

TALK

NEWSLETTER



RAYMOND BROWN

ISSUE 08 / JANUARY 2019



Happy Christmas to all our employees...

INSIDE STORIES



Major new contract wins for Fortis IBA Ltd in Kent and Buckinghamshire

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Core Value Awards for four outstanding employees

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Our £1.6m plant investment at Binnegar Quarry in Wareham

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Successful Training Day for 17 Safety Representatives

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As I now go into my fourth month at Raymond Brown, I would like to say thank you to you all for welcoming me to the business. My initial impressions of Raymond Brown are positive, people are very friendly and welcoming and it is a well oiled machine. Steve, Wayne and the team have done a great job over the last year.

Thank you to all those who attended the Christmas party. I am sure you will agree with me that it was a great night, and I would like to congratulate Vanessa Smith, Simon Pinto, Annmarie Read and Wayne Read on winning the awards for our core values.

This year we have invested £2.2m into plant and equipment in the business, the majority of this being the Binnegar Quarry plant. Thank you to the site team for ensuring the successful relocation and installation of the new plant on site. A particular thank you to Colin Jones, Marcus Dredge and especially Simon Pinto who have led the team through this change.

I am delighted to announce that the Fortis growth strategy is developing and we have just won major contracts in Kent and Buckinghamshire and extended our contract at the IBA Processing Facility with Veolia.

We have further significant investment planned for 2019 to support the contract wins in Fortis and the growing business. It is a very exciting time for us.

It only remains for me to wish all of you and your families a very happy Christmas, and a healthy and prosperous New Year.

Don Coates
Chief Executive Officer

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

Employee Training and Development

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

James Blackwell, Plant Operator at Ardley IBA Processing Facility
 Graeme Booth, Plant Operator at A303 IBA Processing Facility
 Don Coates, Chief Executive Officer at Head Office
 Gary Cook, Shift Plant Operator at the A303 Materials Recovery Facility
 Robert Dawson, Banksman at Nursling Recycling Facility
 Colin Langley, Plant Operator at Roke Manor Quarry
 Philip Lee, Plant Operator at Binnegar Quarry
 Terry Milsom, Plant Operator at A303 Materials Recycling Facility
 Shadi Nazer, Plant Operator at A303 IBA Processing Facility
 Nigel Potter, Plant Operator at Roke Manor Quarry
 Ben Rigby, Tipper Driver at Nursling Recycling Facility
 Clayton Spencer, Tipper Driver at A303 Materials Recover Facility
 Peter Stainer, LGV Driver at A303 Materials Recover Facility
 Robert Storey, Senior Planner at Head Office
 Wioletta Tchorzewska, Weighbridge Operator at Rookery Farm
 Mandy Underwood, Communications & Marketing Assistant at Head Office
 Mark Wilde, Assistant Site Manager at Rookery Farm
 Tim Wilkins, Senior Hydrogeologist for Fortis IBA
 Robert Zerdinski, Shift Plant Operator at A303 Materials Recovery Facility

Internal Promotions and Development

Congratulations to the following employees on their internal development and promotions within the business:

Nick Hardacre – Interim Acting Quarry Manager at Copyhold Quarry
 Gary Wheeler – Wash Plant Supervisor at Brickworth Quarry
 Justin Ebbutt – Site Manager at Nursling Recycling Facility and Rookery Farm
 Piotr Trybulec – Supervisor at Chilton Recycling Facility
 Samantha Sumpter – HR Advisor at Head Office

As part of the new Apprenticeship Levy, we have 11 employees who are signed up to complete apprenticeships within the businesses around: Management, Business Administration, Sales and Accounting:

Luke Quinn, Vanessa Smith, Wayne Read, Martyn Jones, Justin Ebbutt, Tom North, Dan Kellaway, Neil Loveys, Andreea Paduret-Nita, Zara Blake and Marianne Beavis.

Congratulations to Lauren Tuffin, Planning & Development Manager, who passed her Assessment of Professional Competence to become a Member of the Royal Institution of Chartered Surveyors in October.

Lauren joins Rob Westell, Estates and Planning Director (also pictured below), as our second in-house Chartered Minerals Surveyor.



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

Congratulations to Justin Ebbutt and Pete Lomas who have both completed their WAMITAB Continuing Competency Assessments.

