



INSIDE STORIES



Stuart Harris, Chief Executive
"Our first newsletter dedicated to our business and our future..."

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AN INSIGHT INTO OUR CUSTOMER EXPERIENCES

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We process our millionth tonne of IBA



Five more lorries designed by schoolchildren are added to the fleet

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Roke Manor Quarry opens for business.

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Brickworth Quarry Planning Success

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WELCOME

Our first newsletter dedicated to our business and our future.

Welcome to the first newsletter dedicated to our business and our future.

Firstly, I would like to thank you all for your help and input into the separation of our business from the rest of the Raymond Brown Group. The challenge of getting organised and restructured for the change has been onerous. As always, the team pulls together well with a positive attitude to plans they believe in and we succeed.

The last year has been very difficult for most of us, we have had a lot of challenges to deal with. As we move into 2016, I see ahead a more settled picture, with an ever growing pipeline of opportunities and clear plans for each part of the business, which I hope you will all feel part of and believe in.

The Management Buyout is now in the final stage and we are targeting completion by the middle of May. We shall aim for business as usual wherever possible and I urge you to talk to me if you have any questions or concerns.

You may be aware that the senior managers and directors have now completed their business plans for 2016 and these are due to be communicated over the next few weeks. These documents will provide a mechanism to target and measure progress over the year. The directors are committed to the implementation of these plans and a review will take place every three months. We welcome your feedback and any initiatives to help us achieve these.

I think we should put a real emphasis at this time in building on the work already started in talking more to each other about our business and, most importantly, for us to listen to each other more. As such, the leaders of all parts of the business have committed to embarking on a round of reviews with each of you this spring and we urge you all to have your say, and put pressure on your manager to support you with the career development that you want. I have always found that the person who knows how to do the job best is the person doing the job.

The biggest improvement I have ever seen in this business came from a chat I had with Bob Fowler on his break at Chilton about the distances we travelled with skips. I relayed these thoughts to Russell Fleetwood and he and the whole team in Waste Solutions turned that chat into a plan and a success story.

This all fits in with our aim to be a great place to work. I hope you will have noticed the investment made in improving everyone's work environment whether that is new lorries; improved welfare and office accommodation on sites; or the new offices at Chandler's Ford. I know that it is not great everywhere yet, but we have to prioritise and we shall get there for everyone, whatever their position in the team.

Thank you all for your hard work and passion for Raymond Brown.

Best wishes,



Stuart Harris



“As always, the team pulls together well with a positive attitude to plans they believe in, and we succeed.”

TALK.

The Raymond Brown newsletter is published quarterly 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

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COMPLIANCE MANAGEMENT

Compliance Manager, Nick Muir explains the growing threats climate change is posing to the industry and talks about the importance of continuous improvement and working as a team.

Up until now I was always rather sceptical about global warming, but with summerlike conditions in winter, the endless, endless rain and daffodils blooming in December, I thought there may be something in it after all!



From my visits over the past few months, I can see that these ever-changing environmental conditions will most definitely continue to pose significant challenges to the industry and our sites. Wet and warmer winters could see water levels rising on-site, an increase in mud on haul roads and hazardous conditions for our drivers and employees.

To keep risks to a minimum, these winters will need good planning in advance of the onset of winter each year to ensure that we are well placed to deal with this weather.

It is true to say that the many changes which have occurred since the summer have been challenging, not only to the Compliance Team, but to us all. This is recognised in our ISO Management System Accreditation and its standards which identifies and requires "integrity to be maintained when changes to the system are implemented". Therefore, we all need to recognise this and to ensure that our health and safety and environmental systems remain effective.

Environmental

Since Sustainable Development Manager, Lauren Finch, commenced her nine months of maternity leave, the Compliance Team has been busy working on the day-to-day administration of environmental matters, Environment Agency audits, local planning visits, liaison meetings and our four day ISO audits

which included registering our new facilities at Nursling, the A303 IBA Facility and Ardley IBA Facility. I would like to thank Environmental Advisor, James Ryder for his continued efforts and hard work, and all in all I hope that we have continued to deliver the good service previously provided.

Health & Safety

We all have a part to play in the health & safety of Raymond Brown, remembering it isn't just what we do, it is what we choose not to do that can affect the safety of ourselves and others.

I want to reinforce that health & safety is everyone's responsibility. A constant focus on continual improvement from everyone across the organisation, whatever your position, will ensure that we can continue to remain a safe place to work.

We hope that with your involvement and support we can continue to build upon all the good work started last year.

Best regards,

Nick Muir
Compliance Manager



EMPLOYMENT & TRAINING

The launch of our new Employment Policies, Staff Handbook and a Staff Social Fund.

