



INSIDE STORIES



Beedon and Compton Primary Schools are the latest schools to design new skip lorries



Fortis secure IBA Processing Contract for Greatmoor Energy from Waste Facility

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Fortis IBA Aggregate used in £10m Sandy Balls Holiday Park development

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3,880 trees have now been planted at Brickworth Quarry in Wiltshire

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Raymond Brown Waste Solutions expands products and services for customers

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Passion. Responsibility. Engagement.

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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: 023 8027 3750

Since joining the business six months ago, two areas have really stood out for me: 1) The healthy organisational culture and in particular the degree of cohesiveness which exists across the divisions; 2) The passion people have for the business and its operations.

Earlier this year, I was speaking to Reg (Paul Richards), who works at Copyhold Quarry and has been with the business for over 25 years. His pride and passion for the restoration work being undertaken at the quarry shone through in everything he said to me.

In my experience, it is this passion and commitment which can really drive a business forward. People who "go the extra mile" make the difference, hence the reason passion is a core value for us.

The growth of our businesses has enabled a number of promotions, particularly between the business divisions, and I would like to congratulate all nine of the employees mentioned within the newsletter. It is fantastic that we are able to provide such opportunities for existing staff and promote from within. I am sure that you will agree with me that nine promotions within four months for a company of our size is remarkable and testament to the quality of our existing workforce and those involved.

As we enter the new financial year, I can confirm that Raymond Brown Quarry Products had a good year and exceeded targets set. However Fortis, Raymond Brown Waste Solutions and Raymond Brown Distribution all face challenges at a time of great economic uncertainty. In particular, during the last six months, the fall in the value of metals on world markets has had a negative impact on group profitability. Despite this, those divisions have managed to make progress in areas such as contract wins and operational efficiency.

Over the last few months, a South East Hub development team has been formed by Steve Clasby which will see Fortis expand into the region with another operational site within the year to process the IBA from Kemsley Energy from Waste Facility. This investment in the Fortis business will provide a state-of-the-art facility with the latest in processing technology.

As I am sure most of you are aware, there has been a heightened interest in our operations at the A303 Enviropark as Wheelabrator have put forward high level proposals to develop an energy from waste facility to the west of our operations. We have been advised by Wheelabrator that their proposals are still very much in a development phase as they review feedback from the community following the initial consultation events in February.

Much of my role within the group involves communications; we have a great team here and I am keen to engage with you. Over the coming summer months I will be visiting all our sites and look forward to meeting as many of you as possible.

Don Coates
Chief Executive Officer

Employee Training and Development

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

Michael Barnard, Raymond Brown Quarry Products Plant Operator at Marchwood
Denzil Beale, Fortis Plant Engineer at Calvert IBA Processing Facility
Christopher Bishop, Fortis Plant Operator at Calvert IBA Processing Facility
Paul Brades, Raymond Brown Distribution Tipper Driver
William Channon, Raymond Brown Distribution Sales Administrator at Head Office
Ashley Chaplin, Fortis Construction Project Manager at Head Office
Brad-Lee Coombs, Raymond Brown Distribution Trainee HGV Driver
Levi Coombs, Raymond Brown Distribution LGV Driver
Scott Crawford, Raymond Brown Distribution Relief Driver
Simon Dopson, Fortis Assistant Site Manager at Calvert IBA Processing Facility
Anthony Dyer, Raymond Brown Quarry Products Wash Plant Supervisor at Eysey Manor Quarry
Richard Fairweather, Raymond Brown Quarry Products Plant Operator at Eysey Manor Quarry
Adrian Feek, Raymond Brown Distribution LGV Driver
Mark Gale Jr, Raymond Brown Waste Solutions Relief Driver
Paul Gale, Raymond Brown Waste Solutions Plant Operator at A303 Enviropark
Adrian Gilbert, Raymond Brown Waste Solutions Transport Co-ordinator, A303 Office
Fernando Graca, Raymond Brown Waste Solutions Plant Operator at A303 Enviropark
Damon Keeling, Raymond Brown Distribution Relief Driver
Callum Lloyd, Raymond Brown Distribution Relief Driver
Honae Rogers, Raymond Brown Quarry Products Weighbridge Operator, Roke Manor Quarry
Christopher Rowland, Raymond Brown Waste Solutions Mobile Plant Fitter

