

TALK

NEWSLETTER



RAYMOND BROWN

ISSUE 03 / MARCH 2017

INSIDE STORIES



Introducing the new Distribution fleet as it hits the roads...



Stuart Harris, Chief Executive
"I am pleased to introduce the initiative to highlight and strengthen our core values..." **PAGE 03**



Conrad Tauter wins an additional day of leave at the Black & White Party **PAGE 16**



A303 Enviropark welcomes the local community for open day

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FORTIS LAUNCH NEW VIDEO **PAGE 20**

WELCOME

Passion • Responsibility • Engagement •

As I reflect on the last six months at Raymond Brown, the overriding emotion is deep sadness for the loss of our colleague Paul Dixon. Paul's death at such a young age is tragic and shocking and I am sure it has affected many of you that knew him well. As you can imagine there was a large collection after Paul's death; a model of Paul's lorry has been commissioned and given to Paul's son and a donation has been made to the Air Ambulance on your behalf.

On a happier note it was great to see so many of you and your partners at our party in November, I hope you all enjoyed the evening and I congratulate Conrad Taute on the persistence he showed to win a day's holiday from Mr Clasby.

The reorganisation of the business will continue over the coming months with Fortis IBA and Raymond Brown Quarry Products becoming separate limited companies within the new Raymond Brown Group, all of which is explained in more detail on page six. This coincides with the new branding of the Quarry Products division and I am sure you will notice the change in colour of our existing and new lorries as they start arriving in March.

I am also pleased to introduce the initiative to highlight and strengthen our core values. The aim of the initiative is to develop these values so that we all use them as a touchstone for decision making. This is explained in further detail on page seven.

It has been great to introduce two new directors to the team over the last few months. Firstly, Wayne Roberts, who joined in October as Chief Finance Officer. Wayne comes with a great deal of experience and knowledge of the financial and wider business challenges we face. Wayne, along with Mark Daniels, who joined as Financial Controller at the same time, has been very busy getting to grips with our new financial structures and starting to look at improvements for the future. Second to join was Robert Westell, as Estates and Planning Director, to succeed Steve Cole and work with Lauren Finch and the rest of the team on improvements to our current sites and build our pipeline of future sites and reserves.

You may be aware that we have had to make the decision to close the recycled aggregate washing plant at Rookery Farm Recycling Facility with the regrettable consequence of some redundancies. The plant has run for the last ten years with several different management teams, but it has never been able to consistently make money. We are looking at several new possibilities for Rookery and will continue to look to increase volumes of dry screened products through the site.

The business environment has been difficult since the Brexit vote in June and customer demand has been fragile. However, as we work our way through 2017, the picture has improved and we look with cautious optimism to the year ahead. For the longer term, if even a fraction of the government's planned infrastructure and development spend happens along the M27 and A303, we are very well placed.



