, golf and cricket through to supporting BMX tracks, skate parks, canoe clubs and a boules and petanque pitch.

Mary Hardwidge is the grants officer for Community First (who administer LCF applications on behalf of Hills) and said: "It always gives me immense pleasure to be involved with the administration of the LCF in Wiltshire. Sports facilities are the second most popular amenity to receive funding by The Hills Group and the organisations that benefit are always extremely grateful. They play a huge part in socialisation in rural areas and people's fitness".



Young cricketers at Chippenham CC were pleased to receive new cricket nets funded by a £5,000 LCF grant in 2015.

£5k



Colerne Boules and Petanque Club benefitted from a £2,500 LCF grant in 2017.

£2.5k



Calne Tennis Club received a £15,000 LCF grant providing new courts for players in the town.

£15k



38 years
sponsorship



33 years
sponsorship

In addition to donations via the Landfill Communities Fund The Hills Group has also provided direct funding to sports teams and competitions in Wiltshire and surrounding areas for many years. Perhaps most impressively, this year will be the 38th Hills Wiltshire Professionals' Golf Championship and the 33rd Hills Wiltshire Junior Golf Championships (see above).

Numerous local sports teams proudly wear the Hills logo as their main sponsor. Including the forthcoming 2018/19 season, Hills has been the main sponsor for Calne Town Football Club for eight consecutive years and has sponsored many junior teams as well, including South Cerney Junior FC (both pictured bottom right).

Mike Hill, chief executive said: "Sports facilities are valuable to any communities as they provide opportunities for people of all ages to keep fit and socialise. We have donated well over £1,000,000 through both the Landfill Communities Fund and direct funding and we are proud to support the teams from the areas we operate in."



Bromham BMX Bike Track opened in 2013 after receiving a £10,000 LCF grant.

£10k



Calne FC
Sponsorship

South Cerney Junior FC
Sponsorship

Keeping the business moving forward

Meet the transport management team



John Warner, transport manager - Quarry Products at a driver briefing.

John Warner is the transport manager for Quarry Products - and is responsible for running a fleet of 17 rigid tippers, five articulated tippers and a sweeper which travel around 1.5 million kilometres per year.

As John explains: "The main aim of my role is to run a profitable and efficient fleet which meets the increasingly stringent focus on safety and environmental compliance whilst ensuring high levels of service for both internal and external customers."

Every day is busy

"No day is the same! That's the enjoyment. Each day comes with its own mix of challenges. From high volumes of work, vehicle breakdowns to adverse weather. Every day is busy but nothing would work without the continuing efforts of our drivers and schedulers."

Achieving high standards in a very testing industry doesn't happen by accident, as John explains in his own words: "Our vehicles are specified to Mineral Products Association standards with four-way cameras, side scan and audible left hand warning."

"The effort and commitment from our drivers always astounds me. Their knowledge of sites and ability to work under pressure and to achieve deliveries often in some very remote spots is a testament to why Quarry Products' fleet is in a very healthy position."

Enhancing standards

"Our drivers are trained on site safety, vulnerable road user awareness, as well as vehicle specific handover training to get the best out of the equipment they operate. We are also embarking on a FORS (Fleet Operator Recognition Scheme) Bronze submission as a further benchmark on enhancing standards within the fleet."

Nathan Carr is the fleet manager and Operator's Licence holder for Waste Solutions. This busy role sees Nathan working closely with both depots and dealer workshops to ensure that all 113 large goods vehicles (LGVs) in the fleet are serviced and maintained to the standard required by the Traffic Commissioner.

As Nathan explains: "Like any business running a fleet of LGVs we need a Vehicle Operator's Licence from the Traffic Commissioner to operate legally, so it is imperative that we maintain our high standards at all times. All trucks in Waste Solutions' fleet are serviced every six weeks and between services our drivers inspect their vehicles, get any defects repaired and keep them in a good, clean, roadworthy condition."

"This is a challenging and busy role and without the hard work and efforts of all drivers, administration team and our workshops it simply wouldn't operate."

been fitted with advanced safety technology including four-way recordable cameras and a side scan system which can alert drivers to the presence of cyclists or pedestrians on their nearside.

Most efficient

Nathan is also responsible for all new truck purchases and explains: "It is important to maintain a new fleet as our vehicles are a very visible part of the company, and moving to Euro 6

engines means we are utilising the latest technology and driving some of the most efficient diesel vehicles on the road today."

