



## 90 Students Visit Nursling Recycling Facility

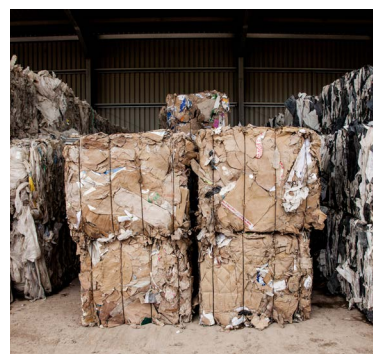


## INSIDE STORIES



Record Month for  
Fortis IBA Processing  
Operations and Sales

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Raymond Brown Waste  
Solutions Achieve 10%  
Increase in Recovery  
Rates

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We team up  
with Sustrans  
for School  
Road Safety  
Awareness  
Initiative

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4,700 TREES PLANTED  
AT COPYHOLD  
QUARRY

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MAY 2018

TALK



MAY 2018

As we reach the end of the financial year, whilst not achieving budgeted numbers, we have had a very strong performance. The economic climate has been difficult with lots of pressure on costs and sales margins and although these pressures are going to continue this year, we will work together to overcome them effectively.

I would like to personally congratulate four of our employees, Stuart Pearson, Tom Weeks, Paul Cutler and Joanne Cridland, on their recent promotions within the business. It is great to be able to promote talent from within and I know they each have exciting opportunities ahead of them. I wish them every success in their new roles.

Thank you all for ensuring that we have been awarded our ninth RoSPA Gold Award this year, which recognises our achievement and commitment to raising the standards of health and safety management. Thank you in particular to the HSQE Teams, Heather McLintock, Jason Lester, Jason Martin and Ben Jacobs, for their hard work in ensuring we continue to remain a safe place to work.

As you will all be aware, we are focusing on our decision to establish management teams dedicated to each of our businesses, and from 1 April 2018, Raymond Brown Waste Solutions became its own legal entity within Raymond Brown Minerals & Recycling Ltd. All those employees affected, have now been transferred and business has and will remain as normal.

Fortis IBA Ltd have reached record sales volumes thanks to the sales and commercial teams, and the A303 site team has accomplished a record month of IBA processing.

Raymond Brown Quarry Products Ltd have received approved planning permission for the new plant area and associated plant at Binnegar Quarry, which should be operational by September this year. We will continue making capital investments into projects of these types across our sites.

It is great to see so many positive customer reviews being received; this is a credit to the drivers and the teamwork of the sales, office and transport teams. The fact that our customers go to the effort of reviewing us, commenting on our service and naming specific employees is something we should be hugely proud of.

I am looking forward to the next few months as we go from spring to summer. It is always a very busy period for us and, as we go further into the new financial year, there will be continued expansion within the business, creating more opportunities for us as we grow to the next level. This growth and opportunity is made possible thanks to the continued support from our investors.

I will continue to visit all the sites and meet up with you. Please feel free to approach me if you want to talk about anything.

Steve Clasby  
Chief Operating Officer

# Please remember that we are a DRUG AND ALCOHOL FREE WORKPLACE

## Think Safety. Act Safely.

### Raymond Brown has a zero tolerance to drugs and alcohol for both staff and site visitors.

This means it is YOUR responsibility to declare if you feel that you or anyone else may not comply with our drug and alcohol-free workplace, or if you feel that anyone is at risk due to the effects of drugs or alcohol whilst at work.

Either speak to your line manager or please contact the HR Department on 023 8027 3750.

## UNANNOUNCED TESTING IS CARRIED OUT AT RANDOM

### Did you know?

- It takes a healthy liver about one hour to break down and remove one unit of alcohol.
- Alcohol can remain in your body for three to five days in urine, up to 90 days in hair and around 10 - 12 hours in your blood.
- Drugs can stay in your body for much longer; for example, cannabis can stay for 7 to 30 days in urine, up to 90 days in hair and two weeks in your blood.

If you cannot make it through the day without using drugs or alcohol, you need to advise your line manager immediately and seek professional help:

Alcoholics Anonymous - 0800 9177 650  
Narcotics Anonymous - 0300 999 112

### TALK.

The Raymond Brown newsletter is published regularly and distributed to employees, shareholders and friends of the business.