Stuart Harris,
Chief Executive



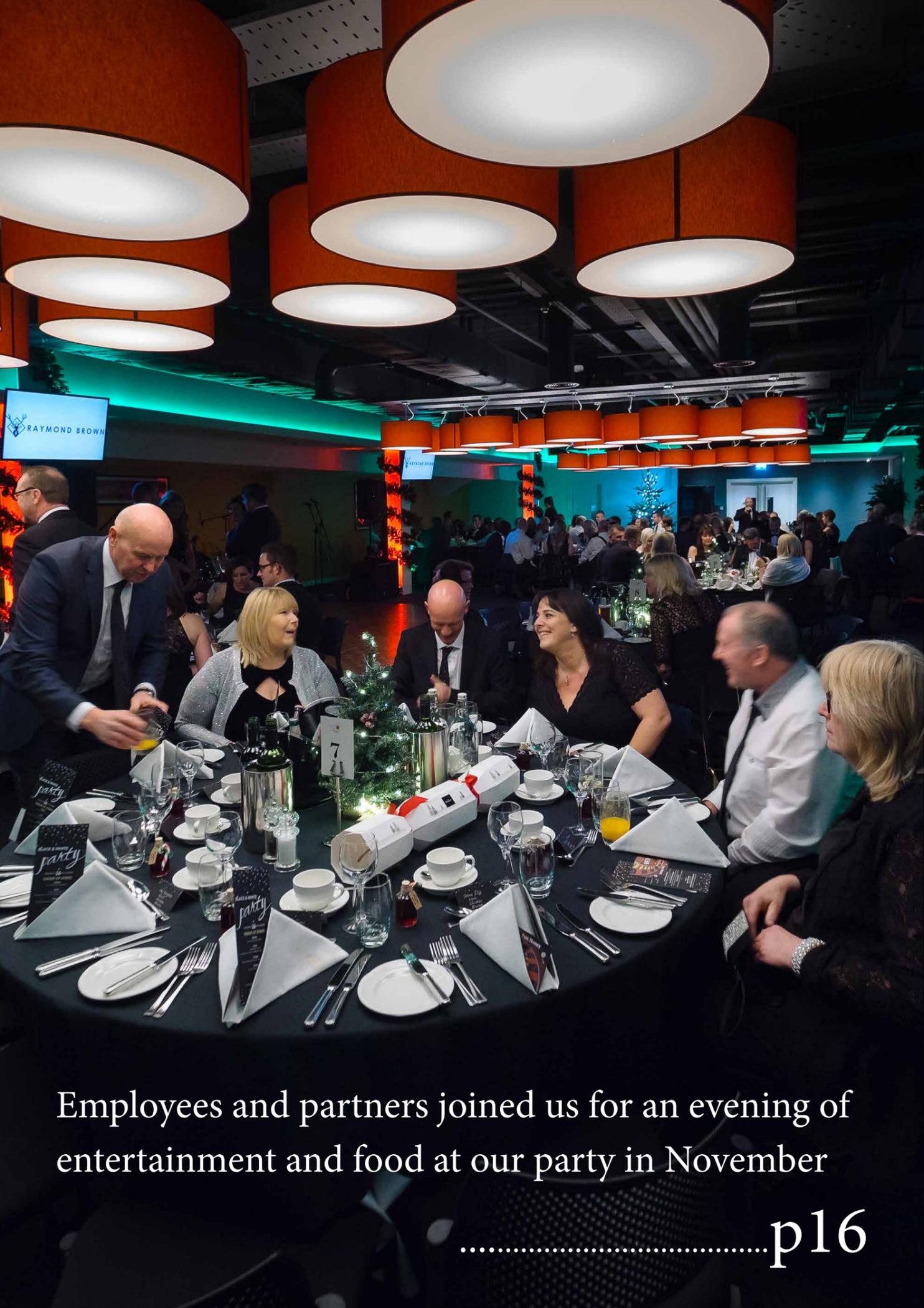
“It was great to see so many of you and your partners at our party in November... I congratulate Conrad Taute on the persistence he showed to win a day's holiday from Mr Clasby.”

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:

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Employees and partners joined us for an evening of entertainment and food at our party in November

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ASSURANCE MANAGEMENT

Helping Great Britain work well.



**Helping
Great Britain
work well**

The Health & Safety Executive (HSE) recently launched their "Helping Great Britain work well campaign".

Central to this is protecting people by managing risk in a proportionate and effective way, supporting innovation and increasing productivity.

The HSE recognise that "Great Britain's health and safety is the envy of the world and the challenge is to improve even further this impressive record".

The HSE's Helping Great Britain Work Well campaign covers six themes:



Acting together: Workforce engagement.



Tackling ill health: Greater awareness of health issues.



Managing risk: Sensible and proportional risk management.



Supporting small employers: Giving simple advice.



Keeping pace with change: Anticipating and tackling new health and safety challenges.



Sharing success: Commercial opportunities.

For this campaign the HSE have developed plans for each industry sector or area.

Raymond Brown operate in areas which the HSE describe as high hazard (quarries), having some of the highest rates of workplace injury and work related ill health (waste & recycling) and worse-than-average record of health and safety performance (transport).

