

# Hub



CREATING BETTER PLACES TO LIVE, WORK AND TRAVEL

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December 2019

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amey.co.uk/hub

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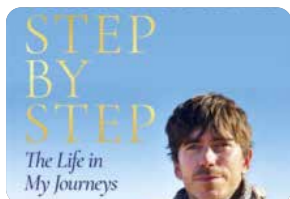
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# Letter from the Editor

Don't forget to check out the back page for some winter deals on Save with Amey

### I hope Yule like this edition of Hub...

I don't know about you, but at this time of year, I turn into a bit of a cliché: hot chocolate; novelty knitwear; a slight obsession with cinnamon and gingerbread. So, writing this winter edition of Hub has been great. It's given me the chance to see and hear all the things our teams across Amey do over the festive period and throughout winter.

The only shame is not being able to include more before this edition went to print! So make sure you check out AmeyWorld and Yammer this December and January, to read lots of great fundraising and local community cheer.

Having said that, this edition does come stuffed with useful hints and tips to help you out over the festive period. Our Financial Wellbeing supplier has shared their top ten tips for Christmas spending (page 20). And in Ask the Expert

(page 19), Ben King from our Northamptonshire CC HWRC Team shares some great advice on driving in winter, from his own team's experience of driving in all weathers.

There's also a reminder about our alcohol and drugs policy – to keep in mind as you celebrate during December.

But this time of year can also be difficult and, if you're struggling and need someone to talk to, you can find our Employee Assistance Programme contact details on page five if you need someone to talk to.

And, while most of us will be taking some time off over the Christmas break, many of our teams will be working. Our handy guide (on page 18) gives a small example of what they're up to – with some useful tips to use at home too.

Now, where did I put that hot chocolate?

**Gareth Jones**  
Hub Editor



[y](#)  
[in](#)  
[t](#)  
[f](#) @ameyplc



## Guest Editor Abdul Rehman Savant

Collaboration, sharing our knowledge and learning from best practices; they all contribute to Amey's Creating Better Places to Live, Work and Travel goal.

To do this, me and teams around the Birmingham office in IDH host lots of events to support employee integration: regular Lunch and Learn seminars; corporate cricket matches; and fitness classes after work.

It's a great way for us to get to know each and showcase talents we have outside of work. It's also increased confidence and helped us

build better relationships working on projects. As this edition's Guest Editor, I was pleased to see how other teams around Amey are also doing this and working together to achieve their goals – like the Consulting & Rail and Highways Business Units did recently (page 11), or how our United Utilities Team worked with their client and suppliers (page 17) on flood prevention.

**Abdul Rehman Savant,**  
CEng, MIET - Principal  
Electrical Engineer

# WELCOMING IN 2020

As we reach the end of the year, it's an ideal time to reflect on what's happened over the past 12 months and what's coming up in 2020.

I'd like to start by thanking you for all your hard work and huge commitment this year. We've overcome some significant challenges while continuing to grow and improve the business, winning exciting new contracts, collectively contributing to over £11bn of future work. Alongside this, we have welcomed new colleagues with multiple contract wins in each Business Unit and completed some brilliant projects with local communities and national charities, such as Girlguiding, Trussell Trust and DoFE.

We have also made real progress on our social value plan, committing 5% of our spend with social enterprises, and have improved how quickly we pay our suppliers, with plans to make further improvements over the coming year.

Our employee survey closed at the end of November. We received some great feedback and picked up some really useful insights that we are sharing with everyone through local briefings and other communications. I'd like to thank everyone who took the time to respond, as the inputs are hugely valuable. When you filled in the survey, you'll have already seen a snapshot of responses for your account when you submitted your answers. Your account leaders and team leaders will now be taking your input and creating local action plans for the year ahead.

Recently we introduced some improvements to our PDR process. The changes will ensure you get better guidance on building your career at Amey, and an understanding of how you help us deliver our strategy and

achieve our goal to create better places. For those of you that have formal PDR reviews, you should have already had your 2019 end of year review, and started to discuss and agree your 2020 objectives.

If you're a Band A or B, we introduced the option to have 'Job Chats' this year, which provide a less formal structure for you and your people manager to discuss and review how things are going. These will give you the chance to discuss your progress, ask for help and support where needed, including training and discuss how you're demonstrating and applying Amey's values in the way you do your job.

So, it just leaves me to say thank you for all your tremendous effort and hard work over the year. If you're taking a break over the Christmas and New Year period – or you're one of the many teams working on vital upgrades and responding to customer incidents – I hope you get the chance to enjoy some well-earned time off with family and friends.

Thank you everyone and see you in 2020.

*Andy*  
**Andy Milner**  
Chief Executive



# Zero Code: STAY ALERT

As you probably know by now, Zero Code is our set of behaviours we should all follow – both in and out of work. It's designed to keep our health, safety and wellbeing front of mind and help us reach our target of Zero Lost Time Injuries (LTIs) by 2021. Thanks to everyone's hard work, our LTI rate has fallen 33% over the last 12 months..

We're currently shining the spotlight on the Stay Alert principle. Whether you work in an office or are out delivering services for our customers, there are three main commitments everyone needs to work towards:

## STAY ALERT

- I will always make sure I am in the safest working position
- I will remain alert to what is happening around me and react accordingly to stay safe
- I will 'Shout Out!' if anything is unacceptable, to keep myself and others around me safe

This time of year can be even more hazardous because of the wet and cold weather. This can also take a toll on our mental wellbeing too. Darker mornings and earlier nightfall can make us feel more tired, leading to fatigue – the biggest cause of people losing concentration.

Please continue to 'Shout Out' if anything doesn't seem right or if someone is at risk. Also, don't forget to share your stories with us via Yammer or email [zerocode@amey.co.uk](mailto:zerocode@amey.co.uk)

All materials can be found on [amey.co.uk/zerocode](http://amey.co.uk/zerocode)



Aware of risks and hazards

Remember to stick to safe practices of working in your day job – especially staying alert to things that could cause slips, trips or falls and manual handling incidents. As these are two of the biggest causes of employee Lost Time Injuries, we're currently creating some Business Unit specific materials on these subjects. They'll be sent out to all operational teams in the near future.

**STAY ALERT WITH MOBILE PHONES**  
We've all used mobile phones while walking down the stairs but please don't. It's a common way to injure yourself. And make sure you don't use your mobile whilst driving. To help you Stay Alert, it's against our policy to use a hands free kit when travelling a work vehicle or even in your own vehicle on your way to and from your work location.