Paul Longdon has undertaken a Working at Height course.

Ben Deeley has undertaken a course on Train the Trainer.

Ben Jacobs and Annmarie Read have completed a NEBOSH Environmental Certificate course.

Michael Barry, Martyn Jones, Lindsey Dryden, Justin Ebbutt, Simon Spurgeon, Wayne Read, Mark Ewens, Ben Jacobs, Marcin Krawczyk, Neil Loveys, Mark Daniels, Tim O'Leary and Ali Mead have completed Mental Health First Aid and Dealing with Difficult Conversations courses.

Well done to all our drivers who attended their training on 3 November 2018, which covered Asbestos Awareness.

Krzysztof Apel, Mark Wilde, Hubert Iwon, Gary Cook, Marcus Bishop, Richard Galpin, William Hills, Paul Longdon, Nigel Potter, Karl Reed, Oliver Thomson and James Blackwell have completed Plant Training.

Ben Jacobs, Annmarie Read, Jason Lester, Jason Martin and Heather McLintock have undertaken an IOSH Noise Assessment & Management course.

Tracey Chesney, Alan Rudd, Piotr Trybulec, Luke Quinn, Remik Kozak and Pete Lomas have completed an Emergency First Aid at Work course.

The Dos and Don'ts of GDPR

Line managers from across the business have been undertaking training on the General Data Protection Regulations and our new Data Protection Policy. Below is a list of things to do and not do, which should be kept in mind when processing data:

DO:

DO Only extract/request and use the information that is needed to complete a task.

DO Only use data for one task. A new list should be extracted for each task. This makes sure the data that is being used is up-to-date and accurate.

DO Keep the information only on systems and networks that are recognised as being acceptable for Raymond Brown and are restricted.

DO Take care when taking personal data out of your place of work to another company premises. Only take the information if it is necessary, keep it safe and return it as soon as possible.

DO Update the relevant staff member responsible for the data if an individual's information is out of date.

DO Use the Bcc box when sending emails to multiple individuals.

DO Always make sure you shred papers containing personal information.

DO Have a clear desk policy and ensure all paperwork is stored in a lockable cupboard with restricted access.

DO If you are aware of a loss of personal data, notify HR immediately so that mitigating action can be taken.

DON'T:

DON'T Extract more than you need for a task. A lack of time is not a legitimate reason for not considering the exact data needed.

DON'T Provide information to others not involved in the task for which the data was extracted.

DON'T Email information to a personal email address or save it on to a personal device for any reason.

DON'T Keep the information that you have got to use for a very similar exercise in the future.

DON'T Leave personal data unattended that has been taken out of the office.

DON'T Use the To: or Cc: boxes to email multiple people who would not expect to have their data shared with others.

DON'T Put information into a normal bin - use a secure disposal bin or bag. Someone else could find it and misuse it.

DON'T Leave paperwork containing personal details on an unattended desk/workplace.

DON'T Ignore a data breach.

Staff Satisfaction Survey Results

Thank you to all employees who completed the 2018 Staff Satisfaction Survey. Employee feedback plays a major role in the development of our business, and provides us with a deep understanding on how Raymond Brown can maintain, attract, and develop skilled employees.

We were pleased to see that a significant number of Raymond Brown employees felt that there is an opportunity for progression within the business. Since last year there have been numerous internal promotions across all divisions and we have recently enrolled 11 employees onto apprenticeships; in administration, accounting, customer service and business management.



Within Raymond Brown Shared Services, 100% of employees who completed the survey are satisfied with their workplace environment and facilities, have clearly defined goals, understand what their line manager expects of them and are overall satisfied in their job.



Within Fortis, there was very positive feedback in relation to how satisfied employees are about their workplace environment and facilities. In addition, a considerable number of employees believe that they have clearly defined goals and a clear understanding of what is expected of them. Over the past few months some new positions have been introduced into Fortis to support the business' growth.



We are pleased to confirm that almost every area within Raymond Brown Quarry Products saw an improvement compared to the 2017 staff survey results. Raymond Brown Quarry Products' biggest improvements are in the following areas: staff feeling encouraged by management to be their best, feeling involved in decisions that affect their work, being kept informed and having opportunities for progression.