The areas mentioned above are useful in building a risk profile of our company. The outcome of risk profiling is that the right risks are identified and prioritised, and minor risks are not given too much priority.

Some of the significant risks which are present across all of Raymond Brown are from hazards of driving on the highway. These risks include speed, awareness, road rage, using mobile phones and in-car/vehicle technology. These are applicable whether we are driving to and from work, on company business or even outside of work.

To recognise the significance of these risks and the priority in addressing them, Raymond Brown will shortly be introducing a programme of awareness workshops and training. This will be available to all road users. More information will follow later this year.

Finally, going back to the HSE's descriptions of the areas we operate in, let us not forget our RoSPA Gold Achievement Awards, which recognise all our efforts in making sure our safety performance is far better than they describe.

N. K. Muir

Nick Muir
Assurance Manager



RAYMOND BROWN STRUCTURE

Building on the decision last year to establish four operating businesses and a support services function, we are progressing the next phase of our plans to grow the business and we are pleased to announce that from 1 April 2017, two additional legal entities will be created:

- 1) Raymond Brown Quarry Products Limited
- 2) Fortis IBA Limited

It is important that the group has focussed management teams dedicated to each business to avoid overstressing our resources. It will also encourage the business units to act independently and with more autonomy, generating exciting opportunities for us.

Business will remain as usual for all and employees will see minimal change in the way the group continues to operate.

Raymond Brown Waste Solutions, Distribution and Shared Services will remain within the Raymond Brown Minerals & Recycling Limited legal entity, continuing to trade under "Raymond Brown Minerals & Recycling Ltd" but operating under their respective brand names. This will enable them to work more effectively with focus on delivering support to the entire group as opposed to being standalone businesses.

Identity & Rebrand

Following the success of the Fortis rebrand, attention has now turned to the business units and their identity within the organisation.

The Raymond Brown Distribution rebrand is now underway, with some rebranded green lorries on the roads. More information and photos are detailed on page 12.

Raymond Brown Quarry Products will also be developing its own brand identity, including its own logo (pictured), website and marketing literature.

Raymond Brown Waste Solutions will remain as it is, with its existing integrated brands; brownSkips.com, chiltonSkips.com and brownGrabs.com.

Raymond Brown Quarry Products Limited:



Fortis IBA Limited:



Raymond Brown Minerals & Recycling Limited:



To support the development of our four operating businesses, the directors felt it was important to develop new mission and vision statements for each of the businesses.

Mission statements are designed to give a very brief understanding of the company's purpose; "Why the business exists".

Vision statements are designed to give a very brief understanding of; "Where the business is going/ aspirations".

By developing these we want to ensure that all employees have a clear understanding of where each business is heading. They were agreed by the senior management teams of each business and will be launched within the 2017 Strategy Documents which are being issued this month.

The 2017 Strategy Document presentations will be taking place over the next few weeks and you will be given the opportunity to provide feedback and ask any questions.

CORE VALUES

Passion. Responsibility. Engagement.



Raymond Brown are currently introducing an initiative to highlight and strengthen our core values. The aim of this initiative is to develop these values, they should form the foundations of how we perform and conduct ourselves at all times:

- Passion
- Responsibility
- Engagement

Core values are the fundamental beliefs of an organisation. The power of three core values lies in being able to recall them at anytime, ensuring they can positively influence decision making in the moment.

Stuart Harris, Chief Executive, commented: "I think you will all agree that we have the passion to demonstrate our responsibility through our commitment to safety, quality and the environment. We also have a strong reputation within the communities in which we work for liaison and engagement. The thing we need to work harder at is listening to you, the workforce, and engaging you in decision making."

To celebrate the launch of this initiative, we are distributing reusable water bottles for all employees branded with our core values. These should be with you shortly if you have not already received one.



Raymond Brown achieve Investors in People Accreditation

Raymond Brown have been recognised for the way we support and develop our staff with the UK's leading people management standard, the Investors in People Accreditation.