## USING SPORT PSYCHOLOGY TO LOOK AFTER OUR OWN MENTAL HEALTH

Area 10 put Zero Code into action this October, with its Safety Stand Down events. Joining them were special guest speakers from mental health charity, State of Mind Sport.

Over two days, 233 people from across the account – including subcontractors and their client, Highways England – shared stories and best practise with regards to both physical and mental wellbeing. Ex-rugby professionals Jimmy Gittins and Ian Smith from State of Mind

Sport each shared their inspirational stories. And encouraged teams to use mental health techniques from the world of sport in their own daily work. The events were such a success, plans are already being made to work with the charity again to better support our people with their mental fitness.



**DID YOU KNOW?**

People in the UK drink up to 40% more alcohol over the festive period. Coincidentally, sales of pain relief tablets increase by roughly the same.



Enjoy yourself this festive season but please think before you drink

At this time of year, many of us are fond of a tippie or two. However, if you're due in to work the next day, please keep in mind our alcohol and drugs policy.

Nobody is telling you not to enjoy yourself. But whether you're working with heavy machinery, driving to the office or dealing with your day-to-day workload, doing it with a clear head keeps you and those around you safe.

Remember, our alcohol limit applies to all Amey employees and is less than the legal driving limit.

**Be responsible, be safe and enjoy yourself.**



## GOT THE JANUARY BLUES?

While January can bring in exciting resolutions and new starts, it can also bring in a bit of a low feeling. While for some, it usually only lasts a few days or maybe a week, for others it can last a lot longer.

If you are feeling low, remember that there's always someone here to listen. Our network of Wellbeing Ambassadors and Mental Health First Aiders are available across Amey if you just want to talk to someone. And our Employee Assistance Programme (EAP) is also available. It's free, independent and offers impartial advice: 24 hours a day, seven days a week.

You can find web links and guides on the EAP pages of AmeyWorld or [amey.co.uk/hub](http://amey.co.uk/hub)

We all know it's the people at Amey that make us who we are and the reason why we're able to create better places. It's also one of the top reasons you've told us why you like working at Amey.

That's why it's crucial to our success that we keep our hard working people with us, as well as attract new talent to join us.



# the better

be

We're updating our employer brand to help us explain why Amey is a great place to work and to make us stand out as an employer of choice to potential candidates. 'Be the better' takes centre stage in the messaging and it means that;

We're committed to creating better places for everyone.  
 We take pride in making a difference, but also in being the difference.  
 We believe we are what we do.  
 It's more than just wanting to do better.  
 We're proud to **be the better.**

We've already started to use 'Be the better' in recruitment and people communications. If you're a hiring manager, you'll start to see updated toolkits to support you throughout the recruitment and onboarding processes.

Four key areas (see right) summarise why we're a great place to work. We've sense-checked these with our Changemakers so that they reflect the views of, and connect with, our diverse workforce.

1. **Being healthy -** committing to a healthy work-life balance and being fit, safe and well
2. **Committing to better -** making things a little better every day, whether in small steps or big leaps
3. **Embracing different -** celebrating a diverse business of individuals, but very much one team
4. **Giving back -** committing to sustainability and actively supporting our people in giving back too

Read below to hear from Sam and Aneesah on how they are being the better.



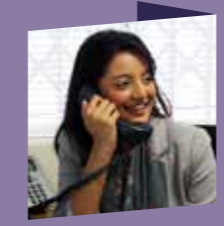
**SAM DAVIDSON**  
HUB AGENT

**No two jobs are the same for Sam in Stafford.**

Working in water and sewage, Sam's helping us provide the services that everyone needs but no-one really thinks about. When our teams are out and about repairing drains and freeing up blockages, he keeps the customers up-to-date with what's happening.

"They can be quite concerned but I help them understand why the work's needed. It's good knowing you're sorting problems and keeping a vital service going.

"I used to work in retail, but this is much more varied. I'm part of a great team here and no two jobs are the same."



**ANEESAH SIKANDER**  
HELPDESK COORDINATOR

**Aneesah helps make life better for the mental health community.**

As the youngest person in a busy team, Aneesah works on our helpdesk in Birmingham. Every day she speaks to our Maintenance Teams who keep the city's mental health units running smoothly for patients and employees.

Amey's services cover 47 sites, so there's a lot going on, and Aneesah makes sure that all their jobs have been completed.

"I enjoy it. It's busy and I learn something new every day."

Our NHS Trust client serves 1.2 million people, and Aneesah likes being part of a team that's making life better for them.

She started in finance and she's now on our Apprenticeship Programme going to college and getting a qualification while still being part of the team.

"Everyone gets along here – there's lots of support."

**VISIT AMEY.CO.UK/CAREERS TO FIND OUT MORE!**

## 5 TIPS TO STAY SAFE ONLINE AT CHRISTMAS

The festive season is upon us, but the fraudsters aren't feeling the Christmas spirit. Here are some common scams to look out for.

### 1 THE FAKE PARCEL SCAM

This 'sorry we missed you' card or email is popular at this time of year. And will usually include a premium rate phone number. When dialled, you'll be left on hold for a long time – and a huge phone bill. To protect yourself, do a quick internet search on the phone number. If it's a fake, there are usually multiple websites warning you about it.

### 2 THE SOCIAL MEDIA SCAM

You might see fake social media adverts for heavily-discounted branded items in the build up to Christmas. Keep in mind that social media sites don't have to check adverts (unlike TV adverts). So just be a little more vigilant and do some research into what and who you are buying from. scamadvisor.com is a good website to check if offers are legitimate.

### 3 THE PHISHING EMAILS SCAM

Lots of phishing emails are sent at this time of year. They might say you have made an expensive purchase, or your account has been shut down for fraudulent activity. Never click on a link or download attachments in these emails. It's always better to go directly to your account.

### 4 THE BANK FRAUD SCAM

This is a phone call from someone pretending to be from your bank. They will tell you there is suspicious activity on your account, and you need to transfer money to a 'safe account'. Remember, your bank will never tell you to do this. Any official body will happily let you call them back on a secure number from their official website.

### 5 THE MICROSOFT SCAM

This will be someone claiming to be from Microsoft. They will tell you that you have a virus and they need to log into your machine to resolve. Do not provide information, as this will give the fraudster full access to your computer – including all your passwords.



Group IT went on the road in 2019 as part of IT on Tour, visiting as many Amey locations as possible to help out with your IT queries. Over the past 12 months, they've clocked up 20 face-to-face visits, and 20 online sessions – helping you to get more from the Amey technology available.

Not only that, the programme was nominated in the continuous service improvement category at this year's Real IT awards. A great opportunity to celebrate successes.