Launch of New Employment Policies & Staff Handbook

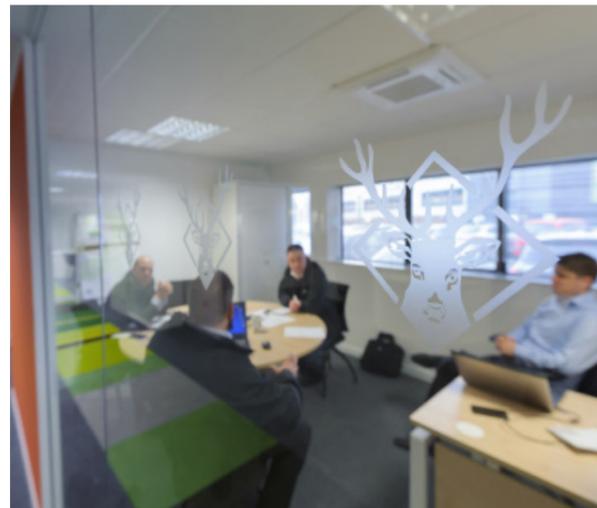
We are pleased to announce that the Raymond Brown Minerals & Recycling Ltd Staff Handbook and Employment Policies have been reviewed and reissued (dated January 2016). You are encouraged to study these documents carefully, as in addition to setting out rules and regulations, they also contain useful information and guidance.

These documents are all available to view via the Compliance Management System (CMS) on Fifi and hard copies will be available in folders on every site. Should you require more information then please speak to Gemma Taylorson, HR Manager on 07977 887036.

New Starters

We are pleased to welcome the following new employees to the Raymond Brown team:

Felicity Breuning, Assistant Quarry Manager (Roke Manor)
Martin Brown, Tipper Driver (Nursling)
Charlie Chalk, Truck Washer (Nursling)
Shaun Cheney, 360 Plant Operator (Ardley)
Paul Cotton, Tipper Driver (Nursling)
Piotr Czekalski, Wash Plant Operator (Roke Manor)
Robert Davey, Trainee Assistant Project Manager
Ben Dearing, Plant Operator (Ardley)
Lynne Flooks, Finance Business Partner
Jake Hart, Wash Plant Operator (Eysey Manor)
Maria Klaminska, Weighbridge Operator (Roke Manor)
Paul Longdon, 360 Slew Operator (Roke Manor)
Kegan Madden, Plant Operator (Ardley)
Nick Ody, Home Based Field Service Fitter
Daniel Pickering, Plant Operator (A303)
Darryn Saunders, Purchase Ledger Clerk
Stephen Shailes, LGV Driver (Rookery Farm)
Stephen Shobbrook, LGV Driver (Nursling)
Philip Smallwood, Technical and Innovation Manager
Robert Smart, HGV Tipper Driver (Rookery Farm)
Richard Waite, Plant Operator (A303)
Sean Warren, Business Development Manager (Nursling)
Gary Wheeler, Shovel Operator (Roke Manor)
Richard Wilkins, IT Support Engineer



SeeHearSpeakUp

The Raymond Brown HR Department has implemented a new 24 hour Independent Whistleblowing Service for all employees through SeeHearSpeakUp.

This service is provided as an alternative for those members of staff who would rather not approach any personnel within the company with regards to concerns they may have.

Employees who feel this way are encouraged to report a wrongdoing via SeeHearSpeakUp by:

1. Ringing the confidential Whistleblowing hotline number on 0800 056 2539
2. Emailing: report@seehearspeakup.co.uk

When making contact through SeeHearSpeakUp's designated telephone service, the call handler will introduce themselves and explain the process.

Employees will be asked to relay their concerns to the call handler who will take down and note all the information provided. This information will be forwarded to both the HR Manager and the Group Finance Director, usually on the same day. However, where information relating to alleged serious misconduct is received (such as criminal activity), it will be reported to them within the hour.

Although not encouraged, you may also remain anonymous if you wish to. All callers will be provided with a PIN number and callers will not be identifiable unless they volunteer details, meaning that SeeHearSpeakUp cannot disclose such information in any subsequent hearings. Calls are not recorded; however, a full account of the conversation is noted by the call handler.

Training Successes



Congratulations to Abi Read and Emma Kemble (pictured) on their Achieving Customer Excellence Training.

Well done to Melissa Kemp who has achieved her Essential Skills for Weighbridge Operator course.

Alan Newman and Jason Martin have also successfully completed First Aid Training.

Finally, congratulations to the following employees who have recently completed their IOSH Managing Safely Course:

Martin Wooldridge, Mike Peatey, Robert Davey, Simon Spurgeon, Matt Munday, Justin Ebbutt, Andy Sykes, Lewis Sykes, Felicity Bruining, Jason Martin, Alan Rudd and Michael Barry.



Staff Social Fund

From 1 April 2016, Raymond Brown will have a "Social Fund" as part of the Communications & Marketing Budget.

If you would like to plan an evening out or a fun activity for you and your colleagues, please complete a Social Fund Request Form and send to Kerry Smith at Chandlers Ford. Forms can be found within 'Employment Forms' on the CMS or within your site Employment Document Folders. These requests will be considered by the directors on a monthly basis for company contribution or subsidy.

Five-a-Side

Earlier this year, staff from Raymond Brown started playing five-a-side football matches which see Raymond Brown Aggregates and Raymond Brown Waste Solutions go head-to-head.

So far, all games have been close but Raymond Brown Waste Solutions is currently in the lead by two clear goals.

It is hoped that the matches will take place on a Thursday evening after work approximately every fortnight in Millbrook, Southampton.

If you would like to get involved in the Raymond Brown five-a-side matches, or for more information, please contact Alex Brown, Marketing Coordinator by email: alex.brown@raymondbrown.co.uk

NEW PLANT INVESTMENTS

New Volvo machinery is joining the Raymond Brown fleet of plant.