Please submit any news stories to the Communications Department:

T: 07827 278870  
E: [kerry.smith@raymondbrown.co.uk](mailto:kerry.smith@raymondbrown.co.uk)

# EMPLOYEE TRAINING & DEVELOPMENT

## We are pleased to introduce a number of new employees to the business:

Zara Blake, Customer Service Advisor at A303 Offices  
John Davis, Plant Operator at Binnegar Quarry  
David Dingle, HGV Driver at Nursling Recycling Facility  
Michael Forward, HGV Driver at Nursling Recycling Facility  
Francis Freeth, Plant Operator at Eysey Manor Quarry  
Luke Grainger, Site Supervisor at Rookery Farm Recycling Facility  
Kelly Hysko, Assistant Management Accountant at Head Office  
Iain McLean, Commercial Manager at A303 Offices  
Adam Solinski, Plant Operator at A303 Materials Recovery Facility  
Alex Sutherland, Finance Business Partner at Head Office  
Chris Wallace, Plant Operator at A303 IBA Processing Facility  
Kyle Winslade, Relief HGV Driver at A303 Materials Recovery Facility

## Congratulations to the following employees on their promotions:

Paul Cutler has been promoted from Rookery Farm to Site Supervisor at Marchwood Wharf (Raymond Brown Quarry Products Ltd). Paul will oversee operations at Marchwood Wharf, working closely with Simon Spurgeon.

Joanne Cridland has been promoted from Administrator to Sales & Environmental Coordinator (Fortis IBA Ltd). Jo will be providing support to the Fortis Sales and HSQE Departments.

Stuart Pearson has been promoted from Commercial Manager to National Sales Manager (Fortis IBA Ltd). Stuart will be working with Lee Thompson and Sarah Powell, generating sales opportunities.

Tom Weeks has been promoted from Customer Service Supervisor to Sales Manager (Raymond Brown Distribution). Tom will be identifying opportunities and managing the Sales and Transport Team.

Well done to those below on their hard work in ensuring the success of their ongoing training and development:

Face Fit Tester Course:  
Luke Quinn, Pete Lomas and Jason Lester

IOSH Managing Safely:  
Nick Hardacre

IOSH Working Safely:  
John Morell

Assertiveness Course:  
Ben Jacobs, Jason Lester and Jason Martin

Plant Training:  
Gyorgy Jobahazi - Excavator  
Thomas North - Loading Shovel  
Gary Wheeler - ADT  
John Davis - ADT  
Krzysztof Apel - Telescopic Handler  
John Davis - Wheeled Loading Shovel  
Graeme Haime - MEWP  
Ilay Gibson - Stacker/Screener  
Wayne Crouch - Tracked Dozer  
Ilay Gibson - Washplant/Screener  
John Davis - Screener  
Francis Freeth - 360 above 10t (tracked)  
Stephen Smith - 360 above 10t (tracked)  
Piotr Trybulec - 360 below 10t (tracked)  
Maris Jukss - 360 Excavator Wheeled  
Daniel Kellaway - ADT  
Vanessa Smith - Mobile Screener  
Adam Solinski - Wheeled Loading Shovel  
Francis Freeth - Wheeled Loading Shovel  
James Nutley - Wheeled Loading Shovel  
Gary Wheeler - Wheeled Loading Shovel

Abrasive Wheels:  
Wayne Hull, Dean Lawrie and Wayne Read

Emergency First Aid:  
Daniel Kellaway, Steve Mason, Matthew Edge and Marcin Krawczyk

Lifting Exam:  
James Nutley, Ian Callaghan, Andrew Deakin, Jonathan Lormor and Daniel Kellaway

Slinger/Banksman:  
James Nutley and Ian Callaghan

Environmental Permitting:  
Mark Renault

JASON LESTER COMPLETES NEBOSH CERTIFICATION  
Congratulations to Jason Lester, who has passed his NEBOSH General Certificate following two separate week courses. The NEBOSH National General Certificate covers the main legal requirements for health and safety in the UK, identification and control of workplace hazards, and the practical application of this knowledge. The qualification is divided into three units, each of which is assessed separately: management of health and safety, controlling workplace hazards, and health and safety practical application.

KARL REED COMPLETES WAMITAB  
Karl Reed has completed his WAMITAB within three visits over three weeks and trainer Keith Charman said it is the quickest WAMITAB he has ever completed.

LUKE QUINN COMPLETED PLANT TRAINER COURSE  
Following a five-day plant trainer course, Luke Quinn is now a qualified plant trainer, which forms part of his role undertaking ongoing internal training for our operatives.

LAUREN FINCH UNDERGOES SECONDMENT WITH LAWYERS  
Lauren Finch completed a one week secondment with Stephen Scown LLP to improve her understanding of the legalities involved with each stage of land development for mineral/waste agreements. Lauren was provided with legal industry experience through a combination of one to one sessions, group discussions and local site visits.

## Upcoming Events

**Saturday 13th May - Barton Stacey Fun Run**  
Raymond Brown are sponsoring this year's Fun Run, taking place to raise money for Barton Stacey Pre-School. Visit [www.bartonstaceypreschool.co.uk/](http://www.bartonstaceypreschool.co.uk/) to sign up.

**Sunday 14th May - Cakes for Cancer**  
To support Wessex Cancer Trust, we are holding a cake bake off. All sites are welcome to take part and there are prizes for the winners - one for each site/office! Bakers must remain anonymous. Tasters will donate £3 each to sample the different cakes at their site/office - they will then need to rate each cake based on presentation and taste. Please let Samantha Sumpter know if you will be taking part by Tuesday 8th May.

