

# intouch

## Hills Municipal Collections

Meet the depot teams delivering  
the Wiltshire Council waste  
and recycling contract

Pages 10-13

Mortimer Quarry open day  
proves popular with the public

Page 3

Homes taught a lesson in Blunsdon

Page 21

**PLUS!**

Win Big with  
Dingbats on the back page



**Richard Hill  
1934-2018**

Remembered on  
pages 4 and 5



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Pictured on the cover are a kerbside crew from the Chippenham depot – Brett Bolter, kerbside loader; Vern Slade, LGV driver and Nick Boulton, kerbside loader

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## Viewpoint

### Uncle Richard ...legend

Just before the shareholder conference held in Taunton at the end of June, we learnt of the loss of Richard Hill – one of the family's great characters, indeed one of the most memorable men you are ever likely to meet. He was a complete one off and probably the most naturally funny person I have ever encountered. In fact his speech at his elder brother Ted's 40th wedding anniversary celebration was the funniest I have ever heard. He was blessed with perfect comedic timing. He could hold an audience in the palm of his hand and his favourite stage was undoubtedly the bar!



When he and his brothers were in full flow together, whether falling out, making up or just telling stories, the rest of us would just watch and listen on the side lines in amazement. If I close my eyes I will always be able to hear him telling a story which would make himself laugh so much he could barely get the words out and when the words did come out they were so high pitched you could hardly understand them anyway. He would then take off his glasses to wipe tears of laughter away. We would be in the same state without having really understood the story. He was a totally infectious personality and is very much missed. (Read more on his life on pages 4 and 5)

### A new addition to the family

A huge welcome to all those who joined us on July 30 when we took over the waste and recycling collections contract for Wiltshire Council. Congratulations to everyone who has worked tirelessly to make this happen so smoothly. Read more about the new teams on pages 10-13. Warning, you may need to wear sunglasses!

Mike Hill, chief executive

### Publishers Note

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# Quarry Products host successful open day

More than 100 people got to experience how a quarry works when they attended an open day at Mortimer Quarry near Reading.

Quarry Products held the event to give local residents a better understanding of the operations at the site.

The open day featured various displays including information boards explaining Hills' operations at Mortimer Quarry along with the environmental impact considerations and mitigation measures employed. Visitors were especially interested in the plans for the overall final restoration of the site which will include three small wetlands and areas returned to woodland and heathland habitats attractive to wildlife.

Visitors were also invited to watch a short video, commissioned by Quarry Products, explaining how a quarry works.

A representative from Englefield Estate (the landowner of Mortimer Quarry) showed a tree harvester and items made from the timber harvested on the site. Representatives from Mineral Products Association and Thames Valley Archaeological Services were also on hand to answer questions and show off some interesting archaeological finds made in other quarries.

An interactive area was set up to promote the national Cycle Safe Campaign. A Hills vehicle surrounded by life

**"We are proactive about keeping local people informed and enjoy providing them with an insight into operations which they may not realise are on their doorstep. Everyone at the open day was very interested in the work we are doing here at Mortimer Quarry and gave us a lot of positive feedback."**

Peter Andrew, Group director Quarry Products

size cut outs of cyclists was used to demonstrate to visitors the challenges faced by drivers due to restricted visibility. Visitors were encouraged to get into the cab and complete a check sheet showing which cyclists they could and could not see. The driver was able to share with visitors the training he had undergone to improve his awareness of vulnerable road users and point out the additional equipment installed on all Hills vehicles to improve drivers' visibility from the cab.

If you would like to see the new Quarry Products' video, please visit The Hills Group YouTube channel.

Peter Steffens, operations manager (white cap) shows visitors around a Volvo loading shovel.







## Obituary – Richard Grahame Hill

It is with sadness that we have to report Richard Hill died peacefully in his sleep earlier this summer. Richard was a Hills shareholder, an uncle to current chief executive Mike Hill and brother of former chairman Robert Hill.

We have used extracts from the touching eulogy read by Peter Hill at his father's funeral to describe this popular member of the Hill family.

"Richard Grahame Hill was born on 2 October 1934, and was brought up in Swindon. He was the second of Grahame and Mary Hill's three children. Father's two brothers, Edward and

Robert, are probably with him now. His immediate family comprises his wife Jean, their two sons Nicholas and Andrew; two other sons of different vintage, Simon and me, Peter; one daughter-in-law, Nicholas' wife, Lorna and their children Fred, Joseph and James.

"From an early age, Richard's well-known inclination towards a life of military discipline was evident. Curiously, he often recounted with pleasure how he and his brothers successfully fortified the garden against German invasion.