## IT ON TOUR

## Putting people first

Our IT Team really takes the Amey values to heart, by involving and empowering everyone to deliver and grow. Developing their team is a key part of what they do. And building careers and helping people reach their full potential is something they're incredibly proud of – like Kalpesh's story:

'I started working for Amey on the Service Desk and now I'm a senior Infrastructure Engineer responsible for identifying and managing security threats to our IT systems. Group IT have really invested in me and that's taken my career to a whole new level.'

**Kalpesh Patel**



## The Microsoft Roadmap

Keep an eye out over the next few months, as you'll see more and more about the Microsoft Roadmap. Group IT is working closely with teams across Amey, sharing guidance on smarter working with Office 365. They're switching on and providing online training access for Office 365 products such as Teams, Sharepoint365,

Streams, PowerBI, PowerApps, Flow and Forms. These integrate seamlessly into our standard office suite of Outlook, Excel PowerPoint and Word, but bring a whole new way of collaborating both internally and externally. You may already be using some of these applications, but you'll be hearing a lot more about them soon.

## IT KIT AMNESTY



Congratulations to Monika Pawlowska, Project Support Coordinator for Signalling and Rail system based in Exeter, who won the IT kit Amnesty competition in August.

Don't forget – all IT equipment is leased on a monthly basis. So if you haven't yet returned a laptop you're no longer using, make sure you get in touch [infra@amey.co.uk](mailto:infra@amey.co.uk). Otherwise, your account will still be charged

## IT 2019 review

2019 has been a busy year for us in IT. We've been listening to your feedback to transform the IT systems you use. By telling us what does (and doesn't!) work, you've helped us prioritise improvement, so we can help you get on with your day job. We've almost finished our move to the full range of Office 365 mobile collaboration software, as well as enhanced SAP and deployed apps to help you be more productive. We're also starting to trial new meeting room technology, to help reduce unnecessary travel.

It's a great start, but what really excites me is the opportunity that this presents in 2020. The future will be one of exciting digital transformations right across Amey.

**Phil Brown,**  
Group IT Director



## BETTER BIDS, BIGGER WINS, BRILLIANT QUALITY

## BUSINESS WINNING TEAM TAKES AMEY'S COMMERCIAL, ESTIMATING AND WORK WINNING SERVICES TO NEXT LEVEL

Hub caught up with Nathan Williams, Business Winning Director, to learn about Business Winning – the team that works across Amey to win bids. In 2018, Amey won £3.8bn of work. That's 202 wins – and the Business Winning team worked on 130 of them, a win rate of 67%.



**Hub: Business Winning. Is that a new name?**

**Nathan:** Yes. Business Winning reflects our refreshed purpose and brings together Amey's commercial, estimating and bid content support for the first time. We're bidding experts who support you. We provide the resources and expertise that make bidding a much smoother process, with the highest possible quality of output.

**H: So, what's different?**

**N:** We've re-branded the team, combining the talents and skills of the PCC&E and Work Winning Services teams into one

new team. We've revamped the Knowledge Bank, so you can access all the business information needed to put a bid together. You'll find content from bid archives, bid evidence and a useful bid toolkit, guides and templates. This is phase 1 of our revamp.

In phase 2, early next year, we'll be making the Knowledge Bank easier to navigate and search. It'll also be easier for Business Units to upload information.

**H: Are you the experts on bidding at Amey?**

**N:** We're bidding professionals, trained and experienced in bidding and the bid process. We're now improving on this by getting closer to Bid Teams with Customer Relationship Managers working with each Business Unit.

**H: Where are you based?**

**N:** Some of our team are based in the Matchworks in Liverpool, some in Oxford, but we work nationwide – travelling to wherever our bid teams are.



## A FEW FACTS ABOUT THE TEAM

David Thornhill, one of our Bid Writers, has worked as a scriptwriter for the BBC.

Our Knowledge Broker, Neil Prestidge, is a Parish Councillor.

Emma Oliver, our Designer, has a love of photography and took the team photo above.

One of our Document Architects, Emma Parsonage, joins us after 20 years with Curtins, a leading consultancy in Built Environment.

## Metrolink fan gets his own special tram map



Our KeolisAmey Metrolink Team love trams, so they were excited to recognise the efforts of five-year-old tram fanatic, Theo Cochran – who can name every one of the 93 stops on the Metrolink. To mark their number one fan, Theo received his very own personalised map of the Metrolink tram network.

Theo, who has autism, often visits his grandparents in Salford and enjoys traveling on the tram, reciting the next stop coming up. His mum, Beth, contacted our KeolisAmey Metrolink Team to see if she could buy a copy of a tram map. Joanne Chadwick, Customer Experience Advisor, picked up her email and highlighted the tram fan's achievement to our client Transport for Greater Manchester. They were so impressed that they printed a personalised map for Theo.

## Updated tribute to inspiring engineer



**David Cudworth, Programme Director for Pavement Engineering and Asset Management, is**

**writing an updated edition of a book on Pavement Engineering, published by the Institute of Civil Engineers (ICE). It's a tribute to someone who meant a great deal to David in his early career – the original author, Derek Pearson, died in July 2012 just after it was published.**

David says: "I was fortunate enough to work with Derek Pearson, who had a passion to pass on his experience and knowledge to the next generation of engineers. Just before his untimely death in July 2012, Derek realised a lifelong ambition and published his book on pavement engineering. I am delighted to have the opportunity to continue the legacy of somebody who was a true mentor to me and have the chance to give something back to the industry."



## SAFETY STAND DOWN at Brent Cross

**Our Rail Team at Brent Cross put on a safety stand down day in September as part of the 'Stop. Make a Change' campaign organised by the Civil Engineering Contractors' Association (CECA). The campaign saw workers from over 100 infrastructure companies stopping to focus on some of the industry's key risks.**

They learnt all about how exclusion zones save lives, the importance of safety eyewear, the safety features/devices on plant and much more.

Members of the team were recognised by Account Director Simon Fowler for their contribution to Zero Code and Shouting Out.



## AMEY ENGINEERS ENSURE THE SHOW WILL GO ON

**We've all been there. You're busy organising a party but the crystal chandelier you've bought just won't stay still and guests are arriving any minute...**

Organisers at London's Greenwich and Docklands International Festival had the same issue recently. But luckily, our Engineers came to the rescue.

The giant 3.5-tonne chandelier was the centrepiece for the closing ceremony – suspending eight musicians 40 metres high above the Albert Dock. However, just five days before the ceremony, the chandelier needed to be checked for its unusual loading. As it was to be positioned above a Network Rail structure, this is where our team stepped in.