**Monday 15th May - Breakfast & Learn Session**  
Our next Breakfast & Learn session will provide essential information about pensions as we are joined by Lucas Fettes, our pension administrator. The session, which includes breakfast, will be from 8.30am - 10am at the Chandlers Ford office. Please contact Samantha Sumpter if you would like to attend.

**Saturday 19th May - Awbridge Village Fun Run**  
Raymond Brown are official sponsors of the Awbridge Village Fun Run. Visit: [www.awbridge.info/funrun/](http://www.awbridge.info/funrun/) if you would like to take part.

**Thursday 21st June - Brickworth Quarry Open Day**  
We will be holding a quarry open day for the local community, customers and staff at Brickworth Quarry. Visitors will have the opportunity to have a tour of the quarry and enjoy fresh wood-fired pizzas - children are welcome. Opens from 3.30pm - 6.30pm.

**Saturday 23rd June - Whiteparish Village Fete**  
Raymond Brown are sponsoring the 2017 Whiteparish All Saints' Church and School Fete once again this year.

**Saturday 23rd -24th June - South Coast Wheels**  
Mark Gale Snr will be attending this wheels show with his skip lorry. The show is in aid of Southampton General Hospital children's unit and is being held in Otterbourne, SO50 6HN.

**Saturday 7th July - Barton Stacey Church Fete**  
Raymond Brown are sponsors of the fete once again this year. It is being held at Wades House, Barton Stacey, SO21 3RJ.

**Saturday 7th - 8th July - Thruxton Truxx Factor**  
Mark Gale Snr will be attending the Truxx Factor in Thruxton event with his skip lorry.

**Saturday 22nd July - Romsey Carnival**  
Raymond Brown are sponsors of the carnival this year. You can enter the carnival or spectate for free.





## RAYMOND BROWN HEALTH CASH PLAN

Raymond Brown provides a Health Cash Plan to all employees through a company called Health Shield, whereby you can claim back up to £800 in total on treatments per year on core healthcare benefits such as dental, optical and physiotherapy. Dependent children up to the age of 18 are also included and they may claim back half of your total amount in addition to yours.

To make a claim, first visit [www.healthshield.co.uk](http://www.healthshield.co.uk) on a computer or your phone to ensure that your treatment provider is covered under Health Shield's Accepted Qualifications and Accreditation, then make your appointment. Afterwards, log into the members' area and update your personal details, input your bank account information and upload either a photocopy or a photo of your receipt. Once approved, the money will then go directly into your bank account. If you do not have access to a computer, please contact the HR Department on 023 8027 3750 or your Site Manager for a hard copy of the claims form.

To avoid losing up to £800 cashback, ensure you make any claims by 31 May (previous claims can go back up to 12 months prior to this date). The following benefits are available for you and any dependents under 18:

BENEFIT	CASHBACK LEVEL
<b>DENTAL</b> Adult Child	£60 £30
<b>OPTICAL</b> Adult Child	£60 £30
<b>CHIROPODY</b> Adult Child	£60 £30
<b>HEALTH AND WELLNESS</b> Adult Child	£110 £55
<b>COMBINED PHYSIOTHERAPY</b> Adult Child	£220 £100
<b>SPECIALIST CONSULTATION, ECG, X-RAY, PATHOLOGY FEES AND MRI SCANS</b> Adult Child	£300 £300



## STAFF SATISFACTION SURVEYS

It has been over six months since the staff satisfaction surveys were completed and we are working on a number of improvements from suggestions you made. If you feel these updates could be enhanced, please do not hesitate to contact your Managing Director, we are always happy to receive additional comments.

Below is an update on our five key Great Place to Work Areas:

### Training and Development

- Job reviews are currently being rolled out for 2018, so all employees have the opportunity to discuss their personal development with line managers. If you would like a six month interim review, please make your line manager aware and schedule a date in preparation.
- We are looking at different opportunities for introducing an Apprenticeship Scheme for Plant Operatives, starting with Roke Manor Quarry.
- Our Training Request Form has been revised and is available on the Compliance Management System.
- A number of employees have undertaken training courses in the last few months, including: safety training, operative training, customer service training, qualifications and a secondment.

### Engagement

- Management teams are regularly engaging with site staff and it is the intention that senior managers/directors hold 'Q & A' workshops over the next year with a view to keeping employees updated regarding ongoing business performance and business development progress.
- Improvement teams are being formed on sites. The A303 Materials Recovery Facility have formed a team to look at the efficiency of the site, HSQE and other areas that could be developed.
- We are holding an open day on Thursday 21st June 2018 at Brickworth Quarry, which employees and their families are welcome to attend.
- A number of shared services employees have had site tours in the last few months, and we encourage all employees to raise it with their line managers should they feel it would be beneficial to visit other sites.
- We will shortly issue information on the data we hold on you as a business and what it is used for. We will also be asking how you would like to be kept up-to-date and communicated with.