Pictured: New Volvo Wheeled Loader at Roke Manor

This latest package of machines represents a partial replacement plan but also an increment to the our overall mobile fleet.

We are welcoming a twenty two tonne EC220E (Roke Manor Quarry) and its larger brother the thirty tonne EC300E (Binnegar Quarry) crawler excavator, along with two new Volvo L120Hs (Roke Manor Quarry) and an L150H Wheeled Loader (Rookery Farm) to our fleet of plant.

We have also ordered three new excavators for the A303 Materials Recycling Facility. These include an EW210D wheeled materials handling excavator, featuring a bespoke straight boom and dipper arm arrangement, hydraulically elevating cab and a rotating selector grapple. Joining the wheeled machine is a 22 tonne crawler excavator, again featuring a hydraulically elevating cab.

An ECR88D reduced swing excavator which is the largest in the line-up of Volvo compact excavators, has also been ordered.

These machines will be based onsite at the A303 Materials Recycling Facility, and will be sorting and loading a range of waste material for the picking lines, stockpiling and loading out high sided bulkers for onward processing.

All of the new machines have been supplied with Volvo's Blue service agreements which will ensure they will be regularly maintained by Volvo-trained engineers using genuine Volvo parts.



New Vehicles

The Transport Department are adding the new Toyota Hilux to the Raymond Brown fleet of vehicles.

Four new Toyota Hilux vehicles have been added to the Raymond Brown Fleet. Simon Webb, Transport Manager took delivery of the brand new vehicles from Alastair Rutt at Snow Toyota in January (pictured).

The vehicles are being based at the following four sites to improve site transportation:

Rookery Farm Aggregate Recycling Facility
Eysey Manor Quarry
Binnegar Farm Quarry
Roke Manor Quarry

A Note to Drivers

Just a gentle reminder to all lorry drivers about not using the A27 Whiteparish Road.

The A27 opposite Brickworth Quarry runs through Whiteparish down to Roke/Romsey and we have an agreement not to use that road as a cut through but only as access to any deliveries in the village.

Please could you continue to bear this in mind when travelling around the area.

Thank you,

Simon Webb
Transport Manager



Office Virtual Tour

You can now have a look around our Chandlers Ford Head Office via our new virtual tour.

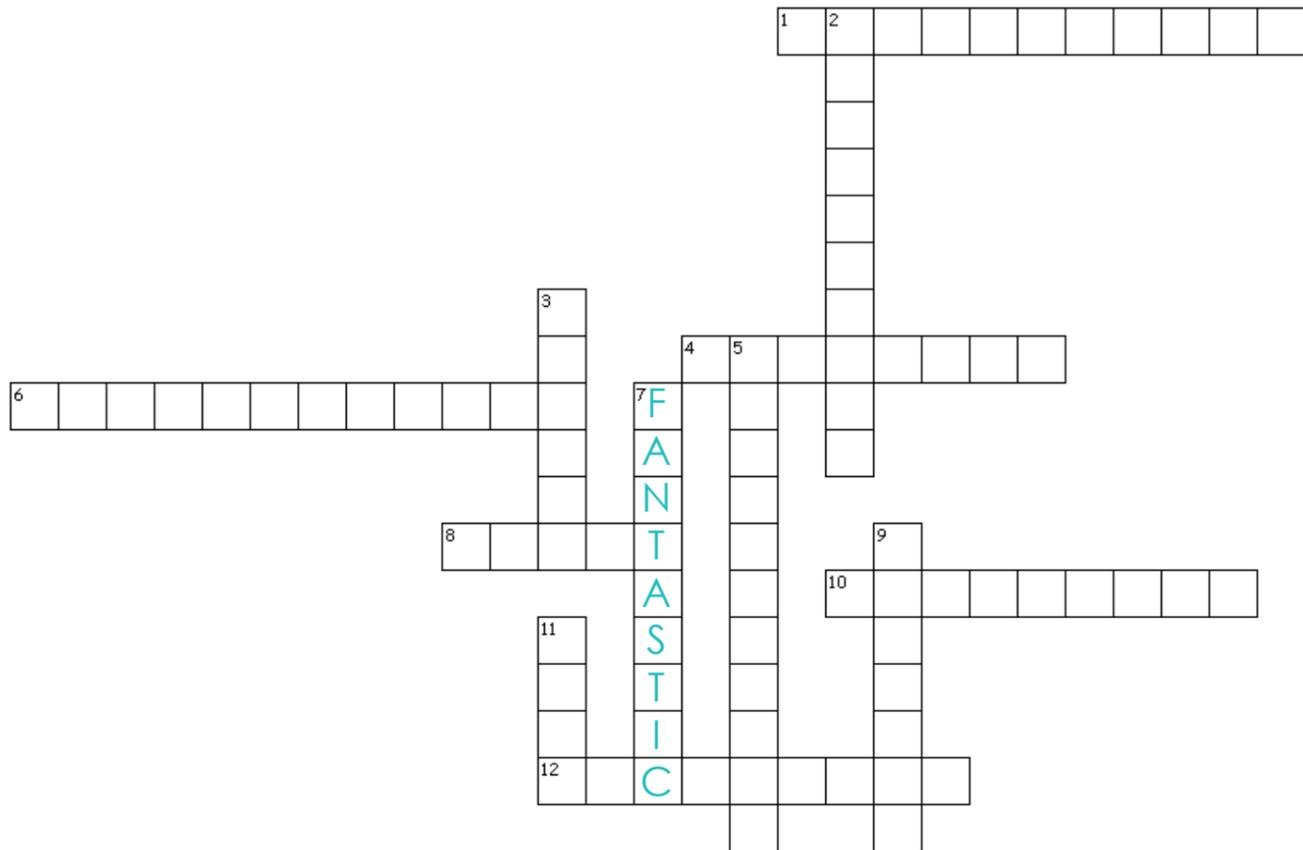
This is the second Google Virtual Tour which Raymond Brown has commissioned, with the other being our Nursling Recycling Facility.