The Civils Assessments Team got the call to solve the problem. And by that afternoon, they had designed some temporary strengthening, so the festival organisers' contractor could install it. The crane was positioned on Thursday to get ready for rehearsal and the performance on the Friday evening.



## Route-ing for Gold

**Our AmeyInabensa Team was recently awarded the top-scoring Gold award in Southern Rail's Construction Route to Gold scheme.**

This award was for its work on the installation of a new feeder station on the Great Eastern Main Line at Beaulieu, Hampshire – an electrical switchgear system that will safely provide 25kV electrical power to the overhead line system that powers the trains. The team's work will allow Greater Anglia to run a new fleet of trains on the route, reducing delays and improving service for passengers.

# Awards galore for Amey

**Embodying the old saying 'two heads are better than one', our Highways and Consulting teams recently won three prestigious awards for their joint work at the Highways Awards 2019. On the night, our teams picked up three top accolades:**

- Road Safety Scheme of the Year Award - Reducing accidents and improving ambulance accessibility at A6091 Borders General Hospital
- Major Project Award - Belfast Rapid Transit scheme
- Highways Partnership Award - East Midlands Asset Delivery Community (Area 7).

James Haluch, Managing Director, Highways, said: "I'm delighted that our teams have been successful at this year's Highways Awards. Our collaborative approach to delivering schemes has had a positive impact on the way we work, ensuring that we're championing the best people, initiatives and approaches to create better places to live, work and travel."

Nicola Hindle, Managing Director, Consulting and Rail, said: "Amey Consulting is delighted to have picked up the Major Project Award in partnership with the Department for Infrastructure for our work on the Belfast Rapid Transit scheme.

"Investment in Northern Ireland's transport system is essential to keeping people and goods moving, generating and sustaining economic growth. The win is a credit to both the level of collaboration and hard work achieved by our team in delivering this important project."



## Bridges Team ace awards

At the Association of Consultancy and Engineering (ACE) Annual Awards, the Amey Consulting Team and the Forth Bridges Unit were awarded the Data Led Asset Performance award. This recognises the data, technology and engineering expertise provided to Transport Scotland to ensure the crossing is maintained and operational.

The Frontline Employee of the Year award went to a TRISS Operative, Mark Burns, who over the past two years has received an unprecedented four a\*star awards for his outstanding work.



## NEW RAIL APPRENTICESHIP DEGREE PARTNERSHIP

**Amey Consulting recently launched a ground-breaking Railway Engineering degree apprenticeship scheme to bring new talent into the industry.**

The five-year Railway Engineering B.Eng apprenticeship, in partnership with Sheffield Hallam University, will see 30 students learn and earn at the same time. College leavers will gain a B.Eng in Railway Engineering, while gaining hands-on engineering experience by working at Amey Consulting on live railway projects.

James Andrews, Head of Engineering at Amey Consulting, said: "Amey Consulting has thoroughly enjoyed working with a leading university to develop this degree apprenticeship programme. It will ensure a future stream of highly-qualified and effective engineering talent into our business."

# HMP LIVERPOOL

At the beginning of September, Her Majesty's Inspectorate of Prisons (HMIP) returned to HMP Liverpool to carry out an inspection. This was following their report in 2017, which labelled it as the worst prison in the UK.






Early indications show that our teams' hard work have helped improve the prison immensely. HMIP has scored the prison the highest score possible for 'Respect', which includes prisoner decency, and cell and wing conditions (the areas we are responsible for).

Well done to Stephen Reed, Regional Facilities Manager, Richard Livingston, Site Manager, and his team who have helped drive this transformation forward in partnership with HMP Liverpool.

Peter Clarke, Chief Inspector, said: *"This is an exceptional effort. Nowhere in recent history has a local prison like Liverpool gone from a 1 in Respect to a 4 in the space of two years. Liverpool's achievement has been phenomenal."*



## HMP Liverpool in numbers

-  710 prisoner cells refurbished
-  500+ external windows replaced
-  3 weekly pest control visits
-  45 cells per week out of use, **reduced** to average of 4
-  2000 maintenance tasks backlog now **reduced to zero**
-  30% reduction in violence towards employees
-  1 all-weather pitch installed to improve health and wellbeing

## Amey's Customer Service Centre celebrates National Customer Service week



The Customer Service Centre in Liverpool celebrated National Customer Service Week this October. They took part in a variety of activities, sharing best practice and skills with each other, to show the great work they do and provide insight into various departments.

Teams nominated colleagues as 'superheroes' of customer service, who were then put forward to win 'employee of the week'.

Employees from the Defence Infrastructure Organisation (DIO)

also joined to take part in an accommodation forum. Members of our supply chain partners visited to put names to faces, share best practice on different ways of working and understand each other's roles and the impact they have on each other.



## Biking for Britain

Alex Macrae, Technical Compliance Manager, Defence, recently completed an epic nine-day ride from Land's End to John O'Groats to raise vital funds for SSAFA, the Armed Forces charity.

It's the second cycling challenge Alex has undertaken for SSAFA. Four years ago, he completed the Ride of Britain and cycled 500 miles from Edinburgh to London, raising just over £2000. This year he exceeded his fundraising – raising an amazing £3,500.

## Introducing cleaner, greener energy with a new Joint Venture

We recently launched our new green energy Joint Venture, Amey Breathe, with energy performance company, Breathe Energy. This JV will help public and private sector companies cut their carbon footprint, while at the same time reduce the cost of their energy.

More and more companies are increasingly looking at how they can update their facilities, to reduce their energy costs and meet their environmental targets. And this is where Amey Breathe steps in. Our new JV offers specialist engineering and asset management solutions to clients who want to ensure that their buildings and estates are as energy efficient as possible.

Our team of technical experts look at how companies currently work and then create a plan to reduce the energy used by everyday operations. This includes retrofitting and upgrading mechanical and electrical equipment in buildings. As well as include updating boilers, replacing lighting and building management systems or installing renewable technologies such as solar panels.



## BETTER DEFENCE COMMUNITIES WITH MONTHLY PERFORMANCE DATA

As part of their customer improvement plan, our National Housing Prime account recently started sharing its monthly performance figures. It's designed to show the Armed Forces the work our teams do, making sure their needs are supported – so they can concentrate on keeping our country safe.

The monthly data is open to everyone. So if you'd like to see how our teams are doing, visit [amey.co.uk/our-services/defence](http://amey.co.uk/our-services/defence)



## Horses for courses (and canines for front lines...)



Melton Mowbray may be famous for its pork pies, but it is also home to the Defence Animal Training Regiment (DATR); training dogs and their handlers for all three Armed Forces, as well as horses for the Household Cavalry and Kings Troop Royal Horse Artillery.