### Leadership

- Four employees were recognised for exemplifying our core values at our Christmas Event and we will be asking for 2019 nominations in our next staff survey. We will continue to encourage these behaviours by defining clearer guidelines as we embed them into job review forms and as part of our recruitment process.
- Steve Clasby is continuing with his site visits on a regular basis.
- Management are being involved in the development of business performance and strategies.

### Employee Benefits

- We are currently investigating other benefit options which you suggested in your surveys, including: long service recognition, staff events and maternity/paternity pay, and we are benchmarking ourselves against other companies and industries.

### Workplace Environment

- Site managers are making continuous improvements on workplace environments and suggestions made by employees are being fulfilled.

## Raymond Brown awarded RoSPA Gold Medal Award for Health and Safety Practices (Nine Consecutive Gold Awards)

We are delighted to announce that the Raymond Brown group of companies have been granted a prestigious award in recognition of our practices and achievements in safety.

Raymond Brown have achieved a Gold Medal (our nine consecutive Gold) in the internationally-renowned RoSPA Health and Safety Awards, the longest-running industry awards scheme in the UK. We will be presented with the award during a ceremony at Hilton Birmingham Metropole hotel on Wednesday 4 July 2018.

The RoSPA Awards scheme, which receives entries from organisations around the world, recognises achievement in health and safety management systems, including practices such as leadership and workforce involvement.

Julia Small, RoSPA's head of qualifications, awards and events, said: "The RoSPA Awards are the most highly-respected in the health and safety arena, with almost 2,000 entrants every year, and allow organisations to prove excellence in the workplace, demonstrating a commitment to the wellbeing of not only employees but all those who interact with it."



## A message of thanks...

Below is an extract of a letter from our driver, Paul Cotton, who was unfortunately diagnosed with cancer and wanted to thank a number of people within the company for their support.

"I am writing this to say a very heartfelt thank you to both the company and colleagues who have shown me great kindness and support.

Thank you to Steve Clasby for taking the time to remember me in his speech at the annual dinner, thank you Steve. Also to Simon Webb who has regularly visited me at home in his own time to offer both support and to offer any help I may need, thank you Simon. Also Mike Barron and Colin Holmes and John Bennett who have visited me numerous times.

Finally I would like to say a very humble thank you to all those who signed my cards and all the messages of support and encouragement. From the bottom of my heart, thank you all very much and I hope to be with you all again very soon."

Paul Cotton

## Security, Security, Security...

As most of you have heard in the press recently, ensuring a secure working network is becoming more and more important in a computer based working environment.

As a company we now have to ensure that our network is safe to PCI (Payment Card Industry) standard as we use card payment terminals, which are connected to our network to process card payments and could possibly be breached and data stolen. The IT Department have been working to achieve this and ensure that we are PCI compliant. This has involved ensuring hardware is correctly patched and general updating of "behind the scenes" equipment.

As part of this, we are also checking all computers to ensure that they are up to date with current security patches. During this process you may be asked to reboot your computer and will find it may take a little while longer to restart as the patches will be installed when restarting. This will settle down and will run automatically in the background once the computers have caught up.

In order to tighten security, we will be making it mandatory for all users to now change their passwords every 90 days, I will be visiting the sites for the initial change to assist where I can.

To give you a chance to think about a new password, note that it will have to be:

1. At least eight characters long
2. Contain at least one number and one character
3. Changed every 90 days
4. Different each time - the history will be set so that you cannot just add a number onto your previous password.

If entered incorrectly after five attempts, the user's account will become locked and they will have to contact the IT Department for the account to be activated. The recommendations on passwords these days is to try and think of a short sentence, phrase or song lyric that you can easily remember (e.g. "M@ryhadal1ttlelamb") and swap at least one letter for a number and character.

So what can you do to ensure we keep a safe working network?

1. Keep your password to yourself and do not leave it written on a post-it note on your screen.
2. If you believe someone may know your password, then change it or speak to IT to have it reset.
3. Do not open any suspicious emails, and do contact IT if you have any concerns over emails, it's better to be safe than sorry!!
4. The people who try to hack networks always try to keep one step ahead of security and are using more subtle processes. You may receive an email from an email address you recognise, but doesn't quite look like the normal layout. Think twice before opening it, and contact IT if at all unsure.

Richard Wilkins, IT Support Engineer

## General Data Protection Regulation (GDPR)

Currently, the Data Protection Act 1998 controls how personal information is used by organisations, businesses or the government. On 25 May 2018 this Act will be replaced by legislation called the EU General Data Protection Regulation (GDPR). This is a Europe-wide piece of legislation that the UK will adopt in full. We are currently reviewing how our data protection obligations are met and evidenced across the business. Everyone who works for the company has some responsibility for ensuring data is collected, stored and handled appropriately. Our updated Data Protection Policy and its guidance is in the process of being communicated across the business.