Internal Movers and Promotions

Congratulations to the following employees on their development within the businesses:

FORTIS IBA

- Annmarie Read, Quality Technician from Senior Site Technician with Quarry Products
- Nigel Blackwell, Plant Operator, Calvert from Ardley
- Alan Rudd, Unit Manager, Ardley and Calvert from Supervisor at Ardley
- Thomas North, Site Supervisor, A303 IBA Processing Facility from Tractor Operator
- Oliver Thomson, Plant Fitter, A303 IBA Processing Facility from Plant Fitter RBWS
- Marcus Dredge, Operations Manager seconded from Quarry Products
- Terry Moore, Operations Manager seconded to focus on new projects for the business.

RAYMOND BROWN QUARRY PRODUCTS

- Daniel Kellaway, Quarry Supervisor, Binnegar Quarry from Administration Coordinator
- Mark Ewens, Site Manager, Marchwood Wharf from Site Manager at Roke Manor Quarry
- Jason Martin, Quarry Manager, Brickworth Quarry from HSQE Advisor
- Ian Callaghan, Plant & Weighbridge Operator, Copyhold Quarry from Wash Plant Operator at Eysey
- Martin Wooldridge, Quarry Manager, Roke Manor Quarry from Brickworth Quarry.

RAYMOND BROWN WASTE SOLUTIONS

- Luke Quinn, Assistant Site Manager Rookery Farm Recycling Facility and Trainer
- Zara Blake, Assistant Transport Coordinator, A303 Enviropark from Customer Service Advisor.

Well done to the following employees on ensuring the success of their ongoing training:

Congratulations to Heather McLintock, Annmarie Read, Simon Ford, Jason Lester, Jason Martin and Ben Jacobs on completing their EQMS Risk Manager Configuration Workshop.

Martin Wooldridge, Iain McLean, Tom Weeks, Lee Verney, Simon Webb and Mandy Frost have all completed Mental Health Training.

Well done to the following on their First Aid Training courses: Gyorgy Jobahazi, Anthony Dyer, Lee Verney, Honae Rogers, Francis Freeth, Michael Barnard and Jason Lester.

Beverley Rutter and Michael Talmage have completed their IOSH Working Safely Training.

Dean Lawrie has completed training on Fire Awareness and Extinguishers.

Mandy Underwood has completed a Video Marketing course.

Wayne Hull, Simon McMahon, Richard Ramplee, Colin Holmes, Anthony Dyer, Andrew Willis, Michael Barnard, Luke Quinn, Matt Munday and Ian Callaghan have all completed plant training.

Dean Lawrie, Wayne Read, Wayne Hull, Denzil Beale, Christopher Rowland and Oliver Thomson have completed Respiratory Protective Equipment (RPE) Training for Welding.

Congratulations to a number of employees who have also successfully completed courses in Excel training.

Well done to Annmarie Read who has passed her NEBOSH Environmental Management Certificate with a Distinction. Annmarie has also successfully completed her ISO training, meaning she is now a fully qualified Lead Auditor for 9001 and an Internal Auditor for 14001.

Upcoming Events

27th May - Harwell Village Family Festival
Raymond Brown are sponsoring the festival.

15th June - Whiteparish Summer Fete
Raymond Brown are sponsoring the fete, which raises money for Whiteparish Primary School and Church.

22nd and 23rd June - South Coast Smile Lorry Show
Mark Gale and Kyle Clough will be representing the business. The show is in aid of Southampton General Hospital children's unit and is being held in Otterbourne, SO50 6HN.

29th and 30th June - Thruxton Truxx Factor
Mark Gale, Kyle Clough and Peter Hiscock will be representing the business in Thruxton.

20th September - Barton Stacey Summer Ball
Raymond Brown are sponsoring the summer ball, which is raising money for The Abel Foundation.

IT News

QUARRY MINDER

A new version of Quarry Minder is being put through its paces, and once it has passed testing it will be released out into the business. It provides several benefits to the business:

- Up-to-date software that can run on more modern computers
- Provides a customer portal
- Paves the way for electronic ticketing and electronic interface into weighbridges
- Lots of small fixes to longstanding issues.