"Dad left school at 15, and joined the family business, working with his contemporaries and cousins Victor and Beverley. However, it was Richard's call to arms as a National Serviceman in the Royal Artillery that provided one of the

happiest and most formative periods of his life - rising to the rank of Lance Bombardier in a matter of years. Following his triumphant return from Hong Kong, he rejoined the family circus, taking responsibility for the Kingshill Remoulding Company and the Hills Tyre distribution business, based in Newbury. During this period, Richard's business activities were principally engaged in sales, and his talents as a spontaneous wit, raconteur and bon viveur ensured that whatever happened he got the order.



"As a child, I once asked Father why he met his customers at The Chequers, or The Bacon or The Dolphin, and not at the factory. His explanation was that his tyres looked pretty much the same as his competitors' - black and round

- and this was not of interest to his customers, whereas an hour or five of the Hill experience was!

"Most of us will remember him as being a bon viveur, a force of nature, a creditor in the broadest sense, a life celebrant, a hedonist, a humourist, a possessor of infinite good luck and durability, a man of spontaneous wit, a protector of the realm and publicans, a lance-bombardier of industry, and a curiosity to the medical establishment.

"But, he wasn't simply a party animal. Underneath and within, he was kind, generous, gentle, pleasant, patient, stubborn, trying, welcoming, compassionate, humble, a loving husband, father and grandfather. Most importantly he was a dear friend to all of us. Everyone has happy and enduring memories of him. They don't make them like him anymore (if indeed they ever did) - he was simply one of the best. In other words, he was a Top Man, up front."







## Quarry Products is right on track with increased product range

In April, Quarry Products secured a lease over the Royal Wootton Bassett Rail Depot and sales have been going well with over 100,000 tonnes of aggregate being sold since Hills began operating the site.

The lease includes a supply agreement with Aggregate Industries who continues to deliver a range of limestone products from Torr Quarry in the Mendips to the rail depot, with Hills taking over responsibility for the operation of the site along with sales and distribution of the aggregate products.

Three employees work at the site; Andrew Dyer was promoted to rail depot manager (formerly a mobile plant operator at various Hills quarries since 2006), Morgan Allen joined earlier this year as weighbridge operator and David Gibson, mobile plant operator has worked at the site for 37 years and TUPE transferred from Aggregate Industries.

Peter Andrew, Group director Quarry Products, said: "We would like to welcome our employees to the rail depot site and thank them for their work so far. We completed the extraction of the current limestone reserve at our Shorncote Quarry in November last year and this operation enhances the range of limestone products that we can provide to our customers."

Four aggregate bays have been constructed at the site to help with the storage of a range of products which are



Pictured left to right: David Gibson, Morgan Allen and Andrew Dyer.

being delivered four times a week. Quarry Products is looking to increase this to five deliveries a week by December with the anticipation of building sales up to 300,000 tonnes per year.



Aggregates are delivered by rail, processed on site and loaded onto vehicles.

## Homes consults on Badbury Park plans

Homes held a community consultation event in July for local residents to view the proposals for 70 homes to be built on Hills' owned land near the Badbury Park development, south east of Swindon.

Similarly to all Homes sites, the land has been subject to detailed analysis to identify the opportunities and constraints for development. The proposals for the site include 70 dwellings (30% of these would be affordable housing), new vehicular accesses and new areas of public open space.

A small number of people attended the event and their feedback is being considered. Amendments may be made to the planning proposal if necessary. Further information is available on the Consult section of the Hills Group website.



Proposed layout of the Homes site.

## Development update...

Homes will soon begin building in the charming Cotswold market town of Tetbury.

The site will include 23 desirable three and four bedroom properties in an attractive development on the southern edge of the town, and is likely to take two years to complete.





# Northacre Renewable Energy

## Improved plans submitted for an ATT facility

A computer generated impression of the proposed facility is shown above - between the existing Westbury Dairies building on the left and Waste Solutions' Northacre Resource Recovery Centre to the right.

A new and improved planning application has been submitted to build an advanced thermal treatment facility 'Northacre Renewable Energy' next to the existing Northacre Resource Recovery Centre in Westbury.