Advanced safety technology

Since 2014 all new LGVs in Waste Solutions' fleet have



Nathan Carr (left) agrees a service and maintenance deal for a new Volvo Rear End Loader with Wales & West Truck and Bus Ltd.



Emma McArdle, fleet and insurance co-ordinator hands over a commercial vehicle handbook to LGV driver Andrew Ledbury.

Fleet and insurance co-ordinator Emma McArdle deals with motor and commercial insurance and also supports both Nathan Carr and John Warner in a wide variety of tasks.

"It's a very varied and enjoyable role. Not one day is the same which I absolutely love."

Emma works closely with Nathan Carr, John Warner and the drivers to maintain compliance and driving standards. Initiatives like the How's My Driving? scheme together with the LGV driver handbook (pictured above) is having a positive impact on driving standards over the past two years.

Emma is also working on a project to get the 34 vans in Hills' fleet certified with the Freight Transport Association's 'Van Excellence' scheme (see below).

As Emma explains: "We are working towards Van Excellence certification which will bring a number of benefits and as the scheme is recognised by insurers it could help reduce costs at renewal." A number of factors are assessed before Van Excellence certification can be achieved including:

- Vehicle condition
- Safe working environment
- Vehicle standards
- Driver licensing, behaviour, compliance and competence.





Tony celebrates long service milestone

Shorncliffe Quarry foreman Tony Stepp has celebrated the impressive milestone of 30 years' service with Quarry Products.

As Andrew Liddle, divisional director – Quarry Products explains: "Throughout his 30 years with Hills Tony has seen many changes and has helped make Shorncliffe Quarry the success it is today.

"His dedication to high work standards and commitment to achieving goals in sometimes challenging conditions are commendable. His personality shines through regardless of the depth of mud he may find himself in!"

Tony Stepp, Shorncliffe Quarry foreman (centre) celebrates his 30 years' of service with Andrew Liddle, divisional director (left) and Peter Andrew, Group director Quarry Products (right).

Secondment recognises Dave's development

Waste Solutions has promoted from within, appointing former site technician Dave Byatt to assistant site manager at Lower Compton landfill in an initial six month secondment.

Dave joined Hills in 2014 and as waste operations manager Simon Allen explains: "Dave's positive attitude and willingness to learn has stood out since he joined us. Dave also successfully completed the challenging Certificate of Technical Competence in 'Managing Physical & Chemical Treatment – Non Hazardous Waste' highlighting his suitability for a management role in the business."

Dave began his new role as assistant site manager in February and said: "I am enjoying assisting with the challenges of efficiently managing a waste operation whilst



Dave Byatt, assistant site manager with Simon Allen, waste operations manager.

adhering to the relevant industry regulations. I aim to continue my professional development within Hills and to expand my knowledge of best practice in the industry."

By George... Henry's a dad again!

Henry Newbery, recycling manager for Waste Solutions is the proud father of a bonny baby boy.

As Henry explains: "George William Arthur Newbery arrived a little earlier than expected on 12 February 2018, weighing a healthy 6lb 3oz. He is enjoying being doted on by his big sister Poppy."

Congratulations Henry and Kate and welcome to the world George!



Tom's work experience with Homes

Tom Morey, a carpentry student at Wiltshire College joined Homes for a week's work experience placement. Tom spent time with the Homes team to learn about the planning, technical, commercial and building processes.

Mark Tinson, business development manager said: "We agreed to give Tom the opportunity to undertake his work experience placement with Homes and it was very useful for us, as well as Tom. It reminded us of every detail and process we undertake for all our developments from acquiring land, planning and building through to the property sales." Tom was asked about his experience and gave some insightful feedback:

Q: What did you find interesting during your week with Hills?

Tom: "I found the land research and development side interesting and I was surprised at the number of different stages involved. I saw how the on-site teams work together to build developments safely with little delay and to a high standard."

Q: Did you find the week beneficial and did you learn anything?

Tom: "I learnt an awful lot. In college, we focus on the physical elements of site work and we learn very little about the commercial, planning and procurement aspects."

Q: Would you recommend Hills as a place for work experience?

Tom: "Yes I would as everyone is very welcoming and flexible to your needs and it was good to learn about The Hills Group as a whole."



Tom Morey with Mark Tinson, business development manager Hills Homes.

Q: Has Hills shown you other avenues that you might wish to pursue later in your career?

Tom: "Yes, from construction through to the waste industry. I realised there are a number of different roles in construction and many jobs I hadn't considered before."

Q: Would you consider Hills as a place that you might wish to work for in the future?