Within Raymond Brown Distribution, all employees are satisfied with their jobs and over 90% of staff believe that their job makes good use of their skills and abilities. It was within Raymond Brown Distribution that the business saw the largest score improvement for staff acknowledging that there is progression within the company.



The 2018 survey results for Raymond Brown Waste Solutions showed that employees believe there are good training and development opportunities for all staff. Additionally, over the past three years, employees have become increasingly satisfied in the following areas: employees feel their job makes good use of their skills, management encourage them to be their best, staff are satisfied with the pay and benefits they receive and overall they are satisfied with their job.

In 2016, Raymond Brown embedded three core values: Passion, Responsibility and Engagement. As part of the Staff Satisfaction Survey, employees provided their opinion on whether they believe that the business live these values, how staff display the values in their role and how Raymond Brown could embed the values further into the business. The comments revealed that employees believe in the three core values and, as a result, the business would like to work on embedding them earlier through an employee's life cycle, e.g. including them in the recruitment process. Feedback also suggested that it would be useful if the business provided practical examples of how Raymond Brown expects their staff to display the values. Over the next few months, the leadership team will work with Raymond Brown staff to embed all three core values (Passion, Responsibility and Engagement) further into the business.

MENTAL HEALTH MATTERS

TALKING ABOUT MENTAL HEALTH IS THE FIRST STEP TO MAKING IT BETTER

Mental Health First Aid Champions have the skills to support positive wellbeing.

Your Mental Health First Aid Champions are:

Heather McLintock (Health, Safety & Audit Manager) – 07786 978372
Gemma Taylorson (HR Manager) – 07977 887036
Samantha Sumpter (HR Advisor) – 02380 273750

All conversations are treated in the strictest confidence.

All Raymond Brown employees have access to the Health Shield Policy, which offers additional support
Call 0800 028 1963 and quote 'Raymond Brown' or visit www.healthshield.co.uk

None of us are superhuman.
If things are getting too much for you and you feel that you can't cope, ask for help.

For additional help and information on types of mental health issues, where to get support and treatments visit:

Mind: www.mind.org.uk – 0300 123 3393

Samaritans: jo@samaritans.org – 116 123





Core Value Award Winners 2018

Passion. Responsibility. Engagement.

Two years ago we introduced three core values to the business: Passion, Responsibility and Engagement. As part of the Employee Satisfaction Surveys, we again asked employees to nominate their colleagues under each of the core value categories.

As a result of these nominations, four individuals were selected for exemplifying our core values within the workplace and acknowledged on 24 November at the Staff Christmas party with an award and gift voucher.

Passion - Simon Pinto, Binnegar Quarry Manager

Simon has been with the business for 11 years, having started as a plant operator. He has worked his way up through the company and most recently, stepped up whilst Felicity Breuning is on maternity leave. In this time, he has overseen the relocation and installation of the new wash plant on site.

Simon's colleagues have praised his managerial skills and described him as being very professional in the way he communicates with both staff, subcontractors, customers and the local community and that he has a lot of respect from the site team.



Responsibility - Annmarie Read, Senior Site Technician

Annmarie has been with the business for two and half years, having supported the sites and grown her team in this time. Annmarie has been described by her colleagues as a hard worker and passionate about making sure the company works to very high standards.



Engagement - Wayne Read, Fortis IBA A303 Processing Facility Assistant Site Manager

Wayne has worked with the business for seven years and was this year promoted from Plant Fitter to Assistant Site Manager for Fortis. Wayne has been described as always looking for ways to improve both operations and the business.



Overall - Vanessa Smith, Shift Manager at the A303 Materials Recovery Facility

Vanessa stood out across all areas with a remarkable number of nominations. She was also nominated last year and was the winner of the Responsibility Award.

Vanessa has been described as being very helpful and wanting to progress and develop site staff whilst putting safety first. Employees have said that it is a privilege to work with her and that she is:

"A very experienced manager with great people skills, very health and safety conscious and always looking for ways to improve."

"She is always very helpful to everyone, takes care of details and always gets the job done in the best possible way."



Major Plant Investment at Binnegar Quarry



Binnegar Quarry, near Wareham, Dorset, has seen a £1.6m investment into the site's processing plant and infrastructure. Earlier this year, Dorset County Council resolved to grant planning permission to erect a new wash plant, weighbridge and improved general infrastructure to the southern side of Puddletown Road.