Planning permission for the Northacre Renewable Energy facility was originally granted in 2015, but as chief executive Mike Hill explains:

**"Although we already have planning permission in place, we are coming back with an enhanced and improved set of proposals, which are even better for the environment, safer and more efficient. We have listened to the concerns raised by local people and the views of the Strategic Planning Committee, and as a result, the design of our proposed facility has been significantly altered to amend the existing permission, lowering the overall visual impact."**

In summary, the latest planning application proposes to:

- Use more efficient technology which will generate more renewable electricity
- Reconfigure buildings to allow for more efficient operations, maintenance and to improve the safety of the building
- Lower the height and footprint of the buildings to reduce visual impact
- Change the building's cladding to improve how the facility looks.

More information on the project can be found on the dedicated website [northacre-energy.co.uk](http://northacre-energy.co.uk)

### Northacre Renewable Energy will...

Create energy from non-recyclable waste that will otherwise be sent to landfill or transported to other parts of the UK or Europe.



Provide over 150 jobs during the construction phase and 40 permanent jobs for local people when the facility is operational.



Generate up to 25.50MW of electricity - enough to power up to 46,000 homes!



# Lower Compton link road and other plans get the go ahead

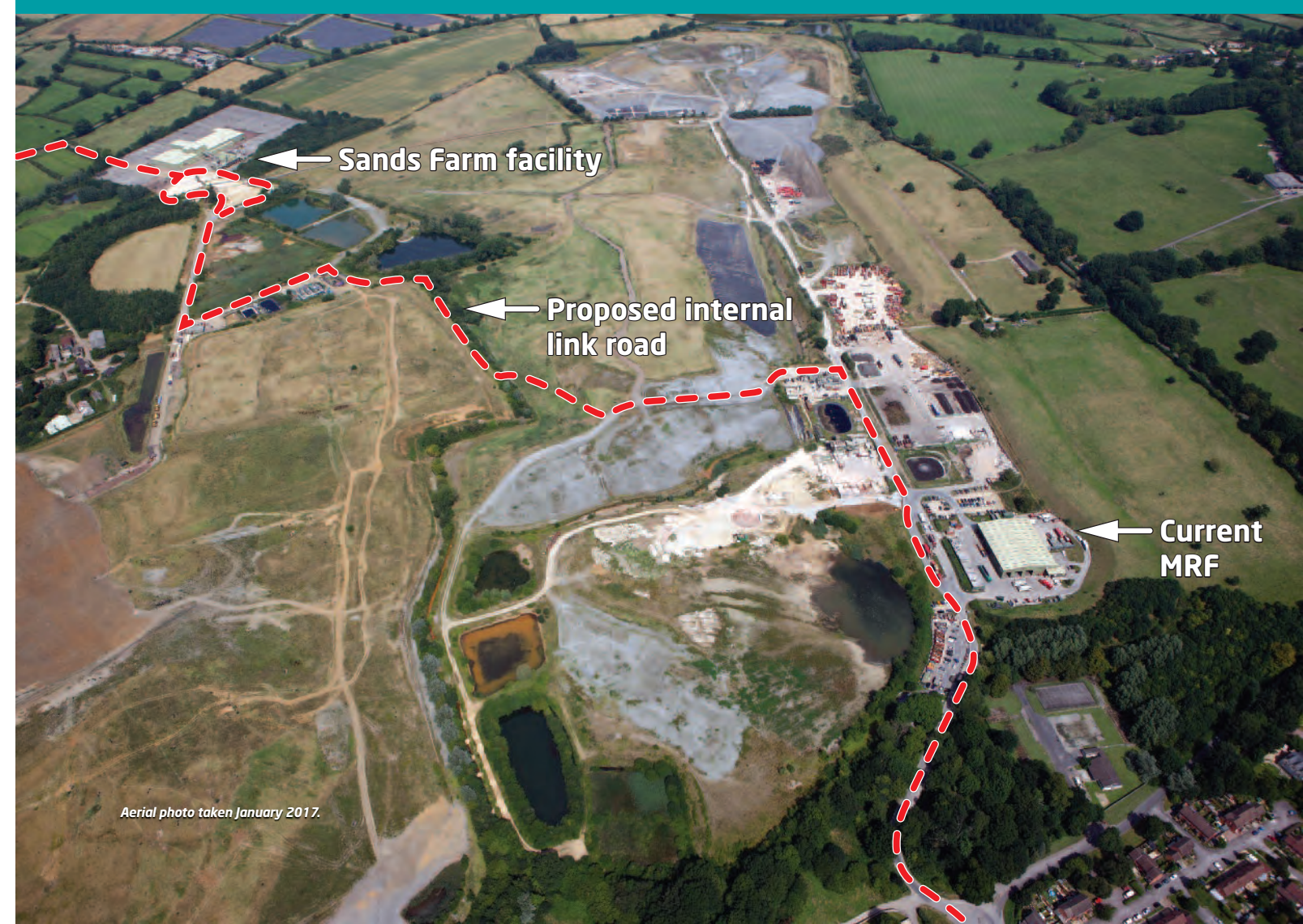
The construction of an internal link road between the Sands Farm facility and Lower Compton (as visualised below) can now proceed after Wiltshire Council's strategic planning committee approved five planning applications in relation to the site:

1. To build an internal link road between Sands Farm and Lower Compton removing the need for LGV and other vehicle traffic to our sites to pass along the A4 through Calne Town centre.
2. To change the use of the Sands Farm building to include a material recycling facility to treat waste streams under the Wiltshire Council waste and recycling contract Lot 1 and vehicle depot and workshop.
3. To change the use of the existing Lower Compton MRF building to a waste transfer building.
4. To extend the life of the sand extraction and landfill operations at Old Camp Farm and Lower Compton.
5. To extend the life of the landfill operations at Low Lane.

Reflecting on the planning approvals, chief executive Mike Hill said: "We are extremely pleased that the planning authority has recognised the strategic importance of the two sites in the delivery of waste and recycling services to the residents of Wiltshire, and the wider benefit of the two sites to the local economy."

**"The approval of an internal link road between the two sites will also help reduce the impact that vehicles associated with Hills' operations have on the Calne Town centre."**

We look forward to working with the planning authority and other agencies in implementing these permissions."



Aerial photo taken January 2017.



# Hills Municipal Collections... ...goes *live*

A gloriously sunny Monday morning on 30 July 2018 marked the ‘go live’ of the waste and recycling collections contract for Wiltshire Council, and the first operational day of ‘Hills Municipal Collections’ - with new employees joining us from FCC Environment and Wiltshire Council, together with existing Hills employees (as shown in the team photographs on the following pages).



**Nicola Towell, collection contract manager** reflects on a busy mobilisation phase leading up to the start of the contract and how the Municipal Collections team is performing in the early stages of providing the service.

“Whilst the new eight year contract began on 30 July it is important to acknowledge Waste Solutions’ bid team, whose hard work during a long procurement process, which started in 2013, ultimately secured the contract to deliver waste collection services to the 218,000 households of Wiltshire.”

**Mobilisation...**

“Our engagement with the Council to plan and co-ordinate the new contract mobilisation started back in 2017 and encompassed a wide variety of areas including: procurement of new vehicles and PPE; recruitment into key roles; transfer of former Wiltshire Council and FCC employees into Hills’ employment; training and crucially agreeing a temporary service plan due to delays in getting planning permission for a new Materials Recycling Facility (MRF) at Lower Compton.

**30 July - day one and beyond...**

“Work started the weekend before with a team of Hills employees setting up the four new depot offices at Salisbury, Trowbridge, Devizes and Chippenham, installing Hills’ communication infrastructure and ensuring vehicles were correctly located and prepared prior to the Monday start date – a mammoth task.

**“The planned construction of the new MRF and its automated processing technology will mean that we can provide an even better service to the Council and people of Wiltshire. Both co-mingled recycling and glass can be collected on the same vehicle – creating a more efficient way of working.”**

“It was an early start on 30 July, one of the hottest days of the year, with colleagues from other departments brought together to assist with driving vehicles and providing support at the four new depots and existing sites at Amesbury and Lower Compton. We faced a lot of challenges during the first days including training for temporary agency workers and delivering the service whilst having to learn new processes and systems on the job. We also achieved a lot. There were no reported injuries, collection rates were on target and the team spirit and working relationship with the Council was very good.”

**Where are we today?**

“Delivering a front-line service to 218,000 residential properties in Wiltshire and collecting nearly 13,000 tonnes of waste and recycling each month (see table) can be challenging – but operationally the depots are performing

well. We have now received planning permission for the new MRF in the Sands Farm facility (read more about this on page 9) and work has started to develop the site for the roll out of the tendered collection service county wide in Summer 2019.”

Waste type	Tonnes collected (August)
Residual waste	7,710
Garden waste	1,885
Mixed dry recycling	1,365
Glass and metal recycling	1,990
Bulky waste	28
Electricals	8
Clinical waste	1.4
Total 12,987	



Devizes



Amesbury



**"I would like to extend my thanks to our hard working loaders and drivers who provide an excellent service to the residents of Wiltshire, day in day out, and in all of weathers and the depot office teams and all those involved behind the scenes delivering the service. I believe as a business we have a lot of positives to take away from this mobilisation, one of the biggest for me being the communication and co-operation between departments and operations within Hills. We are now through the initial start-up of the contract, and it is now the hard work continues as we establish our team and the new ways of working."** Nicola Towell, collection contract manager



## Meet Amanda Garnham

**Training co-ordinator, Municipal Collections**

"I joined Municipal Collections earlier this year and it's been very busy ever since. I've pitched in helping with many aspects of the mobilisation phase including supporting the crews to use the Bartec in-cab technology. I am really looking forward to continuing my work delivering learning to our supervisor and front line teams, so everyone has the skills, knowledge and competencies to undertake their roles efficiently, effectively and most importantly safely."