## School Road Safety Project with Sustrans

Accompanied by charity representatives from Sustrans, the Transport Department and Graham Stubbington with his tipper lorry went into Fairisle Junior School in Southampton to talk about road safety. The project, being run by Sustrans, is to broaden children's knowledge and understanding of cycling, scooting and walking in the local area and to demonstrate blind spots and hazards on HGV vehicles, as part of road safety.

The children were invited to walk around the Raymond Brown lorry, identify any warning signs displayed on the lorry and to sit in the lorry cab to make them aware of what HGV drivers are able to view when they are driving on roads. Sustrans talked to the children in great depth about road safety, cycling bikes on roads and what to be generally aware of when out and about. They also made the students aware of the importance of reducing congestion and pollution around the school and the beneficial effects it would have on the children's mental and physical health and wellbeing.

The children really enjoyed the visit and Headteacher Peter Howard commented: "Thank you so much for coming to us today. It was brilliant to see the children's faces, especially when they were in the cab. I think we taught everyone a very valuable and potentially lifesaving lesson this morning."



## Copyhold Quarry Phase One Restoration Complete

The first part of the Phase One Area at Copyhold Quarry has now been fully restored with mixed woodland. The area, which sits next to the recycling facility, is approximately 3.42 hectares in size and has seen a considerable agricultural restoration scheme undertaken over the last two years, which has included the planting of 4,700 trees and the installation of deer fencing.

The next part in fully restoring this area will begin once the recycling facility has stopped; the area is then to be restored to a hardstanding for woodland management. Raymond Brown Quarry Products are fully committed to the restoration, which seeks to create an enhanced agricultural area with additional woodland to welcome more species and wildlife to the site.



Following the Raymond Brown Group's Investors In People (IIP) Accreditation in February last year, Raymond Brown have successfully passed an interim review with IIP Practitioner, Dorothy Shrivell.

Dorothy visited the Raymond Brown head office to meet with Steve Clasby, Chief Operating Officer, and Gemma Taylorson, HR Manager, to see how the group businesses are progressing with targets for improvement set against initial accreditation last year to discuss key areas the businesses are focusing on and to look at developing an action plan for the next 12 months.

Raymond Brown has regular briefings, frequent feedback and reviews about its performance in order to maintain accreditation.

Practitioner, Dorothy commented: "The team were able to confirm that a number of the recommendations highlighted within the IIP report had been implemented and it was helpful to remind themselves of these. In particular, senior leaders have worked hard to improve communication across the whole business, created more team building opportunities to strengthen inter and intra team relationships and created better awareness of the new values."

Gemma Taylorson, HR Manager commented: "The recognition from IIP is very positive for us as an organisation. We have also found it invaluable working with them to ensure we are continually improving as an employer."



# NEW SCREENER INSTALLED AT A303 IBA PROCESSING FACILITY



Fortis IBA Ltd have invested in a Liwell Flip Flow Screener for the A303 IBA Processing Facility, which currently processes 120,000 tonnes of incinerator bottom ash each year into an aggregate that is used in construction projects.

The Fortis IBA team undertook extensive research within the European materials separation technology market prior to the investment to ensure that the plant improvements would increase metal recoveries and improve the final IBA Aggregate products. Initial trials were carried out and TEMA were subsequently selected to carry out a further trial at the A303 IBA Processing Facility with their mobile version of the Liwell Screener. The mobile screening trials proved highly successful, so the Fortis team visited the factory in Germany to finalise specifications.

"We are continually looking at new ways of developing our plant to improve our recovery rates and onsite efficiencies," commented Terry Moore, General Operations Manager.

"We produce a high-quality IBA Aggregate and the addition of the Liwell Screener has refined our process, segregating at a lower fraction, which improves recovery rates and reduces maintenance and downtime for us. In terms of our requirements, it is performing to an excellent standard."



## HAMPSHIRE CPD MORNINGS LAUNCHED

Fortis IBA Ltd are launching FREE Continual Professional Development (CPD) mornings in Hampshire for anyone interested in learning about the future of IBA Aggregate.

The mornings will see attendees learn more about the benefits of utilising secondary aggregate, focusing in particular on the increased use of IBA Aggregate across our local infrastructure projects.

Breakfast and refreshments will be provided, followed by a site tour of the facility. Attendees should wear suitable footwear and PPE.

Forthcoming dates are:

8.30am – 11am Wednesday 18th July 2018  
8.30am – 11am Wednesday 19th September 2018

If you are interested, please book your space at:  
<https://www.eventbrite.com/e/the-future-of-iba-aggregate-tickets-44361578676>

## Fortis IBA Driver Incentive Scheme

Congratulations to Lee Merrick! We are pleased to announce our first driver winner who provided the first successful lead for IBA Aggregate. Fortis are now delivering over 5,000 tonnes to Taylor Wimpey, Colden Common. Lee has won a £25.00 Amazon voucher to recognise this.