IT BUSINESS MEETINGS

IT now has monthly meetings with the business divisions in order to address any business needs and keep track of anything that needs to be shared, considered and reported on. Your business representatives are:

Waste – Neil Loveys, Office Manager
Quarries – Colin Jones, General Manager
Fortis – Ben Jacobs, HSQE Manager

Please speak to your representative if you feel there is something which should be raised or addressed.

You could be a target

Even with advanced technology, you can still be at risk

What is phishing?

In a nutshell, a phishing attack is a fraudulent message, usually in the form of an email, which lures users into clicking a link. That link in turn either leads the victim to a malicious website or initiates a malicious download, such as ransomware or a virus – or simply a small program that takes details of what you are doing, or mines for information, also known as malware.



10 Steps to Staying Safe Online

1. Use strong passwords.
2. Try to keep the passwords you use distinct from other more generic passwords.
3. Be sensible about what you open and where it has come from. Don't click on links in an email unless you are sure it is authentic. (If in doubt open in a new browser window and type in the details).
4. Be very wary of emails asking for confidential information of any sort.
5. If someone calls you asking for information from an organisation such as your bank, look them up on the internet and then call them back on their official number.
6. Look out for shortened links. Cybercriminals may use these "fake" sites to steal your entered personal details or to carry out an attack, thus infesting your device with malware. You should always place your mouse over a web link in an email to see if you're actually being sent to the right website.
7. Does the email look suspicious? Then read it again. Some phishing emails are obvious. They may be punctuated with typos, words in capitals and bad punctuation.
8. Be wary of threats and urgent deadlines.
9. Where possible make sure you are using a secure website (indicated by https:// and a security "lock" icon in the browser's address bar) to browse, and especially when submitting sensitive information online, such as credit card details.
10. Don't use public, unsecured Wi-Fi for banking, shopping or entering personal information online.



If you are concerned, Google have a phishing quiz that you can take online: <https://phishingquiz.withgoogle.com/>



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 per year on treatments for 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 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 claim 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 for you and any dependents under 18:

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





Raymond Brown Waste Solutions join the Hampshire Chamber of Commerce

Raymond Brown Waste Solutions have joined the Hampshire Chamber of Commerce as Premier Members. The Chamber is a not for profit organisation and is led and owned by a number of local businesses in Hampshire. By offering over 100 training and networking events every year, it makes Hampshire the place to do business.

Iain McLean, Commercial Manager of Raymond Brown Waste Solutions, commented: "We are so excited to have joined Hampshire Chamber of Commerce. We have already made use of the networking events and we look forward to working with more local businesses who are also members and see this as a great opportunity to raise our profile."

New Contract Wins for Raymond Brown Waste Solutions



HOUSING ESTATE, DIDCOT
Supplying a mix of skip sizes and waste types to Croudace Homes for approximately 7-8 years as they develop the new housing estate.

CARE HOME, OXFORDSHIRE
Supplying a range of skips to Dalton Homes for the construction of an £8m 60-bed care home in Benson.



ST CATHERINE'S COLLEGE STUDENT ACCOMMODATION, OXFORD UNIVERSITY
Supplying Buckingham Group with a mix of skips for the £5m accommodation and graduate centre's new futuristic development at Oxford University.



WINCHESTER SPORT AND LEISURE CENTRE
Supplying a range of general waste, wood, metal and inert skips along with wheelie bins to Willmott Dixon for the £36m rebuild project, which will have a 50m pool, sports hall, squash courts and hydrotherapy suite.

CASTLEPOINT, BOURNEMOUTH
Supplying grab hire services for the inert and hardcore muckaway, and, in addition, supplying a solution for larger segments of concrete. Kier Infrastructure's £30m project to replace the car park and walkways will be undertaken over the next five years.

DSTL PORTON DOWN
Supplying the material as well as muckaway for this £1.2m replacement of 7km of pipework.

DEER WALK HOUSING DEVELOPMENT, BISHOP'S WALTHAM
Supplying 12-yard skips to Bargate Homes for the construction of a new development comprising 28 homes.