Chippenham



Salisbury



Lower Compton



Trowbridge



# Popular employees retire

Two long serving employees – Hazel Partridge, credit control team leader and Daryl Taylor, environment manager have retired after 20 and 22 years' service respectively. Their managers reflect on their time and contributions to the business...



Mike Hill, chief executive (left), Adrian Knowles, finance director (right) and June Parrott (second right) give Hazel a send-off on her last day.

## Hazel Partridge

"Hazel was already part of the team when I joined Hills and during that time she has supported me and the team with her inexhaustible knowledge and guidance.

"She has one of those minds that stores everything! She has been both a special friend and colleague and we all wish her a happy retirement."

June Parrott, credit control manager.

## Daryl Taylor

"During Daryl's long career at Hills he was instrumental in driving forward our compliance with environmental legislation.

"His unfailing commitment and enthusiasm for 'doing the right thing' helped to ensure we operated to high standards as demonstrated by our various ISO certifications.

"We are very grateful for his contribution, will miss him being here and we wish him all the best for his well-deserved retirement."

Paul Elling, compliance manager.



Alan Pardoe chairman (left), thanks Daryl for all his contributions to Hills and presents his long service certificate.

## A qualified success for Quarry duo

Well done to Quarry Products' Terry Newsham, business manager and Richard Swatton, sales representative who have gained new qualifications.

After two years of study, Terry has been awarded a Level 6 Diploma in Health, Safety and Environmental Management for the Extractive and Minerals Processing Industries, while Richard has recently donned a cap and gown at the University of Derby having completed a Foundation Degree in Concrete Technology with Distinction.

Peter Andrew, Group director Quarry Products said: "Both Terry and Richard have done immensely well to study alongside full time work and having families.

They are a credit to Quarry Products and to themselves. These new qualifications add to the very high level of industry knowledge that the team already has to offer to our customers."



Terry and Richard pictured with their well-deserved certificates.

## Matchstick man Les

Hills pensioner Les Butler (pictured right) popped in to Wiltshire House to show chief executive Mike Hill some of his amazing matchstick models of Hills vehicles.

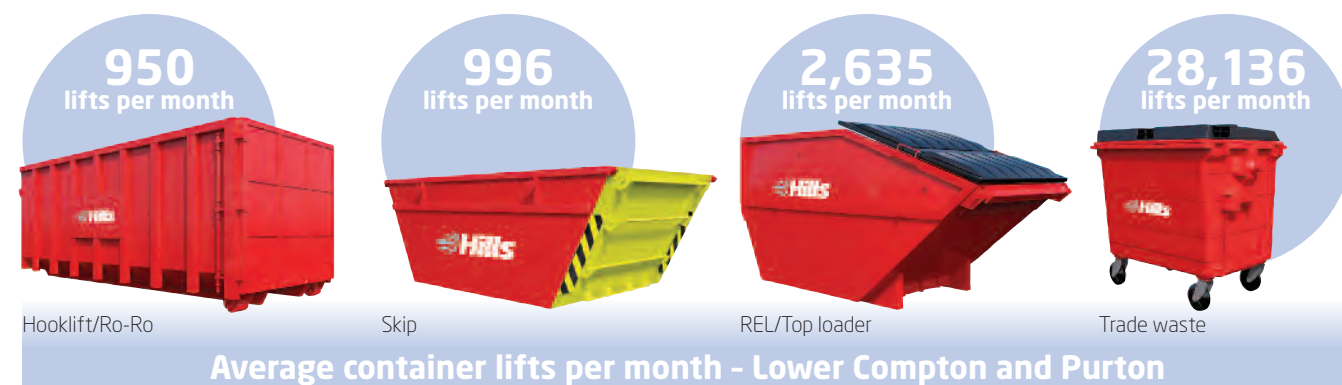
Les worked for Hills for an incredible 43 years from 1959 to 2002, most recently as foreman at Bowling Green Quarry and he has taken his passion for vehicles into his retirement - regularly exhibiting his intricate models at country shows and fairs.