Our National Housing Prime Team recently finished a £1million housing refurbishment, in partnership with supply chain partners Synergize. External wall insulation was installed in 10 homes. A further 24 benefiting from new roofs, energy efficient and safe UPVC double glazed windows and doors.

Rain water goods were also installed, to make sure water is carried away from each home to keep

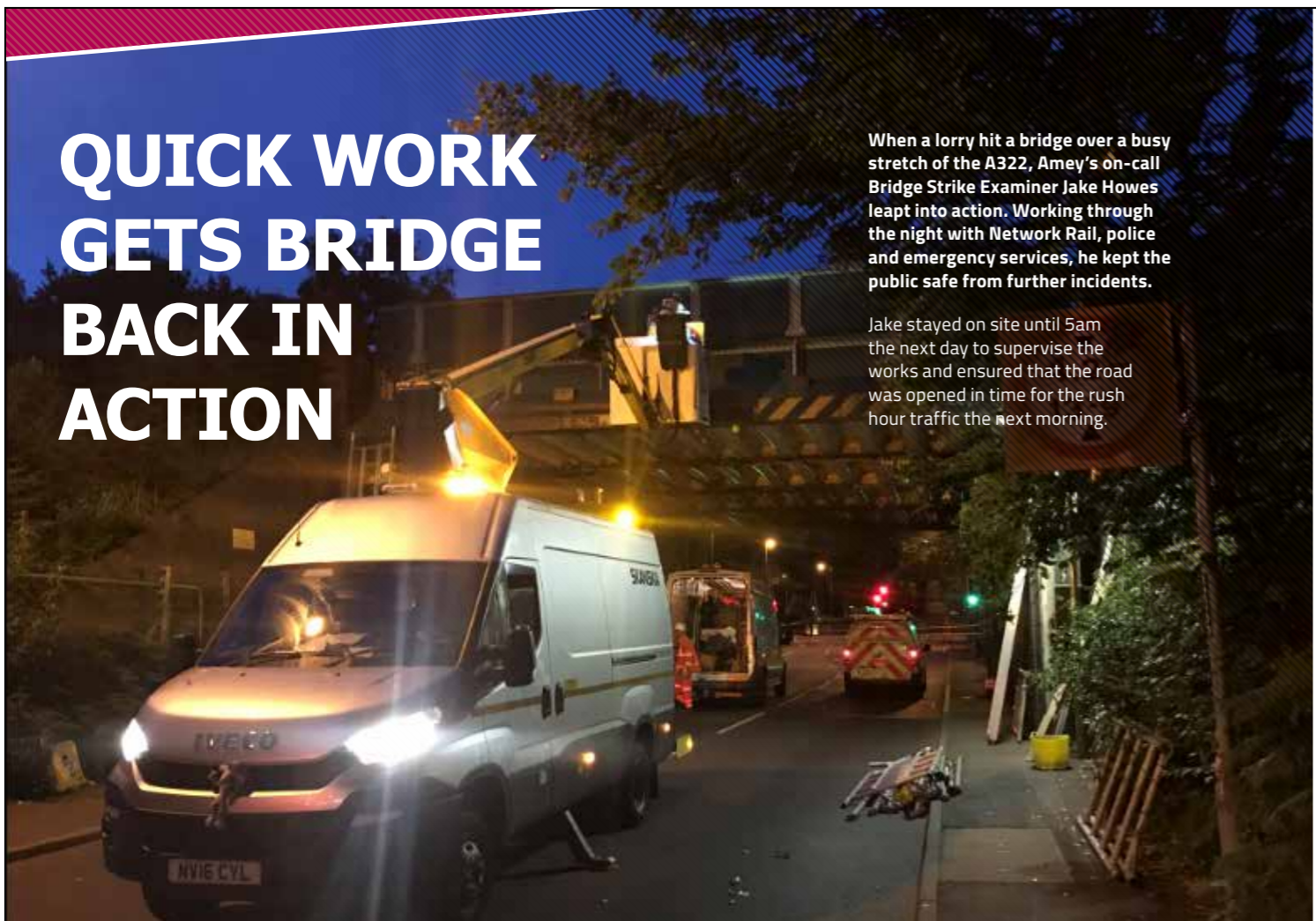
them water-tight and free from damp and mould. Additionally, two properties that had stood empty for 10 years and had succumbed to subsidence and vandalism were completely refurbished.



# QUICK WORK GETS BRIDGE BACK IN ACTION

When a lorry hit a bridge over a busy stretch of the A322, Amey's on-call Bridge Strike Examiner Jake Howes leapt into action. Working through the night with Network Rail, police and emergency services, he kept the public safe from further incidents.

Jake stayed on site until 5am the next day to supervise the works and ensured that the road was opened in time for the rush hour traffic the next morning.



## New lorry livery promotes better recycling in Trafford

Our Trafford Council Team has refreshed its bin lorry livery with striking images, showing what happens to plastic after it goes into the bin. Trafford currently recycles 58.5% of its waste. It's aim is to drive this up by tackling the problem caused when residents, with the best of intentions, put non-recyclable plastic into their black recycling bins.

As part of a wider campaign, the team has kitted out ten of its bin lorries with new livery. It shows that waste is a resource which can be put to good use, helping to create electricity or save energy.

## NEW LIFE FOR OLD ROAD SIGNS IN SCOTLAND



Our Scottish Highways Account has been working with artist Justin Apperley on a creative use for old road signs – to display his unique blend of photography and sculpture for his Masters of Fine Art degree show at the Glasgow School of Art. Justin's work is inspired by his eight years living off-grid in the Canadian Yukon, north of the Arctic Circle, so sustainability is at the heart of his work.

With help from Liaison Officer, Martin Cochrane, Justin used 24 discarded road signs as the display medium for the exhibition, entitled 'Rabid and Rural'. He used the road signs as a surface to mount large-scale black and white photographs which he then bends, welds and shapes into sculptural forms.



## Star for Stevie

for helping stranded motorist

Brian Park, STRU Account Manager, presented Stevie Amos, STRU Operative, with an Amey Star award for the help he gave a busy doctor stuck on the M8. When his windscreen wiper fell off in a heavy rainstorm, he was trapped on the side of the motorway unable to get to his morning clinic.

Stevie saw the motorist in trouble, pulled over and performed a short-term repair on the wipers. He then escorted the motorist to Europart safely to buy a new set of wipers, which Stevie installed.

The motorist's letter of thanks said: "He was incredibly patient, calm and kind and went out of his way to help me. He really saved me when I was stuck at a dangerous spot and had no idea what I was going to do. My thanks to Stevie and to all of you keeping an eye on the roads."