The Investors in People Accreditation demonstrates a great workplace, an outperforming employer and a clear commitment to sustainability.

Investors in People is the UK's most successful framework for business improvement through people management.

Raymond Brown was recognised for our commitment to attracting, retaining and nurturing good people, with assessors specifically highlighting directors' efforts to build an open and transparent culture.

Stuart Harris, Chief Executive, commented: "For Raymond Brown, the accolade represents our commitment to developing, supporting and motivating our colleagues, tying in with our 'Great Place to Work' initiative which is being rolled out.

We are proud to have such a professional and talented team and we look forward to further building on our values together. Thank you to everyone involved in the accreditation process, and in particular our HR Manager, Gemma Taylorson."

The national standard is tough to achieve, and awarded to just 10,345 organisations within the UK.

The accreditation will last for another three years, taking us into 2020.



Wayne Roberts joins the board of directors as Chief Finance Officer

Wayne will oversee all finance and IT activities within the business, sitting on the board with Stuart Harris, Chief Executive, and Steve Clasby, Chief Operating Officer.

Wayne is a Chartered Accountant and brings more than 10 years of experience gained as a Chief Finance Officer/Director across a variety of industries, including the environmental, engineering and construction sectors.

He has held a number of senior finance positions with the likes of Shell and Amey plc as well as private equity backed businesses. He is focused on supporting Raymond Brown in achieving our growth aspirations, whilst ensuring that finance plays its role in the ongoing efficient operations of the company.

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

- Paul Barrios-Santana, Mobile Plant Fitter
- Sinikka Biose, Customer Service Manager (A303 Office)
- Christina Bramley, Finance Assistant (Head Office)
- John Camfield, Process Improvement Engineer (A303 Office)
- Mark Daniels, Financial Controller (Head Office)
- Mark Dumelow, Plant Operator (Chilton Recycling Centre)
- Tony Dyer, Skip Driver (Chilton Recycling Centre)
- Anthony Harris, Sales Manager (A303 Office)
- Daniel Kellaway, Plant Operator (Binnegar Quarry)
- Roger Kemp, Plant Operator (Rookery Farm)
- Mark Lush, Plant Operator (Roke Manor)
- Steve Mason, Yard Banksman (Chilton Recycling Centre)
- Kerry-Anne Parsons, Business Development Manager (Nursling Recycling Centre / Head Office)
- Alister Patrick, Shift Plant Operator (A303 Enviropark)
- Beverley Rutter, Weighbridge Operator (Roke Manor Quarry)
- James Skinner, Business Development Manager (A303 Enviropark)
- Oliver Stewart, Tipper Driver (A303 Enviropark)
- Rafal Wierzbicki, Shift Plant Operator (A303 Enviropark)
- Jack Young, Truck Washer (Nursling Recycling Facility)

Training Successes

Congratulations to Luke Quinn and Mark Ewens on completing their IOSH Managing Safely courses.

Luke Quinn has also completed an IOSH Train the Trainer course, which means that he will be able to carry out plant safety training within the business. We now have five in-house mobile plant trainers, covering all business units, who will assist operatives to the point where they are competent for external assessment.

Well done to the HSQE and Compliance team, Nick Muir, Heather McLintock, James Ryder, Ben Jacobs and Jason Martin, on completing a Face Fit Testers course which will enable them to make sure that respiratory PPE fits correctly and protects the user.



Robert Westell joins the business as Estates & Planning Director

Rob is a Chartered Minerals Surveyor and joins Raymond Brown from Aggregate Industries, where he was based for over 17 years and held responsibility for the planning and estates department across the UK, the Channel Islands and Norway.

Rob's appointment comes at an exciting time when we have several projects in the pipeline.

He will lead on planning strategy within the business, focusing on developing existing sites and new areas of opportunity whilst ensuring that as plans evolve and throughout, community engagement remains a key priority.

A GREAT PLACE TO WORK

Our Great Place to Work initiative is progressing well, with a number of improvements since the launch.