The area north of Puddletown Road, which Raymond Brown has operated since 2006, has now been vacated and the plant decommissioned, with the remaining area levelled out for restoration. This original wash plant (c. 1980) was at the end of its useful life and did not have the dry scalping capability to remove +60mm.

Raymond Brown moved to the south side of Puddletown Road during 2016 and investment was made to install a new wash plant within the current extraction area. Originally, three articulated dump trucks were hauling mineral approx 1.3km to the northern site for processing. Now, on the southern side, only one dump truck is required. This has a considerable financial saving for the company and significant environmental savings.

The new wash plant has a dry scalping screen installed along with a lignite separator. The screen permits the dry removal of +60mm waste (clays, stones, etc.), making it easy to handle. The lignite separator removes a high percentage of lignite from the coarse sand, allowing a greater end use by customers.

An area formerly used for sand extraction has also been fully lined with clay to provide a new silt management area, which will accommodate silt arisings for the remaining life of the quarry.

The new weighbridge building has built-in air conditioning units and is completely sealed, allowing the operator a dust free environment. The weighbridge also features two external displays, automatic number plate recognition, CCTV and an intercom system permitting the driver to stay in the cab whilst communicating with the weighbridge operator. This saves time and is much safer as it reduces the need for customers to get out of their vehicles.

Civil engineering work took place over the summer of 2018 and the plant is now fully operational and already showing an improved rate of production and quality of product.

FORTIS IBA CONTRACTS SECURED

Huge success for Fortis IBA Ltd as the business has secured two new IBA processing contracts and extended its existing Hampshire contract.

Fortis has successfully secured two significant long-term IBA processing contracts with a combined volume of up to 240,000 tonnes of IBA per year, more than doubling the business' current processing volumes. Both contracts are new client business, expanding our IBA contract portfolio considerably.

The contracts are in Kent and Buckinghamshire, and work is already underway to develop new IBA processing facilities in both areas.

In addition to these two new contracts, Fortis has successfully extended its IBA processing contract with Veolia Environmental Services Hampshire Ltd. The A303 IBA Processing Facility in Barton Stacey will continue to process all of Hampshire's IBA until December 2030.

Lee Thompson, Fortis IBA Ltd Managing Director, commented: "These significant and long-term contract successes are major achievements, and are key to the Fortis growth strategy.

By processing and distributing IBA Aggregate into the Kent and Buckinghamshire markets, we will be reducing the reliance on primary aggregates and diverting waste from landfill.

It is a very exciting time for both the industry and the Fortis business."





Training Day for Raymond Brown Group's 17 Safety Representatives

Raymond Brown Group's 17 Safety Representatives took part in a safety training day earlier this month at the A303 Enviropark.

The Safety Representatives were appointed this year from across each of the group businesses and their role is to raise awareness of health and safety and to help improve safety culture across the sites.

The training day was run by Heather McLintock, Health, Safety & Audit Manager, and its aim was to help recognise and control hazards within all aspects of the workplace environment, as well as giving representatives the opportunity to engage with each other and share feedback.

The course covered responsibility, workplace equipment, site set ups, signage, near misses, incidents and injury types.

The group were also given exercises on site, which were focused around hazards. They were joined for lunch by Don Coates, Chief Executive Officer and Steve Clasby, Chief Operating Officer.

The feedback received after the event was extremely positive, with representatives stating that it was both enjoyable and a good opportunity to meet other staff and managers and understand safety across the business, not just in their own working environment.

Heather McLintock commented: "The safety representatives are all volunteers from across different parts of the businesses. Their commitment to their roles is much appreciated and vital to continue to promote safety within our sites.

Our training day was a good opportunity for the representatives to meet each other (some for the first time) and discuss any safety issues and solutions that may be similar throughout the group."



Operational and Safety Improvements for Raymond Brown Waste Solutions



Trommel Screen Changes at A303 Materials Recovery Facility

The trommel screens in the main materials recovery building at the A303 have recently been replaced with a larger size mesh, resulting in around a third less material being delivered to the picking line. The increase in screen size has brought about the following benefits:

The 25mm to 60mm material, which previously went onto the Picking Line now falls through the trommel to be processed by the Proflow screener. This results in the workers on the picking line being able to focus on picking the large size material accurately, increasing throughput along the line significantly.