3,880 Trees Planted at Brickworth Quarry

The Brickworth Quarry team are in the process of planting around 5,000 mixed broadleaf trees and shrubs as part of the restoration of Round Copse North.

The 3,880 planted so far consist of Oak, Hornbeam, Sweet Chestnut, Copper Beech, Field Maple, Common Alder, Hazel, Hawthorn and Guelder Rose.

This forms part of the final stages of the restoration of Round Copse North back to broadleaf woodland.

The Lowdens Copse area has been backfilled using inert materials and soils are due to be placed for restoration in Spring 2019.

The quarrying operations have now progressed into Phase 2 of Area A with the extraction of soft sand at approximately 150,000 tonnes per annum.

Phase 3 of Area A is currently being felled in preparation for quarrying and the current landfill operation is progressing well in Phase 1 of Area A and is planned to receive direct placement of the soils excavated from Phase 3 of Area A in preparation for its restoration.



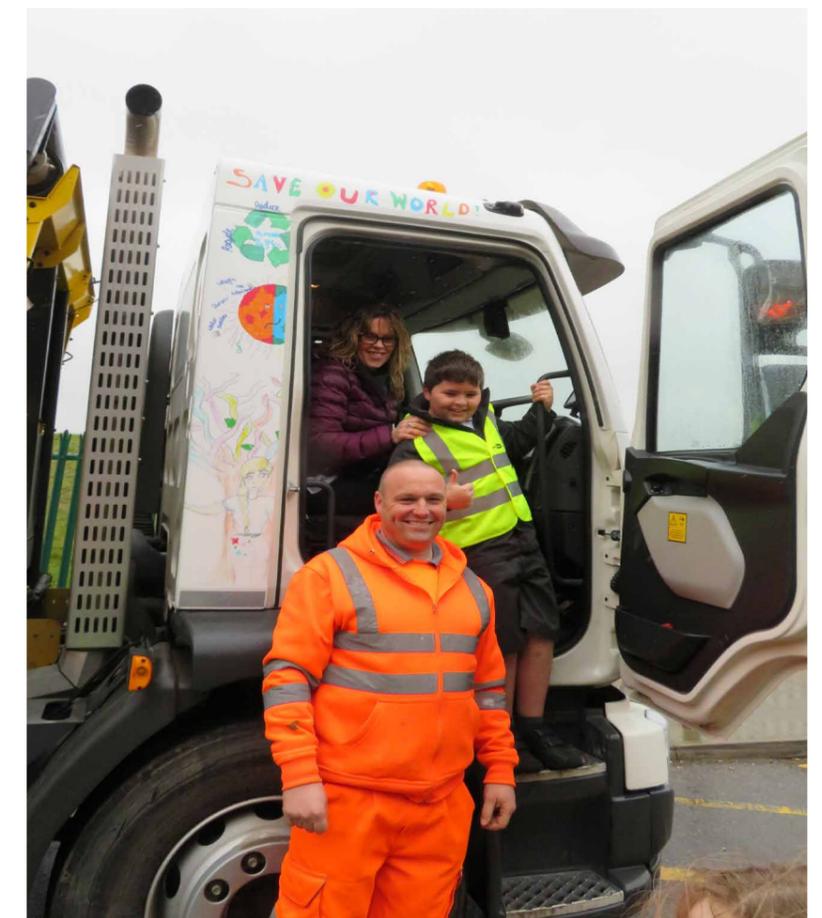
Compton and Beedon Primary Schools in Newbury have been the latest schools to take part in the Raymond Brown lorry project for the new chiltonSkips.com vehicles.

The children from across both schools were invited to take part in the competition by designing posters for the lorries based around the themes of recycling and sustainability.

On 12 March, the lorries were driven to the schools for an unveiling with the students and their parents. The winners were presented with a Raymond Brown goody bag, certificate and a £10 book voucher by Councillor Jeanette Clifford, Executive Member, Transport and Countryside, West Berkshire Council, and Jim Skinner from Raymond Brown. Both schools were suggested by one of our drivers, Peter Hiscock, as his son attends Beedon Primary School. Peter's son's artwork now features proudly on the door of his father's vehicle.