Training & Development

The new Management Development Programme commenced in September 2016 with 12 employees and is progressing well.

The first 'Breakfast & Learn' session took place in January at the Chandlers Ford office with The LinkedIn Man. The session included breakfast and a 90 minute informal training session on how to use LinkedIn as a social platform.

The induction process for new starters has been improved with new starter packs which have been created for all new (and existing employees), pictured. If you have not received one of these, please contact the HR Department. A video for new employees is also underway and is hoped to be complete during the summer.

Engagement

Stuart Harris and Steve Clasby have been undertaking visits to a different site each month (usually with doughnuts) to listen to suggestions from the site teams. The feedback so far has been very positive with a number of suggestions for consideration.

The Raymond Brown 2017 Strategy Plans will shortly be communicated to employees through presentations.

Leadership

Mission and vision statements for each business have been agreed by representatives from the senior management teams. These will be communicated in the strategy presentations shortly.

The first of our new quarterly director presentations for new starters will take place on 7 March 2017.

Employees who started within the last few months will have received an official invite.

Employee Benefits

At the end of 2016, all employees were given the option to purchase up to an additional week of annual leave for 2017. Over 10% of employees took advantage of this.

A corporate discount scheme was set up through Gourmet Card and a number of employees took advantage of this offer.

A Health Cash Plan is still planned to be rolled out to all employees in the spring.

A brochure was issued to employees detailing the range of benefits Raymond Brown offer as an employer.

Workplace Environment

Minimum standards for the sites have been drafted and are currently out for review.



A303 IBA PLANNING APPLICATION



Due to the success of the A303 IBA Recycling Facility, Raymond Brown (Fortis) are looking to increase the IBA throughput at the A303 Enviropark by processing similar material from outside the county. In turn, this will significantly benefit Hampshire as the recycled aggregate will be made available to the local construction market, replacing primary aggregates.

In order to do this, Raymond Brown have recently submitted a variation to the planning permission for recycling IBA at the A303 Enviropark. The application includes a variation to three conditions, as shown below:

Condition 14 - To increase the permitted annual limit on IBA processing from 120,000 tonnes to 180,000 tonnes.

Condition 17 - To vary the approved plans of the processing plant to include mobile pre-screening plant.

Condition 2 - To allow plant operation from 6.00am and HGV movements from 7.00am on Monday – Saturday. The present limitation is 7.30am for both plant operation and lorry movements.

The inclusion of the mobile pre-screening unit will increase the efficiency of the IBA recycling plant, provide flexibility and improve the quality of the aggregate. The addition in hours of working in the morning has resulted from a review of Raymond Brown staff working patterns, and will also help to meet demand for the recycled aggregate more efficiently.

All appropriate site assessments with regard to traffic, noise, dust and odour have been completed and are within the application.

A dedicated website (www.a303-enviropark.co.uk) and email addresses (a303.enviropark@raymondbrown.co.uk and a303.enviropark@fortisiba.com) have been set up as a way of engaging and informing the local community on our development plans.



The Regent's Park Community College and Fordingbridge Junior School newly rebranded lorries at Brickworth Quarry in Wiltshire.

THE RAYMOND BROWN DISTRIBUTION REBRAND

The Raymond Brown fleet of 30+ tipper lorries will be rebranded green by the middle of 2017.

Raymond Brown are rebranding the fleet of 30+ tipper lorries green to coincide with our approach to sustainability.

The first lorries hit the road at the start of 2017 and the new Raymond Brown Distribution green (referred to as "Citrine"), will be rolled out over the next few weeks with another 11 new lorries arriving at the end of March.

The new colour forms the basis for Raymond Brown Distribution's corporate identity, a new website and company stationery will also follow within the next few months. By the middle of 2017, the rebrand should be complete.

“We have developed an opportunity to promote our commitment to sustainability and ensure that we are recognised on the roads.”

With the Raymond Brown fleet of lorries being brown for several generations, this rebrand marks the start of an exciting new chapter in the development and growth of Raymond Brown.