## STAFFORDSHIRE TEAM HELP MUSEUM CREATE A MEMORIAL PLAY AREA

Our Staffordshire Highways Team recently helped the Staffordshire Regiment Museum complete a play area named Camp Fisher in honour of WO2 Ian Fisher – who was sadly killed in action while serving with 3rd Battalion the Mercian regiment in Afghanistan in 2013.

The main focal point of the play area is a climbing apparatus designed to look like a Warrior Armoured Fighting Vehicle. The Warrior was used by the regiment in the first Gulf War and the later Iraq conflict – so as well as honouring a dedicated soldier, the play area is a link to the regiment's recent history.

A museum spokesperson said: "It was a pleasure to have the team on site - we are grateful for all they achieved."



## RETIREMENT NEWS

Colleagues at Allerton Waste Recovery Park (AWRP) are sorry to say goodbye to Dave Johnston, who has retired after 49 years in the industry. Dave joined the Maintenance Team at AWRP during the construction phase and saw it through commissioning and a successful first year of operation.



Account Director Colin Fletcher said: "Dave has been a valued member of the team here at AWRP bringing many years of experience and expertise. He will be missed by his colleagues and we all wish him and his wife a very happy retirement."



## In a Garlic-xy, far, far away...

Our Isle of Wight Waste Team were out and about at the Isle of Wight Garlic Festival – and bumped into some unfortunate security. The festival is one of the Isle of Wight's largest family events and the team promoted better recycling on the island and shared how it worked with residents.

## An Ironman effort in an Ironman event



Mark Arndt, Account Director, Forth Bridges, recently took part in the Ironman World Championships in Kona, Hawaii in temperatures that reached 45 degrees. Racing alongside 2,500 of the world's top athletes and Olympians, Mark was also recovering from a back injury. But he didn't let that get in his way, as he stormed to 42nd place. Congratulations Mark!



## Learning success at Solihull

Four of our waste operatives based in Solihull have been able to close their study books and celebrate, after passing their LGV CAT C qualification. This was 12 months after the My Skills Programme was rolled out at our Waste Collections depots, designed to help employees to learn new skills and further their career at Amey.



## Eco-piles give wildlife a home

Our Scottish Power Vegetation Management Team has been using 'eco-piles' as a green alternative to chipping, when it comes to disposing of sawn wood. Eco-piles are stacks of logs, cut to manageable sizes, which are left to rot naturally. They're the perfect place to provide shelter and homes for a wide range of wildlife.

Small animals, such as hedgehogs and birds, use them for shelter and refuge. And as the wood decomposes, it is colonised by beetles and other invertebrates such as hoverflies. Many of these creatures are in decline and rely on rotting wood at some point in their lifecycle. As time passes, lichens, mosses and fungi will also grow on the decomposing wood.



## ENCOURAGING SERVICES PERSONNEL INTO UTILITIES CAREERS

We've joined 23 other energy and utilities sector employers to attract, engage and recruit ex-military personnel. As part of the Energy and Utilities Skills Partnership, we're working together with other employers, the Ministry of Defence (MOD), Defence Relationship Management (DRM) and the Department for Work and Pensions (DWP), to ensure the sector is Armed Forces-friendly.

As a signatory of the Armed Forces Corporate Covenant since 2013, our commitment to recruiting and supporting ex-service personnel was also recognised by the MOD who awarded us Gold status in their Employer Recognition Scheme in 2018.

Earlier this year, Amey announced that employees serving as Armed Forces Reservists will now get ten days' paid leave to train each year. These extra days will help them to fulfil their commitments as Reservists, including annual training camps.



## Fighting the FAT(BERG) this Christmas

Did you know that the potential for fatbergs is higher at this time of year - thanks to more grease and excess cooking fat from Christmas dinners being poured down kitchen sinks? To try and combat this, our Severn Trent Teams are launching a new immersive augmented reality app for customers this winter.

The app will show customers what happens when 'unflushables' – fats, oils, grease, sanitary products, and wet wipes for example – are flushed or poured away into drains. Which then collect into one big mass and blockages.

The aim of the app is to prevent repeat incidents and help customers understand the consequences – by providing an immersive experience on their doorstep.

Neil Pullen, Business Director for Water South said: "Over the Christmas period we see an increase in reactive call outs due to blockages caused by fats and oils put down the sink. We're hoping that by introducing the app this year, we can improve a customer's understanding and their awareness of what causes blockages and ultimately improve customer experience and satisfaction levels."



## Carbon Fibre pipe wrap is award winning

Amey Black & Veatch, our joint venture for Scottish Water, has scooped a prestigious industry award for its game-changing carbon fibre wrap innovation, in partnership with Scottish Water and Environmental Techniques.

The project was awarded the Maintenance and Innovation award at the Scottish Civil Engineering Awards. Located within the grounds of Calderbrae Golf Course, the Roundknowe Carbon Fibre Wrap project sets a new standard for repairing pipes in the future. The wrap provides an innovative solution

to extend the life of above-ground sewers and pipe bridges that would otherwise need replacing.

With potential application across the wider water network, the invention is set to generate immense savings for Scottish Water users and sets a new precedent for pipe rehabilitation.



## Amey upskills power teams to support Openreach

To ensure we still offer customers the best service available, we recently introduced a new training programme for 50 Power Team employees. This will allow them to carry out additional roles with Openreach – the national telecoms project working to connect nearly all UK homes and businesses to the national broadband and telephone network.

During training, the team will develop new skills on: copper and fibre cabling and jointing; aerial cable and pole provision; street work activities such as traffic management; planning and surveying; as well as aerial access training. It is hoped that the training will increase the level of resource available to the Openreach network and ensure a future-proofed fast broadband network for homes across the UK.



## CELLAR FLOODING COULD BE THING OF THE PAST

In a UK first, we've collaborated with United Utilities and jetting equipment supplier Jetchem, to develop two new pieces of kit. These will prevent customers' properties being flooded by sewage and reduce the cost of keeping sewers clear.

To tackle flooding proactively and reactively, a new Drainage Monitor Device and an Interceptor Draw Off System have been developed. The first, monitors sewer manholes, so when a sewer starts filling up, teams are alerted straight away. The second is installed close to a property to automatically remove and store excess waste, which only requires emptying once a week.

The tools were designed to make the draw-off process more efficient and cost-effective, led by Account Director Zak Howarth and engineer Mick Crook, with United Utilities agreeing to fund the pilot. They then worked with United Utilities' technicians, and Jetchem to design both pieces of equipment.