The new Volvo FL250 lorries are the latest in their kind and feature new Multilift Futura Skip Loaders; they will be used to deliver and collect skips across Oxfordshire and West Berkshire. Alison McDonald, Director of Primaries, commented: "We were very pleased to be part of this project. It tied in really well with our school environmental week and the children enjoyed researching ideas for their designs. The children were thrilled to see their designs on the lorries. Thank you to Raymond Brown for inviting us to decorate their new cabs."

One of the Year Four students said: "I felt a little nervous at seeing my work for the first time but I was pleased with how bright and colourful it was. I will be looking out for the lorries on the road."



The power of IBA AGGREGATE

Fortis IBA Aggregate has been used within the new £10m development of holiday lodges at Sandy Balls Holiday Park in the New Forest, Hampshire.

Bergholt Building Services Ltd, who were undertaking the construction work, felt that Fortis IBA Aggregate was more economical and suitable for sub-bases throughout the new development. As they were using it under areas that were going to be covered in asphalt, it allowed them to maintain the required thickness in line with their budget.

“ Keeping to our budget has been key and Fortis IBA Aggregate is far cheaper than primary aggregate.

I would absolutely recommend it to other businesses.”

Gary Tomlin, Director
Bergholt Building Services Ltd

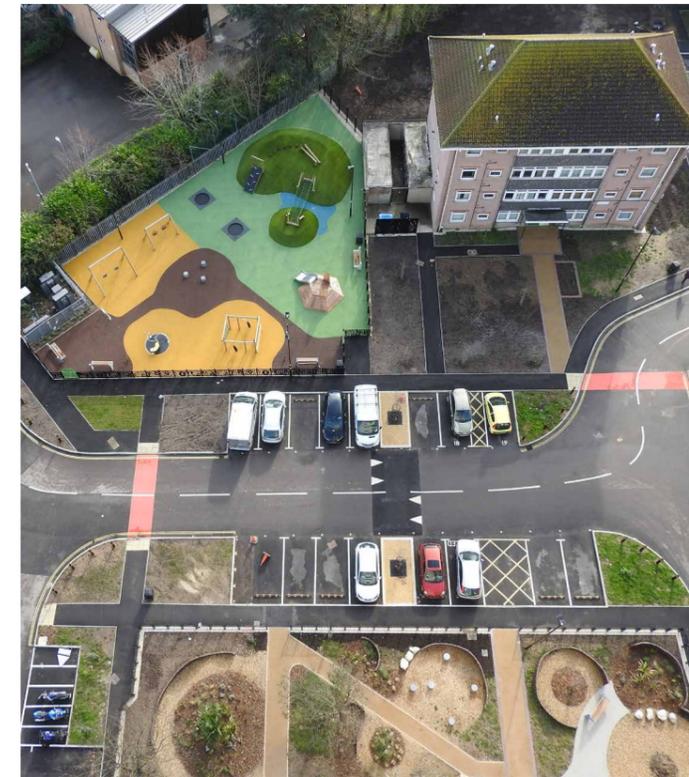


PT Contractors Ltd, working on behalf of Southampton City Council, used Fortis IBA Aggregate for the Cuckmere Lane project in Southampton, Hampshire.

The project comprised external improvement works that included new parking areas, re-alignment of the public highway and recreational spaces.

“ As we were working on behalf of Southampton City Council, it was important that we achieved high value returns and ensured our carbon footprint was kept to a minimum. Fortis IBA Aggregate is high performing and more economically viable than Type 1 Aggregate.”

PT Contractors Ltd



Fortis becomes a member of the Environmental Services Association



The Environmental Services Association (ESA) is the trade body representing the UK's resource and waste management industry. Their primary aim is to raise environmental and safety standards across the industry, working with members to develop guidance to continually improve safety, efficiency and the environment.

Ben Jacobs, HSQE Manager, said: "ESA membership provides Fortis with access to industry information which will allow us to improve our health, safety, and environmental practices, ensuring we meet our goals of keeping people safe and protecting the environment. As a member we will have the opportunity to inform, consult and debate to help shape the future of our growing industry."