# Waste Solutions' transport team

Emptying over 32,000 waste and recycling containers each month, from customers as far apart as Bristol in the West, Newbury in the East and Southampton in the South is no small task. Intouch meets Waste Solutions' hard working transport teams based at the Lower Compton and Purton depots.



**Lower Compton transport team**



Waste Solutions works with commercial customers in a wide variety of industry sectors including construction, retail and leisure and includes familiar business names like Swindon Town Football Club, Centre Parcs - Longleat Forest and Arkells Brewery.

What's perhaps most impressive about the transport operation is the volume of container lifts they complete each month. As you can see from the table above there is a huge amount of work to co-ordinate - of which around 75% is scheduled contract work with around 25% made up of ad-hoc collections.

At each depot transport supervisors and co-ordinators use the Purgo

**"It takes a team effort to be able to deliver over 23,000 service lifts per month and without the team's local knowledge and skills we would not be able to provide the excellent service we do to our customers."**

Chris Boyd, depot manager  
(Lower Compton)

**"Our combined experience and knowledge means we are able to satisfy the huge range of waste collections we make for our customers. We have had some challenging times so far this year, but the team here have all held their heads high and helped the depot move forward."**

Neil Luce, depot manager (Purton)

software system to organise workflows, as Martin Smith, transport co-ordinator explains: "I use the Purgo system to organise and schedule vehicles for the required rounds. At the end of the day I debrief drivers about any problems they may have encountered, then we look ahead to any changes to the rounds for the next day. The best thing about the job is helping customers get a good service."

The workload for the transport teams increased significantly earlier this year in April Waste Solutions' collection operation took on 2,500 new commercial customers from Wiltshire Council over a six week period. This demanding schedule was only achievable thanks to the hard work, dedication and team work shown by the depot managers Chris Boyd, Neil Luce and their respective teams.

**"I would like to personally thank all the transport employees for their contribution in growing the business."**

Gary McKinnon, divisional director Waste Solutions



**Purton transport team**





# Over for another season






## Hills' cricket team in 2018



Finance director Adrian Knowles prepares to hit an incoming delivery, whilst accompanying batsman and fellow finance director David Bevan watches from the other end of the crease.

Hills' cricket team manager and finance director Adrian Knowles reflects on another enjoyable if not wholly successful season of 20 over cricket: "It is fair to say the team loses more than it wins, but these friendly games are played in good spirit and not taken too seriously.

"There are always a couple or more close games each season which go to the final over. Anyone from Hills is more than welcome to join the squad and have a go in 2019:"

 National Trust	 Halcrow	 ZURICH®	 Nationwide	 ERLESTOKE & COUSTONS CRICKET CLUB
<ul style="list-style-type: none"><li>• National Trust 101-8 (20 overs)</li><li>• Hills 102-7 (18 overs)</li></ul>	<ul style="list-style-type: none"><li>• Halcrow 80 all out</li><li>• Hills 75 all out</li></ul>	<ul style="list-style-type: none"><li>• Hills 105 all out</li><li>• Zurich 106-3 (15 overs)</li></ul>	<ul style="list-style-type: none"><li>• Nationwide 146-5 (15 overs)</li><li>• Hills 141-7 (20 overs)</li></ul>	<ul style="list-style-type: none"><li>• Hills/Erlestoke B 105 all out</li><li>• Erlestoke A 106-3 (16 overs)</li></ul>
Hills win by 3 wickets!	Lost by 5 runs.	Lost by 7 wickets.	Lost by 5 runs.	Lost by 7 wickets.
Adrian's analysis				
"Solid performance - couple of late Hills wickets added to the tension."	"Hills were cruising but collapsed badly in a low scoring, entertaining game."	"Zurich is a strong athletic side and were no weaker this season after being unbeaten last year."	"Another tight game. After a slow start Hills needed 12 off the last over but didn't quite get there."	"Erlestoke kindly loaned us four players and they still won comfortably, but the game was played in a great spirit."



## Hills Wiltshire Junior Golf Championship

### ...bright young things shine in gloomy conditions

Early morning drizzle and grey conditions did not dampen the enthusiasm as the young golfers aged between 10 and 18 eagerly started their rounds.

The Boys Championship was a close match with Kyle Campbell, gross 73 (Wrag Barn GC) – pictured above right, winning by one shot. The Girls Championship was won by Olivia Bannon, gross 70 (Broome Manor GC) – pictured above left. The Best Nett (Mixed) prize went to Harry Burton, nett 68 (Bowood GC – pictured second left).