Raymond Brown Distribution Director, Colin Bolam, commented: “In rebranding our lorries in this new colour, we have developed an opportunity to promote our commitment to sustainability and ensure that we are recognised on the roads.

We are also aiming to have almost all of the fleet designed by local schoolchildren by the end of this year and we are working closely with a number of local schools who are designing posters for us around the theme of recycling.”

The Raymond Brown Waste Solutions skip and grab lorries will remain in keeping with their brand.





Raymond Brown staff show members of the local community around the A303 Enviropark.

A303 ENVIROPARK OPEN DAY

Neighbours from local and surrounding areas were invited to the A303 Enviropark in Hampshire to learn about the site and its role within the community.

Neighbours from local and surrounding areas were invited to the A303 Enviropark in Hampshire to learn about the site and its two main operations and key roles within the community.

Following engagement and collaboration with the local community, around 60 people attended on the day. This included representatives from the site liaison panel, parish councils, local residents and community groups.

Visitors enjoyed a guided walk to the viewing platform, complimentary refreshments and free gifts.

Earlier in the day, students from Andover College were invited for a tour of the site, and a team from Raymond Brown visited the Longparish Playgroup to talk to the children about the importance of recycling and present them with mini hi-vis vests.

Stuart Harris, Chief Executive, commented: "The opportunity to engage with the community and show them the A303 Enviropark, and the contribution it makes to environmental sustainability was very well received.

The event was a brilliant opportunity for us to answer any questions and listen to comments from our neighbours. There were some really positive comments and also some valuable suggestions which we have already taken onboard, such as setting up a dedicated A303 Enviropark information webpage, increasing traffic management measures at the site entrance and providing local residents with discounted skip hire.

I would also like to say thank you to all our employees involved on the day who made the event a success."



RAYMOND BROWN BLACK & WHITE PARTY

The party provided the business with an opportunity to thank employees and their partners for all their hard work and patience throughout the management buyout in 2016.

Employees and their partners were invited to the Raymond Brown Black and White Party, which took place at Southampton Football Club on 26 November 2016. It was a successful event with around 150 guests in attendance, including directors from Elysian Capital.

The evening composed of a three course meal with entertainment, including a photo booth, three casino tables, a sweetie cart and a live band. All employees were gifted with a miniature bottle of festive sloe gin and each table received a cracker full of Hotel Chocolat goodies.

A game of Steve Clasby's heads and tails saw Conrad Taute, driver for Raymond Brown Waste Solutions, become the lucky winner of an extra day of annual leave and a bottle of champagne.

A photographer was in attendance and if you have not yet seen the photos from the party, please contact Tracey Docherty (tracey.docherty@raymondbrown.co.uk).



Congratulations to Conrad Taute on winning an additional day of annual leave.

60+ Raymond Brown lorries wear bright red poppies in the lead up to Remembrance Day

The Raymond Brown fleet of vehicles once again showed their support in the lead up to Remembrance Sunday by proudly wearing bright red poppies on the front of their cabs.

Raymond Brown take huge pride in being able to support the Poppy Appeal in such a significant and noticeable way leading up to Remembrance Sunday.

It is a cause we hope to continue to support year on year.

Raymond Brown make a donation to the Poppy Appeal each year to honour this and, where safe to do so, Raymond Brown drivers observed the two minute's silence at 11am on Remembrance Day.



Raymond Brown Sponsor Whiteparish School Fireworks and Andover Family Fireworks Events

Raymond Brown were pleased to sponsor both the Whiteparish School Fireworks event and the Andover Family Fireworks event last November.

Both events were a success, and Whiteparish raised over £6,000 in profit for the Whiteparish All Saints Primary School.



Primary School designs posters for Chilton Recycling Centre

Year Three schoolchildren from Chilton Primary School have designed posters based around the themes of recycling and safety on site for Chilton Recycling Centre following a classroom lesson last year.

The class learned how to identify different types of waste and ways to recycle them, whilst also learning about the importance of safety on site. Each child was given a mini hi-vis vest to help keep them safe when walking to school and a hard hat pencil sharpener to take home.