Fortis secure another long-term IBA Processing Contract



Fortis IBA Ltd has successfully secured its fifth IBA processing contract. The 10-year contract was awarded by FCC Recycling UK Ltd and will see Fortis processing up to 75,000 tonnes of IBA a year from the Greatmoor Energy from Waste Facility in Buckinghamshire. The IBA will be processed at the new Fortis processing facility in Calvert near Aylesbury and will be fully operational by mid-May 2019.

Lee Thompson, Managing Director, said: "In securing this long-term contract we have taken another key step in realising our strategic growth ambitions in the UK. We are delighted to welcome FCC Recycling UK Ltd to our prestigious IBA client portfolio and are thrilled to be providing a long-term and sustainable solution to the household and commercial waste generated in Buckinghamshire. The bid was led by Strategic Development Manager, Simon Allin, who, along with the Fortis team, delivered a highly sought after and complex contract."

Latest CPD event a success for Fortis



Fortis offer free Continual Professional Development (CPD) breakfast mornings in Hampshire for those interested in learning about the future of IBA Aggregate, the benefits of utilising secondary aggregate, seeing a facility in action and focusing on the increased use of IBA Aggregate across local infrastructure.

The breakfast morning, held at Fortis' A303 IBA Processing Facility, consists of a technical presentation from Fortis' Commercial Manager, Sarah Powell, HSQE Manager, Ben Jacobs, and Senior Hydrogeologist, Tim Wilkins, followed by a tour of the facilities and a Q&A session.

The first CPD morning of the year, held at the beginning of April, proved to be a success with customers. All of them rated the event either 'Excellent' or 'Good' and stated that they would recommend and encourage the use of IBA Aggregate within their organisation.

One delegate commented that the event was "Very interesting, with an impressive set up and obviously well thought out", and another praised the value of "Knowing that full environmental considerations are made and investigated on a site by site basis."

Due to the success of the first CPD morning, and to meet customer demand, more events have been confirmed for later this year.

Raymond Brown Waste Solutions now offering more than just skips...

Raymond Brown Waste Solutions are pleased to introduce a range of additional services to their expanding products and service offerings, including: Euro bin hire, hazardous waste removal and portable toilet hire.

The business is working in partnership with companies that can provide these services to offer a wider range of waste services to our customers.



Euro Bins



Portable Toilets



Hazardous Waste

Raymond Brown can now provide the following to complement our skip hire and waste management services:

EURO BINS

Euro bins in a range of sizes:

- 240L (2-3 bin bags)
- 360L (4-6 bin bags)
- 660L (8-10 bin bags)
- 1,100L (12-15 bin bags)

PORTABLE TOILETS

- Chemical flushing toilets with cold water
- Hot water toilets
- Mains connected portable toilets
- Mains toilet blocks

We can also provide site accommodation including welfare units, offices, canteens and storage containers.

HAZARDOUS WASTE

A disposal solution for hazardous waste, such as:

- Asbestos
- Chemicals
- Batteries
- Florescent Tubes
- Paints and solvents
- Pesticides
- Oils
- Refrigerators



New Viewing Platform opens for the community at Binnegar Quarry, Wareham



Binnegar Quarry now has its own dedicated visitor footpath and area, thanks to the quarry team.

Binnegar's quarry team have built a wooden decked platform with hand rails and information boards so that visitors can learn about and see the entire quarry operations in action.

Quarry Manager Simon Pinto said: "Binnegar is such a stunning site and we wanted to build a viewing platform here because of the great views this spot has over the quarry.

Should any community groups or local residents wish to visit our site, please do not hesitate to contact us so we can book you in for a tour."

Pictured: Councillor Cherry Brooks and local resident Ian join Operations Manager Marcus Dredge and Quarry Manager Simon Pinto on the new viewing platform.

Raymond Brown Quarry Products join the Mineral Products Qualifications Council (MPQC)

The Mineral Products Qualifications Council is a not-for-profit organisation and Raymond Brown Quarry Products' membership will provide the business with valuable resources relating to the industry, including education, training and qualifications. They are also a leading provider of high-quality training, assessment and apprenticeships.



Colin Jones, General Manager, commented: "The MPQC helps develop and maintain industry standards, and is formed of three independently governed and regulated operating divisions: MP Futures, MP Awards and MP Skills.