Our Chandlers Ford office has been open for just over a year now after our exciting relocation from Nursling at the end of 2014.

Both of these virtual tours can be viewed via our websites.

Win a £50 Amazon Voucher

In each issue, we will be giving you the opportunity to win a £50 Amazon Voucher. For a chance to win, please complete the crossword below and return to Kerry Smith at the Chandlers Ford office or email it to: kerrysmith@raymondbrown.co.uk by 31 March.



This crossword is based on words which our customers have used to describe us (detailed within our customer feedback on pages 26 and 27). The clues below provide you with who the feedback came from.

Across

- 1. Reynolds & Read (11)
- 4. Mark (8)
- 6. James (12)
- 8. Maria (5)
- 10. Michael (10)
- 12. Julie (9)

Down

- 2. Roxy (10)
- 3. Susan (6)
- 5. Susan (3, 8)
- 7. Mrs Parker-Fellows (9)
- 9. Mrs Parker-Fellows (7)
- 11. Gayle (4)

Name:.....

Business Unit:.....

ANY SIZE LOADS WELCOME!



RAYMOND BROWN TIP & COLLECT (Chilton)

NEW AND IMPROVED TIP & COLLECT SERVICE AT OUR CHILTON RECYCLING CENTRE!

QUICK & EFFICIENT SERVICE!



CHILTON TIP & COLLECT

We are pleased to announce the launch of an improved Tip & Collect service at our Chilton Recycling Facility.

We are now able to offer a range of aggregates for collection, by all sized vehicles, as well as offering a fast and efficient tipping service.

Russell Fleetwood, Sales Director commented: "Chilton has seen some significant improvements over the last few months in terms of sales and marketing and we are excited about the new materials available. I would encourage staff to provide feedback as much as possible so that we can make any further improvements as necessary."

Chilton now offers the following materials for collection onsite:

- 20mm Ballast
- 40mm Scalpings
- Building Sand
- Sharp Sand
- Screened Soil
- 6F5 Crushed

Waste streams available for tipping include:

- Hardcore
- Soil & Stone
- Green Waste
- Plasterboard
- Mixed Wood
- General Waste

We are also able to accommodate non-hazardous waste from third party companies; local authorities, skip hire companies, man-in-van operations, as well as other waste management businesses who all benefit from the tipping service at our fully licensed facility.

WASTE SUCCESSES

Ready for the new financial year, the Raymond Brown Waste Solutions division, brownSkips.com, have some exciting new business wins.

Our Largest Waste Contract just got BIGGER

To coincide with our largest ever site win at Fair Oak (Bloor Homes), we are pleased to announce that we have also secured the waste package with Linden Homes on the same development. They will be building around 100 units which will also see them requiring a mixture of 12yd skips and 20yd RoRo's over the next 12-18 months. Not only does this give Raymond Brown a majority holding of the waste coverage on-site, but it is also the first time that we have received an order directly from Linden Homes. Furthermore, it provides us with an ample opportunity to prove exactly what we can deliver in terms of service, delivery and follow-up (Paperwork/Waste Reports etc). With many more sites in the pipeline from these contractors, it is great to be able to use this as a flagship development as we progress into 2016.

Willmott Dixon Energy Services

We are delighted to announce that Raymond Brown has secured a two year (£20m refurbishment) of six tower blocks in the Blackbird Leys area of Oxford. Following a recent site visit by Scott Vidler, Russell Fleetwood and Simon Dopson, it was confirmed that a complete mixture of skips would be required and that there would be a high volume of waste to come from site in the coming months. This follows on from four other sites we have serviced for Willmott Dixon over the last 18-24 months and shows that we are making massive strides forward with such a key customer. To this effect, we recently received confirmation that Raymond Brown has become a "Preferred Supplier" for the Southern region.

Castleok Care Partnership

Castleok are constructing a new Retirement Care Village in Bishopstoke refurbishing two of the existing lodges on-site. This £37k contract will last until March 2017. The site currently has 12yd skips for mixed waste and over the next few months, (as waste volumes increase), they will also require 12yd skips for timber and 12yd skips for plasterboard.

Go Green Exclusive

Go Green in Doncaster, are one of Raymond Brown Waste Solutions' top three customers. After a very successful relationship with them in 2015, we are pleased to announce that this will continue to develop throughout 2016.