Five posters were selected from the class to go up around the site and each winner received a £10 book voucher.



Paul Dixon's son, Ryley, is invited to the A303 Enviropark to sit in his father's lorry

In September last year, Grab Lorry Driver, Paul Dixon sadly passed away, after a short illness, in Salisbury Hospital. Paul worked with Raymond Brown for the last four years as a driver in the Andover area for the Waste Solutions part of the business.

Raymond Brown invited Paul's son, Ryley, to visit the A303 Enviropark, sit in his father's lorry and ask questions about the vehicle.

An exact replica of the lorry was commissioned and presented to Ryley by Julie Davies, Transport Administrator, following a collection made after Paul's death. A donation was also given to the Air Ambulance on behalf of employees.

It had been kept a surprise for Ryley, by his mother Emma, and he was extremely grateful with the experience and delighted with his gifts. We have also been assured that the model will take pride of place in his bedroom.





FORTIS LAUNCH NEW IBA VIDEO

Fortis are pleased to announce the launch of a new IBA Processing video.

The video features footage from both the Ardley IBA Processing Facility in Oxfordshire and the A303 IBA Processing Facility in Hampshire. It highlights the importance of energy recovery to divert waste from landfill and the process the IBA goes through when it arrives on site at one of Fortis' facilities.

The video showcases the modern processing technology across both sites and how it is then distributed to be used as a high performance construction aggregate.

The video features an interview with Managing Director, Lee Thompson and testimonials from customers.

It is now live on the website and YouTube channel and can be viewed at: <https://youtu.be/SwGthJdViLo>.

IBA Aggregate becomes approved and included in the Standards for Highways 600 Series

Working in collaboration with Highways England has seen IBA Aggregate approved and included in the Standards for Highways 600 Series.

This is a significant milestone and a fundamental development in the marketing of IBA Aggregate in the UK. It is expected that the same will happen for Standards for Highways Works 800 Series within the next two to three years.

Considerable IBA Aggregate engineering performance research has taken place, and this is now with the local authorities as the business tries to develop the local authority specification further.

This recognition will see IBA Aggregate more widely accepted across highway construction in England.

RAYMOND BROWN BECOME MEMBERS OF THE MINERALS PRODUCTS ASSOCIATION

Raymond Brown have recently been accepted as members of the Mineral Products Association (MPA). As members of the largest trade association within the quarrying industry, the business now has access to a wide variety of quarry related information and assistance.

The MPA is a trade association which includes a number of constituent organisations who represent the interests of specific mineral products. Operating together under the MPA umbrella provides us with combined strength while facilitating cost-effective use of resources and expertise.

The MPA is an influential voice for its members, is highly respected by government at all levels and will ensure that Raymond Brown is kept well informed on legislation changes.

Our membership also provides a number of networking opportunities with other organisations and industry professionals, which employees may find incredibly useful.

We encourage you all to make use of our membership. For more information, please contact Rob Westell, Estates & Planning Director or visit the website: www.mineralproducts.org.



EXCITING NEW CONTRACT WIN FOR RAYMOND BROWN WASTE SOLUTIONS

Raymond Brown Waste Solutions are pleased to announce that the business has won a 53-week contract with Bowmer & Kirkland for The Orchard Centre in Didcot.

The Orchard Centre is a retail and leisure destination serving Oxfordshire's Science Vale, home to one of the biggest scientific and technology communities of its kind in Europe.

Its new extension will add a further 150,000 sq ft to the centre and Raymond Brown will be providing in the realm of 200 skips.

The contract will be served by Chilton Recycling Centre and is expected to be complete by June 2018.



WHY REPORT NEAR MISSES?

Near Miss Reporting Initiative.

Raymond Brown are rolling out a Near Miss Recognition Incentive. All near miss reports received before the next issue of TALK will be entered into the recognition scheme. The near miss reports will be assessed and the most suitable awarded a £50 gift voucher.