Our membership with the MPQC will provide us with access and support to additional training resources and solutions for our people. It will provide us with additional resources to ensure we have a fully skilled and competent workforce and inspire future generations to join our industry."



Fortis IBA featured at the Abingdon County Hall Oxfordshire 'Rubbish!' Exhibition

Fortis IBA are pleased to announce that the business' state-of-the-art recycling operations are currently featuring in Oxfordshire's 'Rubbish! Past and Future Archaeology' Exhibition taking place at Abingdon County Hall Museum from April through to June.

The exhibition showcases historic rubbish and how it can demonstrate the daily life and interests of past societies, what happens to today's rubbish (focusing on energy recovery and IBA processing) and the future of waste.

Fortis were invited to exhibit their recycling process and display samples of the processed Oxfordshire IBA Aggregate and the different metals which are extracted for recycling.

Oxfordshire County Council have stated that "Oxfordshire is one of the best counties in the country at recycling. All the waste from Oxfordshire's residents that can't be recycled is taken to Viridor's Ardley Energy Recovery Facility (ERF) where it is burnt to produce electricity – enough for about 53,000 homes!

The Incinerator Bottom Ash (IBA) which is generated from the ERF is processed by Fortis IBA Ltd into an aggregate which is used within construction across the county as a sustainable alternative to primary aggregates. As a country, we are facing a limited availability of natural minerals and the utilisation of secondary aggregates where possible allows us to preserve our natural resources."



**OXFORDSHIRE
COUNTY COUNCIL**



International visitors for Energy from Waste (EfW) Conference welcomed to Ardley for Energy Recovery Facility and IBA Processing Facility Tour

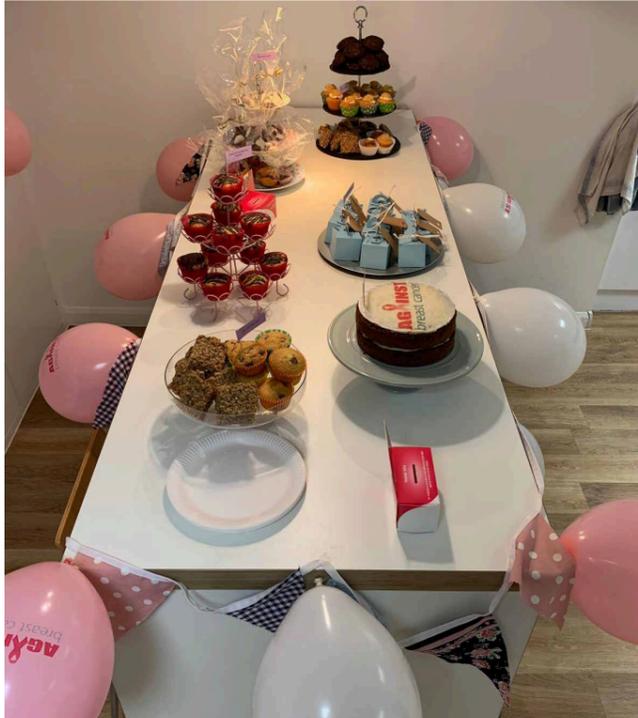
Ardley ERF welcomed international visitors as part of the EfW Conference 2019 by Viridor's Edward Thomas, Performance Manager, and enjoyed a site tour with Jim Thompson, Ardley ERF Site Operations Manager, and Martyn Jones, Unit Manager of Fortis IBA.

Martyn provided an overview of Fortis' unique onsite operations and how Oxfordshire's IBA Aggregate is used as a secondary resource within the construction industry.

One of the reasons the Ardley ERF was chosen for the the event tour was for the unique onsite Fortis IBA processing operations.



Raymond Brown in the Community



Head Office raises money for Breast Cancer with cake sale

Well done to all those in the Chandlers Ford head office who both baked and ate cake to raise money for Against Breast Cancer, a total of £120 was raised.

Lockerley Playground Donation

Raymond Brown have donated to a local community group who are hoping to raise £60,000 to build a playground in Lockerley, Romsey, on Jubilee Field.