A reduction in labour costs for the business, by reducing the headcount on the picking line by two workers per shift, gives a saving of at least 240 man hours per week.

An improvement in the quality of the RDF/landfill material will be achieved, with a corresponding reduction in weight and disposal costs, because the small items missed by the workers, that previously went for disposal, are now being removed before they reach the picking line.

Proflow Screener Improvements

The site team have improved the availability of the Proflow screener recently by refining the maintenance regime: replacing the original skirts with more robust materials and blanking off a section of the top deck to reduce blockages.

In addition to these upgrades, we are currently trialling a suction demo unit, which is cleaning up the 10mm – 60mm heavies material produced by the Proflow to enable us to add it to the crush material without the need to double handle it. This improves the efficiency of the unit and reduces operational costs, whilst, allowing a greater volume of material to be processed.

Thank you for all the hard work put in by Team Proflow.

HSE Inspection Campaign

The HSE recently announced a three-month inspection campaign across the waste industry. A series of unannounced inspections of waste management sites took place where the main focus was management of workplace transport and machinery safety. Both Chilton Recycling Facility and Rookery Farm were visited during November by officers. The officers left each site happy with operations and positive feedback was provided to the teams.

During 2018, all four sites within the division had visits from the Environment Agency. The purpose of Environment Agency inspections are to monitor activities, which include waste acceptance, processing, storage, handling and pollution prevention methods. No non-compliances were raised against the permit conditions applicable to each site following the inspections.

Well done and thank you to everyone involved for all their hard work and commitment.

Stop for Safety Campaign

During December a series of 'Stop for Safety' presentations were communicated across the four sites within Raymond Brown Waste Solutions Ltd.

The purpose of each Stop for Safety presentation was to encourage employee involvement in health and safety matters and to demonstrate that having a positive safety culture in the workplace can result in improved workplace health, safety and organisational performance.

Each presentation provided information to employees about:

- Working practices and rules for effectively controlling hazards.
- How having a proactive attitude can have a positive effect in reducing hazards in the workplace.
- How we must learn from accidents, incidents and near misses to encourage continual improvement.
- How near miss programmes have an important role in the workplace in reducing accidents and incidents.

The Stop for Safety objective is to serve as a preventative measure against unsafe acts by educating employees on how they can do their job safely.

RAYMOND BROWN CHRISTMAS PARTY 2018



CEO, Don Coates welcomed employees and guests to the Raymond Brown 2018 Christmas party at Southampton Football Club

To celebrate the start of the festive season, Raymond Brown hosted an employee and guest Christmas party on Saturday 24 November.

The President's Suite was transformed into a Raymond Brown Christmas party venue, with miniature Christmas trees on each table, crackers, fun party packs, giant Lindt chocolate balls, festive headwear and favours for each guest.

Don Coates welcomed everyone with an overview of business performance, and recognised teams and individuals for key achievements.

Congratulations were given to the Binnegar Quarry site team, in particular, for their successful relocation and installation of the new £1.6m plant on site. The humorous site video they created to commemorate the previous plant, before it was decommissioned, was played on the night.

The Core Value Awards were again presented this year to four employees, recognising their outstanding contributions to the business and the winners were: Vanessa Smith, Simon Pinto, Annmarie Read and Wayne Read.

Employees were also given the opportunity to win a day of paid leave from Steve Clasby and his Christmas Quiz. Big congratulations to Annmarie Read, whose partner, Paul, won the day of holiday for her and a bottle of champagne for himself.

Following the speeches, a three course meal was served comprising: roulade or soup, turkey or pie, and cheesecake for dessert, followed by coffee and an array of mince pies.

After the meal, employees and their guests were able to enjoy blackjack and roulette casino tables, a funky photo booth, a caricature artist, a sweetie cart and dancing.

Congratulations to Mark Ewens, who was the overall winner across both casino tables by a good few thousand chips at the end of the night. Mark was presented with a bottle of Port.

Thank you to all our employees and their guests who attended the party, it was a fantastic evening, and it says a lot that so many of our employees and their friends and family would want to attend our company party and spend time with each other.