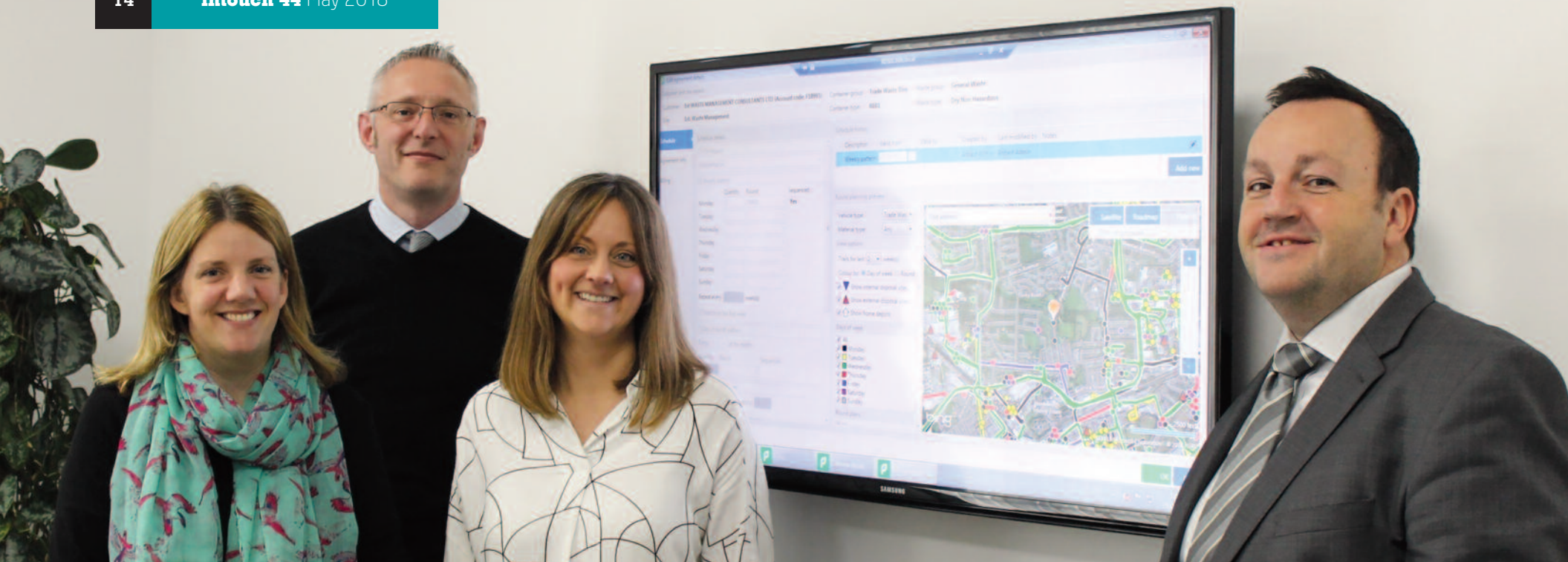
Tom: "Yes, definitely as you can see people are happy in their roles and numerous people have worked at Hills for many years."

First property purchase at High Penn Park



The first home sale at High Penn Park in Calne has successfully completed and the keys have been handed over to Harry Angel and Melissa Nemeth-Smyth.

Harry and Melissa are pictured receiving a gift from Linda Cahill, sales co-ordinator Hills Homes (far right), and Angela Kirkpatrick (far left) and Jane Slusarczyk (second left) both from Atwell Martin.



All systems are PurGo for Waste Solutions

Waste Solutions has implemented a new software system 'PurGo' which is already bringing benefits to the business.

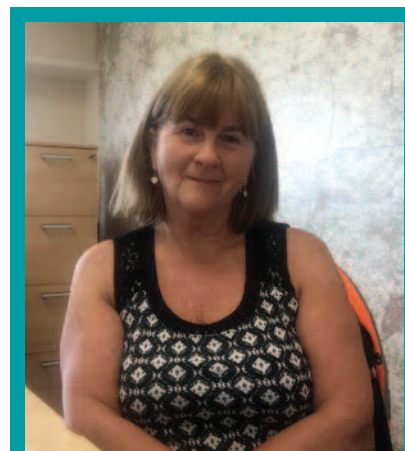
The first phase of the PurGo implementation went live on the 1st of January 2018 but the process started back in 2016 when a user survey of Waste Solutions' previous operating software highlighted a number of limitations. Alternative software options were researched until Waste Solutions settled on PurGo from VWS Software Solutions.