Fortis Commercial Manager Sarah Powell said: "Well done to Lee, this is a great result for our business. The drivers can play an essential role in helping us to identify new opportunities for our IBA Aggregate. We are very grateful to all the drivers who have submitted leads to us, and I am very positive that more drivers will receive our vouchers in the future."

For further information regarding the Driver Incentive Scheme, or if you have a potential lead, please contact Sarah Powell:

T: 07827 278871  
E: [sarah.powell@fortisiba.com](mailto:sarah.powell@fortisiba.com)



# FORTIS ACHIEVE HSQE ACCREDITATIONS AND A RECORD MONTH FOR A303 IBA PROCESSING FACILITY

Fortis IBA Ltd has recently been through successful external audits for three of the industry's best-known qualification schemes by assessment body, Exova BM Trada.

Following a three-day audit, Fortis' compliance management system was confirmed as meeting these high standards with zero concerns raised for safety, quality and environmental management standards.

OHSAS 18001 sets out the criteria for health and safety management system standards. It demonstrates an organisation's commitment to continual improvement in health and safety performance and to compliance with legislation through maintenance of an Occupational Health and Safety Management System (OHSMS).

ISO 14001 sets out the criteria for an environmental management system.

It provides assurance to company management and employees as well as external stakeholders that environmental impacts are being measured and improved.

ISO 9001 addresses various aspects of quality management. The standards provide guidance and tools for companies who want to ensure their products and services meet customer requirements, and that quality is consistently improved.

Ben Jacobs, HSQE Manager, commented: "This achievement is very exciting for Fortis IBA and is testament to the teams involved with the Compliance Management System and the way we work.

We undertake regular audits of our processes and procedures to ensure continual improvement and these certifications really demonstrate our commitment to best practice and that we have the right frameworks in place to manage them."

March 2018 has been a record month for Fortis IBA Ltd thanks to the A303 IBA Processing Facility's site team, who have worked hard to ensure that IBA processing operations have been higher than any previous month.

Sales have also hit a record high due to the recent investment in and expansion of Fortis' commercial team. This has made March the most successful month and biggest quarter both commercially and operationally in Fortis history.

Terry Moore, General Operations Manager, commented: "This has been a fantastic month for us, sales volumes have more than doubled compared to March 2017. We are extremely proud of the Fortis team, particularly the A303 site team who are a credit to the business. We are looking forward to continued growth over the rest of 2018."

## FORTIS IBA AGGREGATE BECOMES A HAMPSHIRE COUNTY COUNCIL APPROVED SUSTAINABLE PRODUCT

Fortis has been working with Hampshire County Council to ensure that the IBA Aggregate meets the specification requirements for the county. It is now a Hampshire County Council approved sustainable product.

This is a significant achievement for the Fortis business and will have a positive impact on sales growth and marketing of the product not only in Hampshire but across other counties as we continue to grow as a business and support other local authorities in their quest for zero to landfill.



## LONGPARISH LITTLE SCHOOL RECEIVES VISIT FROM A303 MRF SITE MANAGER, LINDSEY DRYDEN



Lindsey Dryden, A303 Materials Recovery Facility Site Manager, visited Longparish Little School in Andover to talk to the children about the importance of recycling and the environment.

Lindsey Dryden dressed in her protective clothing and explained her role within the business, also giving the children an understanding of the importance of being seen and safe on site. Some of the children were able to try on the safety glasses, gloves and hard hat and Lindsey even let the children stand on her boots so they had understanding of the protection they provide.

The children were provided with cardboard hands to colour in, and they designed a tree from different materials, which the hands were stuck to. The tree is displayed on the wall of the Little School as a reminder of the visit.

Lindsey commented: "I had a lovely time speaking to the children of Longparish Little School and explaining all about recycling to them and my role within the business. They were all very interested in my PPE, especially the hard hat, gloves and glasses and enjoyed trying them on! We then had lots of fun colouring in hands to stick onto a very colourful tree."



## NEW CONTRACT WINS FOR RAYMOND BROWN WASTE SOLUTIONS

Business Development Manager Jim Skinner has secured two exciting contract wins within the Oxfordshire area.

### Nuffield College, Oxford University

Since March 2018, Raymond Brown have been supplying skips to the £2m development of a former dance venue into office space for Oxford University. Nuffield College are transforming the previous Warehouse Nightclub into a new social sciences quarter.

Raymond Brown have been supplying the site with a mixture of skips, majority crane tested, for plasterboard, mixed waste, wood and inert concrete/rubble. The contract is due to finish at the end of the year.