The Raymond Brown 2018 Christmas Party









Upgrades to Roke Manor Quarry as Tipping commences in Phases 2 and 3

The newly constructed Phases 2 and 3 of the quarry have now been lined with clay and are receiving inert construction arisings. It is intended that the cells will be filled and the topsoil laid in the new year, with the first crop of grass sown in spring. As the site enters a very busy period of tipping, a number of other improvements have also been made to the site to accommodate this.

A rain water and silt storage area has been created and is located in Phase 1B of the quarry. The ponds act as rain water storage for the site, allowing the water to then be used to operate the plant and for dust suppression.

The silt from the plant is also stored within the ponds, enabling the site team to stop using the centrifuge, which was both costly and inefficient. The silt now gets pumped via pipes direct to the ponds in Phase 1B, rather than being transported around the site by plant, meaning it is more economical and ecological.

Towards the end of the summer, the Test Way footpath was upgraded at the point where the quarry's field conveyors cross it.

This footpath is regularly used by members of the public and local residents and in order to make it more accessible during the winter months, the original pathway has now been upgraded with concrete at the point where the footpath crosses the site road. This ensures it remains safe for both members of the public and site staff and vehicles.



Raymond Brown in the Community

Raymond Brown fleet of vehicles wear bright red poppies in the lead up to Remembrance Sunday

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

Each year the business makes a donation to the Royal British Legion to honour this.



Raymond Brown judge Longparish Pumpkin Competition

It was a pleasure to once again sponsor and judge the Longparish Pumpkin Competition. Many thanks to Neil Loveys and Jayne Smith from Raymond Brown Waste Solutions for judging each of the categories on behalf of Raymond Brown.



Raymond Brown wear it pink for Breast Cancer Awareness

Staff from across the business wore pink on Friday 26 October to raise money for Breast Cancer Awareness. Thank you to all those who have taken part and those who made delicious pink cakes.



Local residents gift Roke Manor Quarry with Oak Saplings

A number of oak tree saplings grown by a local resident over the last few years, with the help of her grandson, have been presented to the site.

The oak tree saplings, which are currently being nurtured by the Weighbridge Operator, Beverley Rutter, will be planted within the quarry woodland over the coming months, with the potential for some to be planted at nearby Brickworth Quarry as well, where around 5,000 trees are being planted as part of the site restoration work.

brownSkips.com donate skip for Longparish Clean Up Day

brownSkips.com have again donated a skip for the Longparish Clean Up Day. The organiser, James Hillier, commented: "It's a generous contribution that Raymond Brown offers to Longparish Village which we appreciate."

We had a very successful morning – as the full skip is testament to. We cleared the stream of weed; litter picked the roads and lanes; litter picked our public open spaces; cleared the leaves from key paths and lanes (e.g. around the school and village hall); and finally cut back the vegetation around our signposts! We had about 25 volunteers."



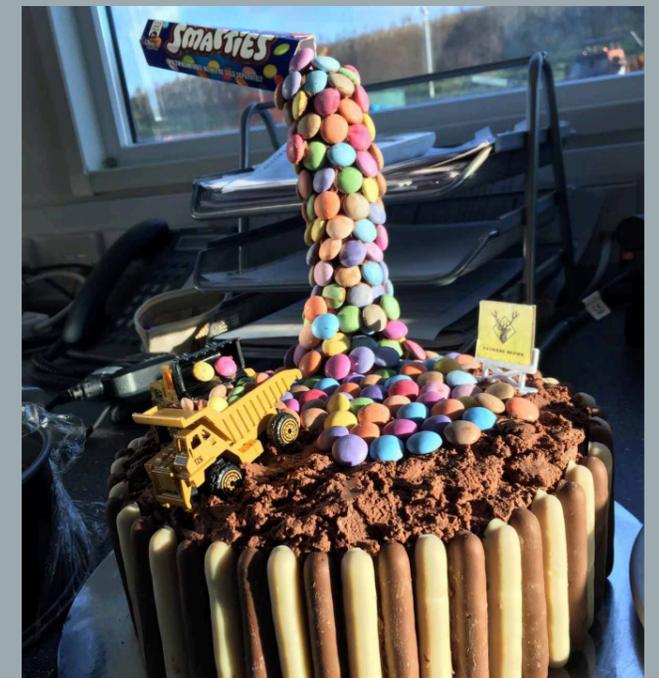
Longparish Little School's Forest School Opening

Raymond Brown were pleased to make a donation to the new Forest School in Longparish. It is an innovative educational approach to encourage outdoor, nature-based play and learning. The official opening took place in November.