A PurGo steering committee was established (pictured above) who embarked on two years of planning, development, consultation and testing to ensure PurGo was compatible with all areas of Waste Solutions' business.

As Gary McKinnon, divisional director reflects: "It is relatively early days in the implementation of PurGo but it is already delivering on some of the project objectives including improving customer communication, access to quality data and reducing unnecessary administrative tasks.



"Waste collection jobs can easily be allocated to each vehicle with a simple on-screen drag and drop. The handheld PDAs (pictured left) clearly presents job information to drivers and photo evidence of any on-site issues (such as locked gates) can be shared with customers in just a few minutes."



"The new PurGo system has been a great improvement to the way we work. We now have up to the minute information from our drivers enabling our transport team to be more proactive. It enables us to respond to customer queries more efficiently."

Denise Prosser, transport co-ordinator Purton

The PurGo steering committee: Helen Lock head of IT; Jon Bucksey, finance and treasury manager; Caroline Wilde, project manager and Gary McKinnon, divisional director Waste Solutions. Not pictured: Adrian Knowles, finance director; Simon Allen, waste operations manager and Makala Kerton, IT co-ordinator.



"The entire process in PurGo is much more logical, quicker, smoother and far more user-friendly than the previous system. This in turn leads to fewer mistakes and less frustration for both customers and Hills' employees. We are very pleased with the change."

David Smith, foreman Lower Compton landfill



Hills' first computer

In contrast to the advanced PurGo software system Waste Solutions is now rolling out, back in 1971 Hills was installing its first ever computer - The Honeywell Model 115.

The following extracts from a staff notice sent by former chairman Robert Hill in June 1970 provides some interesting insights into employee concerns relating to how computers might be used in the work place:

Because the word 'computer' and its effect on a company and its employees can be misinterpreted in a number of ways, I think it right to explain at this stage the reasons behind the decision and the effects on all of us of the decision.

The computer will not take the place of employees. In all depots and departments, with the exception of Accounts Dept., the effect of the computer will be only on the systems of paperwork, recording etc.

A year after the installation of the Model 115 a 'Computer Bureau Operation' was set up offering the service of the computer to other businesses in the area. The computer was also used by shareholder Tony Hill to establish the 'Collectors Car Register' a classic car database and matching service.

NEW online HR portal



A new online portal from global payroll and HR service provider SD Worx has been launched enabling Hills' employees to book holiday, view other information about their employment, update the HR department with changes to their personal information and view news about Hills.

Employees who have provided an email address now have the flexibility of being able to access the new portal from their smart phone, tablet, home computer or at a work based computer. The online portal is operated to the international Information Security Management System ISO 27001 standard and is compliant with the Data Protection Act and GDPR regulations.

'Calne' you spot the ball?

This year The Hills Group will sponsor Calne Town FC for the eighth consecutive season and 'The Lilywhites' are pictured here in Toolstation Western League action. For your chance to win a £50 Amazon voucher or one of two runner-up prizes of £25 Amazon vouchers - all you have to do is choose the grid reference you think the football is hidden in (eg 'A1').



Complete the form to the right including your name, site location and your chosen grid reference, then scan or email your entry to info@hills-group.co.uk or send this page via the internal post to the communications department at Wiltshire House, County Park, Swindon.

Entries must be received no later than Friday 20 July 2018.

Name: _____

Location: _____

Grid reference: _____

Charlie's Glass Half Full Community

Hills shareholder Charlie Hill has suffered with anxiety related depression and last year he created 'The Glass Half Full Community' - an online forum where people can talk openly about their experiences.

As Charlie explains: "As someone who has experienced the wrath of anxiety, I had become fully aware that it is something that has to be 'out there' in the open, with a requirement to start conversations that remove the stigma, in turn enabling people to recognise the symptoms, open up, and most importantly of all put into place proven strategies and coping mechanisms."

To access the GHFC website visit www.glasshalffullcom.com



Neil's amazing weight-Luce story

Back in September 2016 Purton depot manager Neil Luce, decided to join a slimming group which was the start of an incredible weight loss story.

As Neil explains: "I used to wear size 6XL clothes, which were very expensive and only available online. More importantly, my weight was causing me aches, pains and tiredness and was affecting my personal life and work life - so I decided to join a Slimming World group in Swindon with my brother-in-law. I'm delighted with the results as I've lost eight stone so far and it's been relatively easy to achieve as it's a lifestyle change and not a diet."

Well done Neil, you are certainly looking good on it.