# DO YOUR BIT THIS WINTER

Every winter, our teams across each Business Unit keep the country running. Whether it's performing vital upgrade work on rail networks, keeping our roads and motorways clear or just making sure household waste is still collected – they work hard and long hours to make sure people around the country can enjoy their festive break with minimum disruption.

With that in mind, here's how you can help do your bit this winter:



## RAIL

Check with National Rail before you travel to see if your route is affected. A lot of our teams will be working non-stop on vital upgrades. So check to see if you need to change halfway or if there's a bus replacement service.



## HIGHWAYS

As highlighted by Ben (see right), lots more people will be travelling on motorways, dual carriageways and other roads. Which means a lot of traffic! Our teams will be working with local Highways Agencies to keep it flowing, but make sure you check before you set off – especially on longer journeys.



## WASTE COLLECTIONS

More people at home means more cars parked outside. Our teams and other waste collection companies need to still access homes and bins – so try, where possible, to keep space free for trucks to drive down residential roads.



## WASTE TREATMENT

Extra food, lots of presents and more toy packaging results in a lot more household rubbish. Do your bit by checking with your local authority what can and can't be recycled. Some areas can recycle mixed waste, while others need it to be separated.



## UTILITIES

Thanks to a lot more rich food we eat at this time of year, fatbergs often form after Christmas – which our teams then spend time clearing. So don't contribute and avoid pouring Christmas turkey fat down the drain. Instead, let it solidify and throw it out instead.



## FMDJ

Keep warm this winter by making sure your indoor heating is working correctly. Like our Military Housing Teams (who look after homes of our Armed Forces and their families), check that your boiler has been serviced and radiators are working before the colder weather sets in.



*Ben King is the Transport Manager in Amey's Northamptonshire CC HWRC Team. They look after household recycling throughout Northamptonshire, in the East Midlands, for over 740,000 residents and regularly travel over 1,200 miles every day.*

## DID YOU KNOW?

Over the festive period, each of us will travel an average of 92 miles to deliver gifts to friends and family, amounting to 4.7 billion miles as a nation.

## ASK THE EXPERT

In 'Ask the expert', we speak to someone from around Amey and ask for their advice on something you might want help with outside of work. In this issue, we spoke to Ben King from our Northamptonshire County Council Household Waste Recycling Centre (CC HWRC) Team.

*Q: Like many people, I'll be travelling a lot this festive period and new year, visiting family and friends. What steps can I take to ensure a safe and comfortable journey as I clock up the miles?*

### HUB: IS THERE ANYTHING SPECIFIC TO KEEP IN MIND WHEN PLANNING A TRIP DURING THE WINTER?

Ben: It's easy to get carried away with the festivities but it's a good idea to just spend a few minutes to plan properly before you set off. Know when to avoid being out on the road if you can. The last weekend before Christmas, and the days between Boxing Day and New Year's Eve, are notoriously busy on motorways. A two-hour journey can easily turn into a four-hour stop-and-start ride!

### H: WHAT ABOUT BEFORE SETTING OFF?

B: It's best to spend 10 minutes carrying out a vehicle walk-round-check before leaving: oil; tyre pressure; water and anti-freeze; lights; windscreen wipers. It's easier to sort out before you set off than at a service station or the side of a busy road.

### H: ANYTHING ELSE?

B: It's a good idea to pack a winter bag alongside any presents you have. Keep a spare blanket along with some food and drink in the car, in case you get stranded. And keep a shovel in the boot – it could come in handy to get rid of any snow if you get stranded.

Also, backup your electronics. A phone charger is a blessing in an unexpected delay. And a paper map is great just in case your GPS can't locate a signal.

### H: ANY TIPS FOR WHEN YOU'RE IN THE CAR?

B: It sounds obvious but just be aware of your surroundings. Keep it slow and steady. Frost, slush and black ice mean it will take longer to stop than on a clear road.

Increase your distance between yourself and the car in front, to give you space if you need to stop suddenly on icy surfaces. And keep an eye out for HGVs and other large vehicles. Their heavy weights will make their own stopping distances longer so best to give them plenty of room.

## DON'T FORGET

Zero Code isn't just for work. You can always Shout Out if conditions look unsafe when travelling this winter. Don't take risks and keep yourself, and everyone else, safe at all times.

### In summary:

- Check traffic and be prepared to adjust your start time. Setting off earlier or later may help you avoid long traffic jams.
- Check weather reports too – especially if you're travelling across the country. Localised flooding or snow can leave you stranded if you're not careful.
- Check your car's vitals before setting off and pack an emergency winter care kit in case you get stuck.
- Let the people you're visiting know your travel plans (what route you're taking and how long you expect it to take). If you get delayed, get a passenger to update them.
- Don't rush! As much as you're excited to see friends and family, keeping a slower pace in wintry conditions will ensure you get there in one piece.

**Got a question or would like some guidance on a problem? Or want to even nominate yourself as an expert to discuss something? Email us at [internalcommunications@amey.co.uk](mailto:internalcommunications@amey.co.uk) or post on Yammer with the hashtag #asktheexpert. You might be featured in a future edition of Hub.**

# Make your Christmas budget go further

With Christmas around the corner, there can be pressure to spend more and more on festivities. With that in mind, we spoke to Jason Butler, Head of Financial Education from our Financial Wellbeing provider (Salary Finance) to get some tips on how to make the most of your Christmas budget. Salary Finance has developed a 10-step Christmas Survival Guide that's designed to offer some simple tips so you can enjoy the festive period without the financial headache. To find out more about Salary Finance visit [amey.salaryfinance.com](http://amey.salaryfinance.com)

## Information from Salary Finance **SALARY FINANCE**

### Remember that your love is not linked to how much you spend.

It sounds obvious but well worth remembering that you don't have to spend a lot on friends and family to show them how much you love or care for them.

### It's not a competition

It's easy to link status and self-worth to how much you spend and are seen to spend by others. But it won't be the people you're trying to impress who will pay your credit card bill!

### Sharing is caring

If you have friends or relatives visiting over Christmas, ask them to bring a contribution of food or drink to share the expense.

### Be realistic.

Consider agreeing with friends and family a spending limit on presents, which fits with what you can afford. Or how about agreeing a Secret Santa between a few of you, so you all just buy one present?

### Budget, budget, budget – and stick to it.

Create a reasonable budget on what you can afford to spend on Christmas. It might be old school but working out what you can afford and sticking to it is the simplest way to minimise overspending.

### Be a smart online shopper.

Don't forget to make the most of vouchers and online discounts.

### Mind the gap!

If there is a gap between what you must (or really want to) spend, review your budget to see what, if anything, you can cut.