At the end of last year, Key Account Manager, Scott Vidler secured an Exclusive Agreement with Go Green, for Raymond Brown to service all of their sites as a first choice supplier across our main regions of Oxford, Andover and Southampton.

Scott commented: "This is great news and is already impacting upon their spend with us. I am pleased to report that after spending a day meeting the team and having an extensive tour of the business, Go Green consider Raymond Brown to be both an excellent business partner and skip supplier."

Reconomy Relationship Strengthens

Reconomy's average spend of £36k a month increased earlier this year to around £41k a month throughout the winter months. We are now pleased to announce that we have secured first choice position on their supplier list for Eastleigh, Winchester and Andover and second choice across the rest of our Southampton radius. Having previously been in fourth, this is an exciting step for us. We also continue to remain first from Oxford down to Andover.

In the last 12-18 months, Reconomy has acquired brokers, Countrywide Waste and Network Waste. These recent acquisitions are as a result of their goal to significantly increase turnover over the next two years and they are aiming to reduce their supply chain and work only with reputable suppliers to ensure they maintain high levels of service. With the new agreement effective from 1 April 2016, we hope to continue our upward trend in terms of spend and our position with Reconomy as one of their leading suppliers.

NEW WINS FOR CHILTONSKIPS.COM

chiltonSkips.com have also had some successful new business wins for 2016.

Land Rover & Jaguar Dealership, Milton Park

The construction of this £2m project is being undertaken by BDB Design Build Limited. The construction commenced at the start of 2016 and will run for 10 months to completion. We have received an order for 120 x 12yd skips as well as extra skips required throughout the course of the construction (8yd plasterboard and 6yd inert waste).



Aureus School, Great Western Park

A £23m project started on 4 January to build a new school in Didcot. They have ordered 50 x 12yd skips for the first phase (which will last for approximately eight months). There are two further phases to the project which we have also secured, running through until Autumn 2017.

High Tech Terrace Building

The £4m construction of this new college building at the Harwell Campus in Didcot started in November 2015 and will take around six months to complete. They have requested 8yd skips throughout the duration of the contract.

These exciting new business successes are thanks to Business Development Manager, Terry Stone's recent sales and marketing efforts across the chiltonSkips.com area of operations.

Terry has also worked hard to ensure the successful improvement and development of the newly launched Chilton Tip & Collect service which now sees us offering a number of aggregates and sand for collection as well as tipping on-site.

Skip Branding

We are well aware that our skips are very recognisable and easily visible, making them an excellent form of advertising to potential customers and other stakeholders.

As part of our ongoing improvement work to professionalise the image of the business even further, we want to identify any skips which do not meet our professional standards because they need either repairing or rebranding.

We would appreciate all employees' assistance in this going forwards. If you see any skips which are not clearly branded or are damaged (either on-site or out), please report them to the Transport Department or Business Development Managers as soon as possible.





Pictured: Brickworth Quarry

RAYMOND BROWN AGGREGATES RESTRUCTURE

In recent months the division has gone through some exciting changes in order to provide enhanced focus on key areas of the business for growth and development over the next year.

In recent months Raymond Brown Aggregates has gone through some structural changes, and from April the division will be split into three business units with their own set of management accounts.

These changes will enable the three teams to focus on ambitious profitable growth for their specific products and services provided.

IBA Processing (Fortis)

We are seeing major growth opportunities with Energy Recovery Facilities being built and subsequent IBA contracts being tendered. We have therefore established a team led by Lee Thompson (Divisional Managing Director), Andy Sykes (Operations Manager) and Terry Moore (Head of Commercial Contracts). The team will expand the business nationwide over the coming years and to support this exciting new era, a new brand will be launched (Fortis).



“Our sincere thanks and continued appreciation goes out to you all for your hard work and ongoing support of the business.”

Quarry Products

Our quarries are also being established as a separate business unit as there is an exciting pipeline of new quarry reserves to secure. We are pleased to announce that Colin Jones has been promoted to General Manager and Andy Penney to Commercial Manager. Andy will continue to develop and manage accounts for our key supply contracts.

Distribution

This business unit will become the sales and distribution partner for our quarries and the Hampshire IBA processing contracts. This restructuring will also help enable the business to grow by securing sales or distribution agreements for non-Raymond Brown materials as well.

The business will be led by Colin Bolam and we are pleased to announce that Stuart Pearson has been promoted to Commercial Manager. Other changes have seen Transport Coordinators, Stuart Rose and Mike Bellows join the business unit, to form an integrated customer focussed team. We strongly believe that these changes will enable us to further improve service and communication with both our customers and employees.

The Distribution team have continued to enjoy a consistent workload in recent months, most notably securing and delivering 25,000 tonnes of aggregate to Dunsbury Hill Business Park, Havant, and more recently 30,000 tonnes to the Lidl Regional Distribution Centre in Nursling, Southampton.



Colin Bolam, Sales & Distribution Director commented: “We are of course aware that our drivers play a hugely important role in the service chain and as ever our sincere thanks and continued appreciation goes out to you all for your hard work and ongoing support of the business. This year, we will remain focussed on continual improvement together and if you have any thoughts or ideas we would very much welcome your feedback.”

OUR MILLIONTH TONNE

Raymond Brown has achieved a significant milestone in processing our one millionth tonne of Incinerator Bottom Ash Aggregate (IBA).