Five 'Future champs' aged under 10 took part in a nine hole short course competition. Pictured with chairman Alan Pardoe were (left to right): Toby Spedding, nett winner and Jack Mawer, gross winner (both Broome Manor GC). Sisters Summer and Alicia Carash (Broome Manor GC), and Jamie Edney (Marlborough GC) also put in great efforts on the day.





# Hills provides significant grant towards improving wetlands

The Hills Group has given a £70,000 Landfill Communities Fund grant to support a two year project focused on enhancing environments for species in three key areas of the Cotswold Water Park.

The Shorncliffe to River Thames Wetland Connections Project will provide improvements, such as shade reduction, river channel enhancement and vegetation management to encourage water voles, otters and kingfishers to colonise and become residents rather than visitors. This work will be carried out at Shorncliffe Reedbeds in Gloucestershire, Cleveland Lakes in Wiltshire and along the Cerney Wick Brook.

Peter Andrew, Group director Quarry Products went along to see how the project is going, and to learn from the Cotswold Water Park Trust about how important the improvements are to the wildlife in the area.

**"It was fascinating to see how and where the improvements to habitats are being made by the Trust and it was also very pleasing to see how Hills' funding is making such a difference in an area close to some of our quarrying operations."**



Peter Andrew, Group director Quarry Products, with The Cotswold Water Park Trust bio-diversity and estates team.



Peter Andrew and Kim Milsom of The Cotswold Water Park Trust carrying out ecological survey work on Cerney Wick Brook.



Water Vole © David Kjaer Wiltshire Wildlife Trust.

# Homes' class act...

Pupils at St. Leonards Church of England Primary Academy in Blunsdon now have a good understanding of what is involved in the development of a residential site thanks to a lesson hosted by Hills' employees.

Andrea Andrews, development manager for Homes and Nikita Dunne, communications executive were invited to deliver an interactive lesson on the stages required for a development like Hillside in Blunsdon - from the purchase of the land through to the construction of 76 homes.

The 24 year four pupils each played the role of someone in the development process and as Andrea explained: "It was great to see the children wanting to get so involved



Some of the children showing the roles they played in the exercise.

with reading and acting out parts and one child even offered to wear the PPE we took with us to show them what is worn on site. I think it is fair to say everyone enjoyed the lesson." Teacher Charlie Berry clearly thought the lesson went well commenting: "Many

thanks for your time and effort in coming to present the information about Hills Homes, including the process of house building. We all learnt loads and it was really good how you delivered the lesson with the kids' involvement."

# New play area for Blunsdon

As part of its development at Hillside Way in Blunsdon, Homes has provided a play area for young residents.



Nick King cut the ribbon with Georgina Curtis, a Hillside resident.

Nick King, Group director Homes was joined by eager children, including Georgina Curtis who helped to cut the ribbon at the opening of the play area. Residents were joined by Ian Jankinson (middle right) and Stuart Boyd (middle left) of Blunsdon Parish Council, plus Homes' site managers Paul Morgan (far left) and Michael Cornforth (second left).

Nick King said: "It was great to see children enjoying the play area so much. It's a good addition to Hillside Way, as well as Blunsdon, and the opening was well timed for the school holidays!"



# Wildcats sponsorship

## is purrfect partnership

Hills has extended its sponsorship deal with the Swindon Wildcats ice hockey team for a third consecutive season.

The Hills brand is now visible to all users at the Better Link Centre with a rink board, branding around the top of the plex-glass plus and an advertisement in the Wildcats' match night magazine 'The Lair'.

Swindon Wildcats commercial manager Sally Price was delighted to have such a well-known name back: "As always, it's such a pleasure to welcome The Hills Group back on board, this will be their third year with the Wildcats and we are honoured that they come back to support our team year on year."

Chief executive Mike Hill added: "As a Swindon based company we are delighted to renew our partnership with one of the town's elite sports teams. The Wildcats have an impressive track record of community engagement and we wish them every success for the 2018/19 season."



# Hills Wiltshire Professionals' Championship

## ...temperatures soar and balloon comes down

It was one of the hottest days of the year for the 38th Hills Wiltshire Professionals' Golf Championship. 25 of Wiltshire's professional golfers took part in the 36 hole event at Marlborough Golf Club, with Broome Manor pro Mark Sandry claiming the title for a second time with 5 under par overall.

Play had just begun for the professionals competing for the Hill's trophy when a giant Virgin hot air balloon landed just in front of the 18th green, having literally run out of gas! The unexpected visitor was quickly ushered off the course and the morning round continued.