### Hilton Hotel, Abingdon

Raymond Brown have also started supplying skips for the multi-million pound makeover of Abingdon's Oxford Abingdon Hotel (artist's impression below). Formerly a Four Pillars, the building is being transformed into a Hilton Garden Inn.

The hotel is being demolished and a four-storey block is being re-built, housing a new restaurant, bar, meeting rooms and additional 83 bedrooms.

The existing hotel is remaining open throughout the extension works and we will be supplying general mixed waste, wood, concrete and rubble and plasterboard skips.







## SKIP LORRIES VISIT SCHOOLS TO AWARD SCHOOLCHILDREN WITH PRIZES FOR CAB DESIGNS



Last year, Raymond Brown invited a number of schools to take part in the lorry recycling poster competition for six of its new lorries.

Earlier this year, the lorries visited the schools who designed their cabs to reward the students with goody bags and allow them to see their designs. To thank the schools, a canvas print of the children with their lorry was delivered to each school.

Thank you to the following drivers who made the visits a success:

Chilton Primary School Lorry - Richard Pace  
 Hagbourne Primary School Lorry - Tony Dyer  
 Harwell Primary School Lorry - Paul Hodgkins  
 Roman Way Primary School Lorry - Mark Gale Snr  
 The Islleys Primary School Lorry - Neil Campbell  
 Hanney Pre-School Lorry - Steve Stringer

Kristal, Harwell Primary School Administrator, commented: "Harwell Primary School were delighted to be chosen by Raymond Brown for the skip lorry design competition. The children in Year 6 loved designing their posters. When the new lorry visited, the whole school (as well as the competition winners) were excited to see it. The canvas given to the school with a photograph of the lorry and the winners of the poster competition was a lovely surprise and very gratefully received and is now displayed for visitors to the school to see."







## INVESTMENT IN NEW FINES CLEAN UP PLANT WHILST STRIVING TO ACHIEVE ZERO TO LANDFILL

Raymond Brown Waste Solutions have invested in a fines processing plant for the A303 Materials Recovery Facility in Barton Stacey.

The new plant will ensure that we can recover the 10-25mm stone, metal and light material such as wood and polystyrene from our trommel fines material.

This plant investment will result in a reduction of c.6,000 tonnes of material being sent to landfill over the next year.

The fines will be loaded into the Proflo DST, which incorporates a 10mm screen, magnet and an air separator.

The 10 – 25mm materials will pass through air separation unit technology to separate the light and heavy materials. The heavies will be recycled into 6F5 crushed with the light material recycled for use as solid recovered fuel (SRF). The magnet will recover over 200 tonnes of ferrous metals per year.

The smaller fines, that are under 10mm in size, will now be the only fines sent to landfill, significantly improving recycling rates for the business.

## RAYMOND BROWN WASTE SOLUTIONS INCREASE RECOVERY RATES BY 10%

Last year, Raymond Brown commenced a contract with Oakleaf Recycling to supply residual waste to be converted into SRF for energy production. This has, in turn, seen an average of 470 tonnes of waste per month (almost 5,000 tonnes of material in total) get converted into energy rather than sent to landfill from the A303 Materials Recovery Facility.

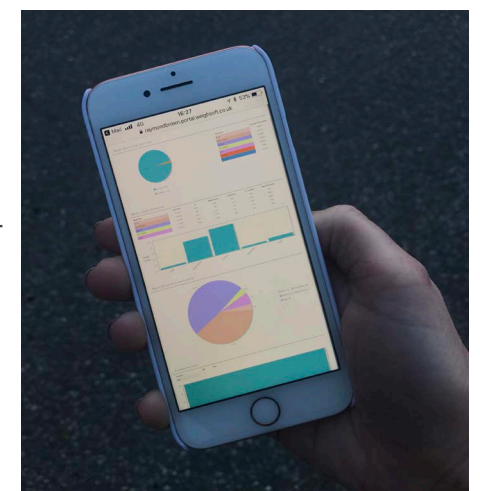
The continued investment and improvements to our recycling capabilities, and in creating renewable fuels from the residues of our processes, ensures that we are able to recover more materials which otherwise would be lost to landfill.



## NEW ONLINE WASTE MANAGEMENT PORTAL FOR CUSTOMERS

Raymond Brown Waste Solutions have launched an exclusive online tool accessible via our website to help our customers monitor and improve their waste management performance and costs anytime, anywhere.

The next generation cloud-based technology provides our customers with access to all of their waste, giving them complete control over their waste management and the waste streams generated on each site. The portal provides traceability of waste to evidence the benefits achieved by recycling and to help our customers save money. It provides the ability to view order details, transaction history, including copy tickets and invoices as well as generate reports and download data. Site waste reports can be generated online and it offers the ability to view, accept or reject work, update details and generate reports.