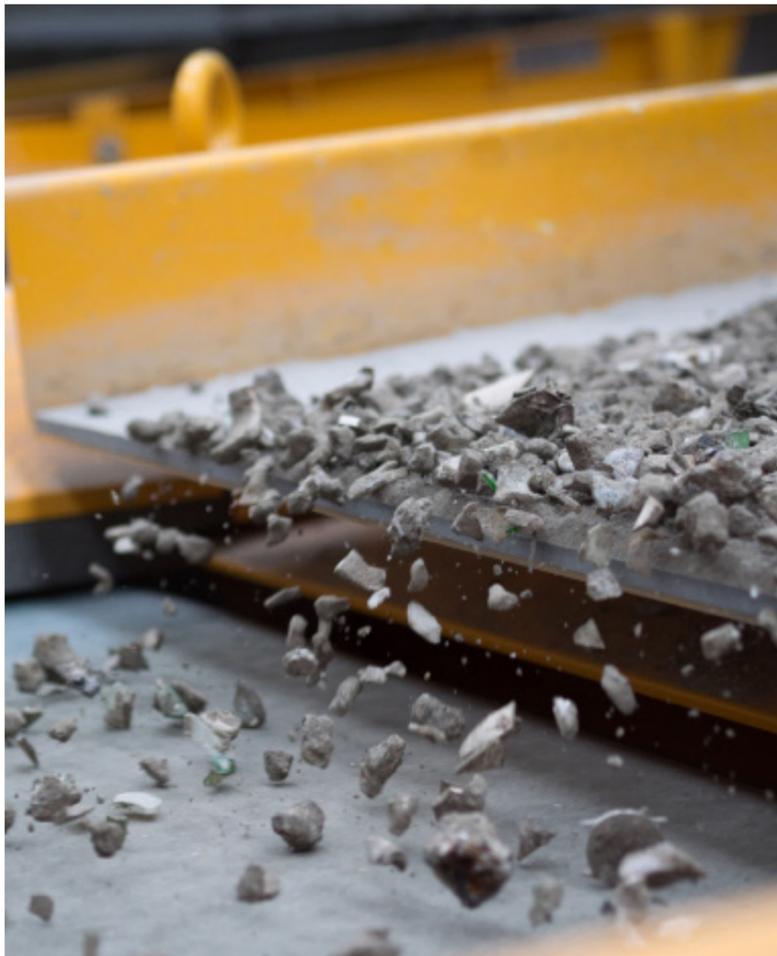
We are pleased to announce that Raymond Brown has now processed one million tonnes of IBA Aggregate.

As we are committed to zero waste and achieving a circular economy, Raymond Brown has been leading the way in IBA processing and marketing for the last eight years and has seen significant growth in the demand for IBA Aggregate.

IBA Aggregate has been widely used within the construction industry for over 20 years and is a totally sustainable secondary aggregate.



Pictured: A303 IBA Processing Facility



Lee Thompson, Divisional Managing Director (IBA) commented:

"The IBA Division has seen considerable and continual investment by the company in the last decade, enabling us to build and develop two brand new state-of-the-art IBA processing facilities within the last two years.

I would like to thank our staff who are dedicated to operational and technical excellence.

We are proud to have reached this major milestone in our continued commitment to preserving the earth's natural resources.

Our ongoing investment in research and development will serve to compliment our established marketing and logistics expertise, ensuring that we achieve future milestones and remain the market leaders for IBA Aggregate across the South of the UK."





COMMUNITY MATTERS

In the Autumn of 2015, five new lorries were added to our fleet providing us with the opportunity to contact five new local schools and take our Community Matters Initiative even further.

After the huge success of our lorry design competition (comprising seven lorries) earlier in 2015, schoolchildren from five more schools across the South were invited to use their imagination to design a Raymond Brown lorry representing their school.

Based around the theme of 'Be Smart, Be Green, Recycle' or 'Think Safety, Act Safely' the children were asked to create posters which would be as eye-catching as possible. The winners (ranging in age from 4-13), were selected by the Raymond Brown board of directors and the most successful designs were transferred onto our five brand new Scania P370 Tipper Lorries with Charlton Superlight bodies. These new lorries have the highest specification of their kind, featuring automatic tailgates, onboard weighing systems and four-way recording cameras.

All the winning designs were unveiled when the lorries visited each school's playground with a Raymond Brown director who announced the winners and presented each of them with a £10 book voucher. The children got the opportunity to see their designs displayed on the school lorry and even sit inside and ask the driver questions.

Stuart Harris, Chief Executive commented: "Over the last year we have continued to expand our commitment to the community and develop programmes to educate and inspire the future of our industry as part of our Community Matters Initiative.

I am pleased to say that we now have over a third of our fleet which has been designed by local schoolchildren and we will be continuing to develop our Community Matters initiative even further throughout 2016.

Our Initiative

To ensure that community engagement remains a priority for our business, we have introduced our Community Matters Initiative and education mission, which is "To provide and support learning opportunities within the communities in which we work."

"We now have over a third of our fleet which has been designed by schoolchildren."

This initiative has seen us make an increasing commitment to the community and last year alone saw us offering a number of educational, CPD and learning opportunities across our sites, encouraging interest in recycling and the future of our environment.