A303 Enviropark raises money for Macmillan Cancer Support

Well done to our A303 Enviropark weighbridge team, who organised a charity cake sale for Macmillan Cancer Support and raised a fantastic £345.12!. Many thanks to those who took part and those who donated.



Raymond Brown Waste Solutions NEW CONTRACT WINS



VILLAGE HOTEL CLUB, BASING VIEW
Supplying 12-yard skips to Wilmott Dixon for the construction of a new 153-room business class hotel. The 275 skips will be provided for mixed waste, plasterboard, wood and metal.

STUDENT ACCOMMODATION, OXFORD
Supplying Winvic Construction with 550 skips for the £40m student accommodation contract in Oxford city centre. The waste will be mixed, plasterboard, wood and metal.

PARKLANDS SCHOOL CONVERSION, ABINGDON
Supply of 145 skips to Millgate Homes for the conversion of a 19th century manor house into a 'country estate'. 12-yard skips are being supplied for mixed waste, plasterboard, wood and metal.

STANBRIDGE EARLS RETIREMENT VILLAGE, ROMSEY
Supplying a range of skips and roll-on roll-offs to the Audley Group for the conversion of a school to a 155-unit retirement village in Romsey.



SOUTHAMPTON UNIVERSITY GATEWAY BUILDING
Supply of a range of roll-on roll-offs and skips to Bouygues for the re-cladding of the Gateway building at Southampton University.

FORMER VOSPER THORNYCROFT, CENTENARY QUAY, SOUTHAMPTON
Supply of skips to Marbank Construction over the 12-month build period of the development at the former Vosper Thornycroft site, part of the Centenary Quay development.

TULL WAY, THATCHAM
Supplying a range of skips and roll-on roll-offs for Bloor Homes for the construction of 75 houses with associated access and public open space.



WASTE COLLECTION, SOUTHAMPTON CITY COUNCIL
A contract has been secured with Southampton City Council for waste collection at their main facility in Nursling. The contract value is around £100k – 140k. It will start in January 2019 and run for 12 months, supplying skips and roll-on roll-off containers.

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.

★★★★★
Fab and easy with great service

"Fab and easy with great service, especially from Melissa - constantly."

Jasper

★★★★★
Very pleased

"Superb service, delivery driver was great and very nice to my 5 year old who was fascinated by the wagon dropping the skip. Would happily use again."

Craig

★★★★★
Really helpful

"Really helpful staff in the office and really courteous staff attended site. I have now used them 6 times - 5 times for a grab lorry and 1 time for skip hire. On each occasion they have arrived on time and really made an effort to accommodate my needs."

Janine

★★★★★
Simple and effective. Easy as you like!

"Excellent price, very efficient service, delivery and collection on time and carried out by professional driver with care, consideration and accuracy into a tight "offload/pick up" space. A faultless experience on 3 separate occasions. Can't recommend highly enough. Excellent all round service!"

Beverley

★★★★★
Simple and effective!

"Simple to book online. When I did need to call I was met with a friendly voice who knew her stuff. The skip arrived on time delivered by another helpful person (Mark) who explained why he couldn't place it where I wanted in a clear and pleasant way despite my frustration at the rules!"

Collection was on time and the charge was reasonable so all in all very impressed - thank you!"

Julian

★★★★★
Professional and cost effective!

"I do thorough research before selecting a company. Brownskip came out top on price and ease of ordering online and contacting via phone. Their drop off, pick up and keeping me informed throughout was also professional and faultless. Great to use a company that does a great job and at the best cost."

Sofia

★★★★★
Five star service

"This was the first time I have hired a skip, and everything went very smoothly. The drivers were very pleasant and co-operative, and communication from the office staff was excellent. I wouldn't hesitate to recommend Chilton Skips to anyone."

KS

★★★★★
Steve...

"Steve from the Nursling depot was very efficient, simple process to order just gave them a call and a skip was onsite the next day!"

Would recommend and will use again."

Paul

★★★★★
Excellent

"Excellent efficient service, delivered and collected as specified. All arranged on line and I received a telephone call from the driver confirming where to place the Skip and a courtesy call from the office the following day."

Peter

TALK



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