The official definition of a Near Miss is: "an unplanned event without injury or damage, but with the potential to do so."

This comes from a tried and tested theory that identifies a ratio between the number of fatalities to major accidents/incidents to minor accidents/incidents to near misses.

Based on the theory of the number of accidents and incidents Raymond Brown have reported, we should be expecting in the region of 1,000+ near misses reported every year. Unfortunately, we only receive a tenth of that each year.

Nick Muir, Assurance Manager commented: "So what is wrong? It can't be the theory, as that has been universally proven and I don't think it can be the over reporting of the number of accidents or incidents we have. Perhaps it could be that we are not aware of what a near miss is, but then again our safety performance is quite good. This would suggest we are all aware of what a hazard and risk is and what to do to keep safe."

We do see these near misses all around us but due to trying to get the work done, or life getting in the way, or if we report them nothing seems to get done, we let them pass by.

The reporting of near misses is an important source of information which we can all get involved in. By doing something about them and reporting them, however many times, until they are put right, you will have made our workplace a safer environment. The theory says they are out there still waiting to be reported!"

Increased 'Near Miss' reporting indicates the business is continuously improving by finding things before they develop into an incident. This improvement is driven by setting ourselves higher standards and creating the right safety culture.

Raymond Brown strongly encourages all employees and persons working on behalf of the company to report Near Misses. The HSQE advisors and site managers are responsible for reviewing Near Miss Reports and providing feedback to assist in identifying preventive actions.

Near Misses can also be reported via our Near Miss Report cards which are available on the site safety noticeboards.



William Hills is a Plant Operator for Fortis and works at the A303 IBA Facility. During a recent site visit by Lee Thompson, William suggested the idea of enhancing the identification of emergency stops on fixed plant.

The clear identification of the location of all emergency stops could be the difference between life and death. The directors were so impressed with this simple safety feature that it is going to be adopted across other Raymond Brown sites.

Lee Thompson and Nick Muir presented William with a certificate and an Amazon voucher to recognise him for his efforts.

CUSTOMER FEEDBACK

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

★★★★★
Skip for general waste

"The skip arrived early on the day of delivery and was exactly what we needed. It was collected in a timely manner also and the gentleman who brought it was courteous and just got the job done."

Mrs Farren

★★★★★
Excellent service and professional drivers

"Excellent service with professional drivers, clip on connectors, covers on chains to stop them hitting people and a roll cover to stop bit blowing off."

Stephen

★★★★★
Great service

"Ordered a skip on line and this was delivered in 2 days and placed exactly where I needed it, driver was polite and didn't leave until I was happy. When skip was full earlier than i thought so phoned and was collected again within 2 days."

Thank you for a great service."

Ray

★★★★★
Quick and easy

"Booked online and skip was delivered early on the chosen date. Phoned to arrange collection and phone operator was pleasant and efficient. Skip collected without fuss. All in all a very easy process. Thanks."

Matt

★★★★★
Brown skips the best I have used

"Easy to book online, excellent delivery and pickup - and by friendly and helpful people. Good value too."

Sian

★★★★★
Refreshing, revolutionary service

"Honestly what I would call a refreshing revolutionary service from a Skip hire company to be able to book online, choosing the ideal slot for delivery and the collection takes place on the date indicated. You don't pay any more and you get a 21st century service!"

Jeremy

★★★★★
Great service!

"We ordered a skip online, the ordering process was easy and the skip arrived on time as promised by a very cheerful driver, who then collected the skip on the pre arranged day, job done!"

Sharon

★★★★★
IBA Aggregate

"A fantastic cheap alternative used in the right environment. The general communications and marketing of this product brought it to my attention and is a great alternative to type1."

Rob

★★★★★
Fast, cost effective and reliable

"I was visiting the UK from Canada, clearing out my mothers house and needed a skip. Looked Chilton Skips up on website and booked on line. Everything was VERY smooth (although the delivery at 7.00 a.m. was a bit earlier than expected!). Great job - thanks."

Nick

TALK.

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