If you know of any local schools or community groups who would like to get involved in any of our Community Matters projects then please contact Kerry Smith (T: 07827 278870).



OAKDALE JUNIOR SCHOOL

Pictured: Lee Thompson, Divisional Managing Director (IBA) and Driver, Lee Tarrant who visited Oakdale Junior School in Poole to present the seven students with their gift vouchers and prizes.

"I would just like to thank you and Raymond Brown again for this morning, for taking the time to come into school and arranging for the lorry to be here! It has been a wonderful and creative time for the children. We really appreciate you giving the children this exciting opportunity to design the safety posters and to see their winning designs transferred onto the lorry."

Louise Scrivener, PA to Headteacher
Oakdale Junior School

VIGO JUNIOR SCHOOL

Pictured: Tim O'Leary, Operations Director and Driver, Dominic Farrelly who visited Vigo Junior School in Andover to present the eight students with their gift vouchers and prizes.

"The school were delighted to be invited by Raymond Brown to design posters to raise awareness of recycling and the environment. It was great excitement when the children saw their designs on the lorry and got to sit in the cab. The children are keeping their eyes open to spot the Vigo lorry, when it has been seen, the whole school have heard about it. Thank you for offering the children at Vigo Junior School this opportunity, a wonderful community way to highlight the importance of protecting our world, particularly for the younger generation who are, after all our future."

Anne Perriam, Executive Headteacher
Vigo Infant & Junior Schools



REGENTS PARK COMMUNITY COLLEGE

Pictured: Stuart Harris, Chief Executive and Nursling Recycling Facility Site Manager, Justin Ebbutt presenting the students with their prizes at Regents Park in Southampton.

"Thank you again for everything you have done. The students loved seeing the truck this afternoon. I really appreciate it."

Elizabeth Bishop, Head of Year Eight
Regents Park Community College

BROOKFIELD COMMUNITY SCHOOL

Pictured: Adam Murnieks, Strategy & Development Director and Driver, Ray Evans visited Brookfield Community College's Art Department near Rookery Farm Recycling Facility in Fareham to present these senior school students with their prizes.



LOCKERLEY PRIMARY SCHOOL

Pictured: Colin Bolam, Sales & Distribution Director and Driver, Steve Fortune who visited Lockerley Primary School near Roke Manor Quarry to present the students with their prizes.



Raymond Brown fleet proudly wears poppies as mark of respect

The entire Raymond Brown fleet are showing their support for this year's Poppy Appeal by proudly wearing bright red poppies in the lead up to Remembrance Sunday.

The 60+ vehicles working across the South were affixed with a poppy and Raymond Brown makes a generous donation to the Royal British Legion Poppy Appeal each year to honour this.

Stuart Harris, Chief Executive said: "Our vehicles are very visible and recognisable, so by fastening a poppy to each of them as a mark of respect we can show our support for the Poppy Appeal. As an organisation who is dedicated to supporting local communities, we are committed to honouring those who are serving, or who have served for our country.

I would like to thank Steve Parker, Julie Davies and Scott Kendall for ensuring that all of our fleet were affixed with poppies. The Appeal is a hugely important cause and we have continued to support it year on year."

Bere Regis School Crossing

We are pleased to be sponsoring the Bere Regis First School lollipop patrol crossing near Binnegar Quarry in Dorset for a fourth consecutive school year. It is an important part of the community that we are honoured to be associated with.



Ollie's Garden

Raymond Brown was delighted to have been able to provide a donation of ballast to assist in the transformation of five-year-old Ollie's garden.

Ollie's family launched an appeal last year to raise funds for re-landscaping their garden which has now allowed Ollie, who has cerebral palsy, to be able to safely play in it.



BRICKWORTH SUCCESS

We are pleased to announce that at the end of last year, a permission was approved for additional quarry workings at Lowdens Copse.



With the successful growth within the market and subsequent demand for Brickworth sand, the need became apparent to extend our quarry workings to new areas.

Sustainable Development Manager, Lauren Finch, led the team who prepared a successful planning application for the small extension to the Brickworth Quarry workings at Lowdens Copse. The extension is for a further 120,000 tonnes to be extracted, taking us into 2017.

The site will be backfilled with inert waste under an Environment Agency permit to restore the land back to its original levels, as we have ensured across other parts of the site.

The application involved the sensitive management of ancient woodland soils which were found on the site, such that a high standard of restoration can be achieved by Raymond Brown.

Steve Cole commented: "This application will enable us to continue operating into 2017 while we prepare a larger and more complex application. This will involve two further areas of minerals at Brickworth which have been allocated within Wiltshire Council's Mineral Local Plan."



ROKE MANOR OPENS FOR BUSINESS



After seven years in planning and 12 months in construction, Roke Manor Quarry near Romsey, has officially opened its gates for business.

The company's new Roke Manor sand and gravel operation opened for business in December 2015. The quarry will supply sand and gravel into the local construction market for use in concrete, general building and decorative materials.

This has been a challenging project with a number of issues to overcome, including the discovery of dormice on-site, as a result of which we have entered into a 30-year woodland management plan. We have been monitoring water levels in the area to ensure there is no impact as a result of our operations.