The new playground will be for the children of Lockerley, East Dean and surrounding villages.



Raymond Brown Staff Presentation to Southampton Solent University Construction Students

Planning and Development Manager Lauren Tuffin and Quality Technician Annmarie Read visited Solent University to speak to construction students about aggregate supply within the industry, focussing particularly on the importance of sustainable aggregates.



Employees visit Longparish Little School

Jason Lester, HSQE Advisor, and Kerry Hayman, Communications and Marketing Manager, visited Longparish Little School to talk to the children about how employees stay safe across our recycling facilities and how children should stay safe in their homes.

Jason and Kerry also took a paediatric first aid kit and looked at how the different bandages can be used; they then presented the children with a Doctor's kit to play with.

Whiteparish Annual Garden and Hobbies Show

Raymond Brown have donated money to purchase prizes for the Whiteparish Annual Garden and Hobbies Show, which will take place in August this year. The show includes classes for gardening, art, cookery, preserves and floral and there are also children's categories.





Raymond Brown visit after school club The Roost at Nightingale Primary School

Raymond Brown visited pupils from the after school club, The Roost, run by Integr8 sports, to teach pupils about the importance of recycling and how Raymond Brown staff stay safe at recycling facilities.

The children had the opportunity to try on PPE (personal protective clothing) including safety glasses, hi-vis clothing and hard hats, whilst Raymond Brown staff explained the importance of being seen on site and how the PPE protects them.

Equipped with some mixed waste, Raymond Brown staff challenged pupils to segregate the rubbish into recyclable waste and non-recyclable waste. Staff then explained how non-recyclable waste is incinerated, generating electricity, and then how the ash is recycled into an aggregate that is used to build sub-bases of roads.

Pupils were put into teams and given a workbook to complete, which included exercises such as a word search and challenging questions about where household rubbish goes. All the children received prizes for their positive suggestions and answers.

Lynda Hardiman-Pearce at Integr8 Sports commented, "We are always looking for new challenges for our pupils at The Roost. It was great to hear Raymond Brown employees talk about the importance of recycling and how they keep themselves safe on their sites. The gifts were a real hit, especially the hard-hat pencil sharpeners!"



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.

★★★★★
Excellent service

"Skip arrived on time and was collected on time. Drivers who dropped skip off were very polite and professional. Before collection I was contacted to ensure that I did not want an extension of the hire. Excellent service."

Sally

★★★★★
Highly responsive

"Brown skips were highly responsive, the driver courteous and very helpful. The office kindly rang us the day prior to collection to remind us and if you book online, you can have a discount. They are the most cost effective that I found in the local area. Thank you!"

Lucy

★★★★★
The whole process was smooth

"The whole process was smooth. The delivery driver was amazing he was able to navigate putting the skip on our front lawn at a tricky angle."

SDH

★★★★★
I would totally recommend

"I would totally recommend Brown Skips, they were efficient, on time and extremely helpful, even with the short notice I gave them. Thank you Brown Skips."

Elaine

★★★★★
Best in the area

"I have used brown skips for the last 4 skips I have had and always receive a great service from them. I find that they are always the cheapest in the local area, especially with the discount cards Mark gave me. Mark has delivered every skip I have had so far and couldn't be anymore helpful or friendly."

Chris

★★★★★
Fab customer service

"Customer services are fab, organised a very quick drop off and then rearranged the collection earlier than booked as we filled the skip in two days rather than the anticipated week. Raymond Brown Skips got the full one out of way promptly, very helpful and friendly service."

Sue

★★★★★
Really brilliant service

"Really brilliant website, easy to use, communication was perfect, delivery exactly on time, and they even removed the skip early as I'd finished with it sooner than expected. Brilliant experience for someone who never hires skips, so easy! Thanks!"

Andy

★★★★★
Arrived on day and within time slot

"Arrived on day and within the time slot, placed skip in the required position without any problems. Picked up skip few days later, within time slot and no need to knock on door etc. Flawless service from booking online, email notifications, updates etc."

Adrian

★★★★★
First class skip hire

"Easy booking system. I had a phone call the day before delivery to arrange a time and the same the day before collection. First class service."

Richard

TALK



RAYMOND BROWN

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