Whilst the professionals took a break ten amateur teams of Hills' employees, customers and suppliers took on the course. For a second consecutive year the team of Monique Hayes, Group communications manager; Alan Pardoe, chairman; Mike Hill, chief executive and Len Wright, Wright Minimix triumphed in the team event, mirroring their score of 86 from 2017.



Professional Mark Sandry with the Hills trophy.

## 28 year partnership celebrated in print



Enclosed with this issue of intouch is an attractive 12 page brochure which has been produced to celebrate Hills' 28 year partnership with the Wiltshire Wildlife Trust.

The amazing photography in the brochure is supported by some equally impressive facts and statistics including the £8,000,000 Hills has given to the Trust through Landfill Communities Fund grants and direct support over the years.

Also enclosed is a Wiltshire Wildlife Trust membership form and as Dugald McNaughtan, head of fundraising and communications explains: "Become a member, and you will help preserve our precious wild spaces in Wiltshire for wildlife and people, forever. You'll also receive Wiltshire Wildlife magazine three times per year, our Nature Reserves Guide plus a car sticker."

You can find out more about the invaluable work of the Trust at [wiltshirewildlife.org](http://wiltshirewildlife.org)

## 125 intouch readers completed the satisfaction survey and the results shown here are very interesting.

Over **83%** rated the design, photography and writing style of the new look intouch as either 'Good, Very Good or Excellent'

**83% GOOD+**

Most respondents said that only 1 or 2 other people read their copy of intouch

1 to 2 people **45%**



**41%** did not know that all issues of intouch can be viewed at [hills-group.co.uk](http://hills-group.co.uk)



**74%** said that they read most or all of intouch



**78%** thought that three issues of intouch per year was about right



**76%** found the relevance of intouch articles to be 'Good, Very Good or Excellent'



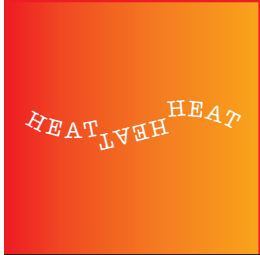


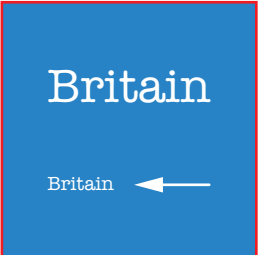

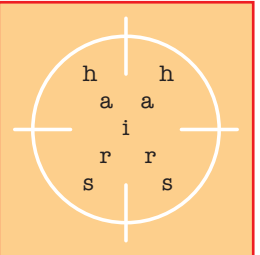

**44%** preferred the new design, just 9.6% favoured the old design, but 46.4% were not sure...

A number of respondents provided their own ideas on how to improve intouch including... 'more about employees hobbies and outside interests' and 'include job profiles, ie my day at work' ...so if you have a story you would like to share on the pages of intouch please email [info@hills-group.co.uk](mailto:info@hills-group.co.uk) and a member of the communications team will contact you.



# Win big with Dingbats!

It's a bit like the TV show Catchphrase "say what you see". In the first clue (right) the answer is **heatwave**. The numbers show how many letters are in the answer.

 <p><b>HEATWAVE</b></p> <p>(4, 4, 6)</p>	 <p><b>Mind Matter</b></p> <p>(3, 6, 3, 5)</p>	 <p><b>LI standing NE</b></p> <p>(8, 2, 4)</p>	
 <p><b>Britain</b></p> <p>(6, 7)</p>	 <p><b>Mohican</b></p> <p>(4, 2, 3, 8)</p>	 <p><b>Mohican</b></p> <p>(4, 2, 3, 8)</p>	 <p><b>Mohican</b></p> <p>(4, 2, 3, 8)</p>

Complete the eight Dingbats shown above, add your name and site location below, then scan and email your entry to [info@hills-group.co.uk](mailto:info@hills-group.co.uk). Alternatively send this page via the internal post to the communications department at Wiltshire House, County Park, Swindon. **Entries must be received by Friday 14 December.**

Name: \_\_\_\_\_

Location: \_\_\_\_\_

## Spot the ball winners!

There were three correct entries in the intouch 44, spot the ball competition - with Benjamin Buckley, recycling team leader, Lower Compton (pictured below left) winning the lucky draw for a £50 Amazon voucher. The ball was hidden in square G13 ...it's so easy when you know!

Sam Douglas, administrator, County Park (shown middle) and Jason Payne Jnr, kerbside loader, Lower Compton (shown right) each received a £25 Amazon voucher as runners-up.