Being a Greenfield site with no previous operations, a new entrance was required to be constructed to Hampshire County Council's standards, in order to provide direct access off the A27.

Throughout the planning and construction period, there has been a liaison group chaired by the local county councillor to keep the community informed of all developments on the site, and to deal with any issues arising.

Gravel will be brought to the processing plant by overland conveyors to reduce the impact from the heavy plant movements, a modern state-of-the-art plant has been installed to process the gravel and produce a range of aggregate sizes and sand.

Modern technology is employed to remove the silt from the wash water so that it can be recycled and the residual silts can be used in restoration. As extraction progresses, landfilling operations will follow in behind, using inert spoil to restore the area back to its original ground levels.

Roke Manor Quarry will produce around 100,000 tonnes a year and the operations will last seven to 10 years.



CUSTOMER EXPERIENCE

Just some of the excellent reviews received across the divisions following the recent implementation of TrustPilot. To read all of the reviews, please visit the websites.

What is TrustPilot?

TrustPilot is an E-Commerce Review System which allows customers to review us online for the following; brownSkips.com, chiltonSkips.com, brownGrabs.com and Raymond Brown Aggregates.

Why do we need it?

There are a few reasons why we have implemented TrustPilot:

- Establishing what our customers think of us is valuable in enabling us to improve our services.
- Reviews can eliminate any doubts potential customers may have and will encourage them to use us.
- Using a system like this can have considerable Search Engine Optimisation benefits.

How can we help?

Drivers, business development and sales teams are being provided with A5 customer flyers which contain information on TrustPilot. Either:

1. Write your name in the box provided on the flyer and hand it to the customer - it contains all the information for them to go online and complete the review.
2. Ask them to write their email address in the box provided on the flyer and then take the flyer back from them and once you have a few, post internally to Alex Brown at the Chandlers Ford office.



Reliable Service

"Overall a very reliable service, the account manager (Scott Vidler) has been excellent, we have needed to review some of our waste streams this year and as result we changed the way our food and WEEE waste is collected and both changes have proved much easier to manage and more acceptable to our staff and processes."

Mark Oakley
2 December 2015



Great Service

"Having worked with Chilton for nearly a year now I have found them to be responsive, competitive and reliable. Terry has been a great account manager and has always responded to all enquiries swiftly and with resolution. Would highly recommend Chilton to anyone."

Roxy
18 November 2015



Eco Friendly Company

"Luke in the weighbridge and Rob in the loading shovel are first class ambassadors for your company. Always very polite and give an excellent service. Whenever we call to make payment always dealt with quickly and efficiently, whereas quite laborious with some other companies."

Susan
8 January 2016



An Excellent Job

"The access points were very difficult and I expected the lawn to be torn up, however Nick Bunn manoeuvred himself in such a way that no damage occurred. I was impressed with Nick and I will definitely be using Raymond Brown again."

Michael Burgess
13 October 2015



Fantastic Service

"Fantastic Service. Great experience of this company, spoke to a lovely lady on the phone to book the skip, the driver was amazing - we have an awkward drive but he was friendly and helpful - will be using again."

Mrs Parker-Fellows
16 December 2015



Nice Company

"Lovely family feel company. They have not lost their attention to customer service and all staff seem to have the appropriate training for their field of work."

Gayle Trask
11 January 2016



Trustworthy

"We work along side Raymond Brown on a regular basis & find the team helpful, honest & trustworthy which are rare words in this industry."

Reynolds & Read
29 January 2016



An Excellent Job

"Great to be able to book online. Very lovely delivery/collection men."

Can't fault the service."

Julie Burrows
4 February 2016



Tried & Trusted

"Fast and efficient service, driver (James Perkins) was very polite. Whole process was hassle free. Would recommend and order again."

James
16 December 2015



Great Service

"We have been using Raymond Brown Skips for a few years now, although they might not be the cheapest, they are 100% reliable and their drivers & office staff really do go the extra mile to make sure everything goes smoothly and is hassle free."

Maria
26 January 2016



Excellent Service

"I have found the service from the office and management excellent. The orders are always placed correctly and the level of service from drivers is always 1st class. All the drivers are presentable and polite and helpful. I would not hesitate to recommend them to anyone for business or private purposes."

Dan Fisher, Willmott Dixon
2 December 2015



Highly Recommend

"I have used the Raymond Brown grab services for many years now. The reason I use the grab service is because they are punctual and professional each and every time. I highly recommend the service if you need the job done. They make my job easier by doing exactly what they say they will. Great service! Highly Recommend."

James Lewis
10 December 2015

Russell Fleetwood, Raymond Brown Waste Solutions Sales Director

"We should all feel extremely proud of the feedback received. It gives me enormous pride to know that a company the size of Willmott Dixon talks about Raymond Brown and our team in such high regard and outstanding terms."

Being able to understand what all our customers think of us is essential in our organisation as we continue to make investments and improvements to the business."

Colin Bolam, Raymond Brown Aggregates Sales & Distribution Director

"The feedback has been absolutely brilliant. It is great to see the names of my team; both front of house and office staff who have ensured that our customers get the best experience from Raymond Brown."

We need to continue to work hard to ensure our customers return to use us again and recommend us to others. Please keep it up and use the customer review flyers to ensure that customer experience is captured."

TALK.

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