# The Raymond Brown Recycling Tree

by  
Fairisle Junior School



## FAIRISLE JUNIOR SCHOOL'S VISIT TO NURSING RECYCLING FACILITY



Children from the local Fairisle School were invited by Raymond Brown to visit our Nursling Recycling Facility once again this year to learn about the site and how recycling affects the environment. The 94 children were split into four groups and taken around the site by coach, learning about how the business recycles the material received. A classroom lesson was also provided to look at recycling and household materials that can be reused.

To commence the tour, each coach of students was driven onto the weighbridge and two student volunteers from each group were taken into the weighbridge office to sign for and receive a ticket from Ben Deeley, Weighbridge Operator. To give the children an idea of the scale, Tim O'Leary compared the coach weights to African Elephants.

Tim acted as the tour guide for the site visits, pointing out the different plant operations on site, the staff roles and all the materials received. He explained how each of the materials are recycled and where they go to be reused to help the children complete their worksheets.

In the classroom, the children were given a recycling lesson by Justin Ebbutt, Site Manager, and were provided with cut out paper hands in several colours, which they used to write recycling messages on (based on what they had learned). They were invited to stick the paper hands onto their school's own Recycling Tree to form a leaf effect, the tree is now on display in the site meeting room, with 94 leaves and 94 different recycling messages.

Tim O'Leary, Operations Director, commented: "It was great to see the enthusiasm from the pupils taking part. It is so important to help the children understand the pressures on the environment, the world's resources and the part that they can play in improving things for the future. It is also good to see them having fun whilst learning!"







Grab Lorry Driver Nick Bunn visited Sarisbury Green Junior School to deliver two tonnes of topsoil, donated by Raymond Brown to enable the school to start their allotment renovation project in March.

The school were provided with their allotment earlier this year and have been requesting support from local businesses so that they can develop it. They are the first school within Hampshire to have their own allotment, and a group of Year 6 students are putting together a gardening club to work on it as part of their Civic Award.

The school's new gardening club, 'SJS Ground Force', now has over 48 student volunteers and will be renovated by both children and volunteer parents. Their plan is to grow fruit and vegetables as well as flowers planted to encourage bees and wildlife.

#### Cleaning Up

In March we donated some mini vests to 1st Whiteley Cubs for their litter picking day, and in April we donated a skip to the village of Longparish for their Spring Clean Up Day.

#### IBA Aggregate

In January, Fortis IBA undertook a classroom lesson and school assembly on IBA Aggregate at Longparish Primary School, explaining to the students what happens to their black bin waste and how it is processed into a secondary aggregate used for construction. We also donated four new cameras to the students for them to take photos and use during school trips and activities.



# CUSTOMER FEEDBACK

Some of the excellent reviews received via Trustpilot since the last issue of TALK. To read all of the reviews, please visit the Raymond Brown websites.



#### Simply perfect

"Simply perfect, arrived when said explained what we could put in, also that is we needed early collection the process, really easy to order online and lovely delivery driver."

Laura



#### Ordered skip online

"Ordered Skip online, easy to follow via the website. I did however have query in regards to category of waste. Gentlemen on telephone was polite and very friendly. Skip drop off and collection done on time as requested."

Will use again, and do highly recommend."

David



#### Trusty supplier

"We have been working with you for over a year now on a weekly basis and we cannot fault the service. We're looking forward to continuing a great working relationship over the years to come."

Enterprise



#### The best is here!

"Searched online and found the most user friendly website so went with it. The whole waste business seems complicated but not with this company. I cannot praise the website or the customer service enough. I ordered a 15yd RORO for concrete only to discover before delivery that the concrete was not as thick as we first thought but had rubble and soil underneath. One phone call and the team in the office advised me of options and were extremely helpful and accommodating. I knew straight away I had made the correct decision."

Bagsy



#### Very easy to do business with!

"The team at Brownsips were efficient and really helpful. We needed a permit for the skip as it was in a parking bay and they did it all. They even extended the permit for us too. They delivered and picked up perfectly on time - no nasty surprises! The online booking process was simple to use too. I'd happily recommend them."

Ann



#### brownsips are the best

"They deliver and pick up on time, their office staff are great and their drivers are highly skilled, polite and understanding of clients needs. Plus the price is good!"

What more could I ask for ... sorry can't think of anything!"

Thanks for making our build just that little bit less stressful."

Mark



#### Great skip company

"Great skip company, reliable, promised time keeping 100%, great communication, 100% helpful staff and customer orientated to go the extra mile to assist all requirements, would never use anyone else as they couldn't match the service we currently receive"

Steve



#### Easy to deal with - outstanding

"Easy to deal with and I appreciated the follow up calls to find out if I'd like to extend the booking. A real pleasure to deal with - 5 star and would highly recommend."

Mrs Jennings



#### Awesome Service

"Awesome service, delivered exactly when they said, was carefully put down on a tarpaulin and some 3x2 I'd laid out, would highly recommend :-)"

Lance





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