### Take the opportunity to declutter.

See if you have unwanted items that you could sell online or at a car boot sale to raise money towards your Christmas spending. You might find your clutter is worth more than you'd think.

### Make a list (and check it twice!)

Make a Christmas shopping list and stick to it. Know what you want to buy, plan it in advance and avoid buying extras.

### Don't forget Salary Finance is here to help

Visit [amey.salaryfinance.com](http://amey.salaryfinance.com) find out if any of our salary-linked products could help you manage your money during the Christmas period.

### **SALARY FINANCE**

We provide salary-linked benefits including loans, savings and financial education for Amey employees. Find out more at [amey.salaryfinance.com](http://amey.salaryfinance.com)

Important: This is an option, not a recommendation. Amey does not benefit from offering this service and all your communications will be with Salary Finance. This content is for guidance and educational purposes only and is generic in nature. Salary Finance does not offer regulated financial advice. Please seek independent financial advice. Applications will be assessed to ensure the loan is appropriate and affordable for you

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# Hub RECOMMENDS

If you want to submit your recommendations for the next edition of Hub, send them to [internalcommunications@amey.co.uk](mailto:internalcommunications@amey.co.uk) or tag them #HubRecommends on Yammer.



### PODCAST

#### Paul McKenna's Positivity Podcast

Famed hypnotist Paul McKenna talks to celebrities each week about their success strategies and how they've worked to achieve what they set out to do. Guests so far have included Simon Cowell, Louise Redknapp, Mel B, Katie Piper and Gok Wan.



### BOOK

#### Step By Step by Simon Reeve

In TV adventurer Simon Reeve's bestselling memoir, he describes how he has journeyed across epic landscapes, dodged bullets on frontlines, walked through minefields and been detained for spying by the KGB.



### TV

#### Nailed It! (Netflix)

If you enjoyed The Great British Bake Off, but your culinary skills aren't up to scratch, then this show is for you. Described as 'a comedy baking show that revels in disaster', amateur bakers have to recreate intricate cake designs, often getting it very, very wrong.



### WHAT 3 WORDS

### APP

#### What 3 words

The what3words app helps you find, share and navigate to any precise location – in a fun and unusual way. This is because every 3m x 3m location in the world has a unique three-word address. Have a look what yours is.

## CHOICES 2020

Thinking of getting healthy and cycling to work? Or maybe making the most of 2-4-1 meals? Either way, our Choices 2020 window – where you can choose additional employee benefits – has something for everyone. The Choices 2020 window opens 27th January for three weeks. So keep an eye out on noticeboards and AmeyWorld.

**CHOICES 2020 WINDOW: open for three weeks**

- Annual medical
- Critical illness insurance
- Dental insurance
- Extra annual leave
- Personal accident insurance
- 12-month Tastecard membership
- Travel insurance

**ANYTIME CHOICES: open all year round**

- Amey Share Incentive Plan
- Car Choices
- Cycle to work
- Charity donations
- Financial wellbeing
- Gym membership
- Health cash plan
- Save with Amey

Visit [amey.co.uk/employeebenefits](http://amey.co.uk/employeebenefits) for more information on each benefit.



These boots are  
MADE FOR WALKIN'



64 Amey employees joined over 700 other hikers this September to take part in the third annual Duke of Edinburgh (DofE) Adventure. The team took themselves out of their comfort zones by walking 50km over two days in the South Downs, raising money for the DofE Award, one of our strategic charity partners.

Our Amey Team raised over £9000 and were each given a #TeamAmey19 bandana – which helped them stand out and spot other Amey colleagues from across the UK.



Team Amey



## TRUSSELL TRUST'S CHRISTMAS FOODBANK DRIVE

In what's fast become a regular November event around Amey, employees from across the UK used their CIDs to be part of the Trussell Trust team in Tesco Stores.

For the third year in a row, volunteers encouraged shoppers to donate items of food to provide vital support for their local

foodbank. Meanwhile other employees lent their support by helping sort the seasonal influx of donations as they

came into foodbank's warehouses. You can read more about the project on AmeyWorld and Yammer.



## AREA 10 CLEARS UP LOCAL CANAL PATH

Our Area 10 Team gave their support to community group, The Friends of Waters Meet, as part of their CID. Along with The Friends of Bridgewater Canal group, they spent the day clearing access to the canal – litter picking, cutting back vegetation, weeding, and removing graffiti – so both residents and visitors could make the most of the public footpath.



## TOGETHER IN ELECTRIC DREAMS...

Seven members of our IT Team based in Liverpool spent their CID at Greenpower Aintree 2019. The event, hosted by The Greenpower Education Trust charity, challenged teams of 11- to 16-year-olds to design, build and race their own electric car. Over 40 teams took part on the day and was a great way for young people to learn about STEM (Science, Technology, Engineering and Maths) subjects hands on.

## The Boneshakers rattle up some miles

Ian Elliott and Steve Whelan, from our Trafford Highways Team, recently cycled from Timperley, Greater Manchester to Shrewsbury, Shropshire and back again – all for the North West Air Ambulance. Ian and Steve were part of local fundraisers The Timperley Boneshakers and covered 200 miles, raising an impressive £8.5k.



## GIRLGUIDING AT AMEY

As part of Girlguiding's #InspireGirls campaign in October, we spoke to five people around Amey who volunteer with the UK charity. You can read more about each of them on AmeyWorld and Yammer, but here's what each of them said about their volunteer work.



**KIRSTIE JONES,**  
Head of HR, Rail

Brownie Leader (Ladybird) and Girlguiding District Commissioner  
*"I am very proud of Amey's involvement in Girlguiding and how our Senior Managers have wholeheartedly got involved. We are helping shape and develop confident young women who will be our future workforce. I would recommend anyone to get involved with your local Girlguiding group. You will love it."*



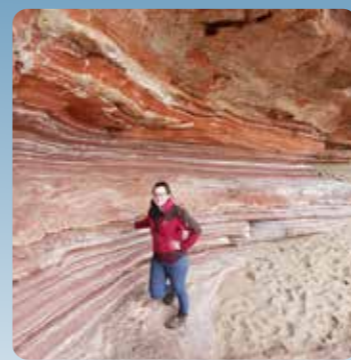
**ANNA DUNCAN,**  
Recycling Officer,  
One Trafford partnership

Brownie Unit Leader and Girlguiding District Commissioner  
*"It's really rewarding watching the girls grow and allowing them to experience new things. I'd be lying if I said I didn't enjoy the adventures too! I've been able to be part of much bigger events through Girlguiding and have made lifelong friends along the way."*



**ISLA BUCHANAN,**  
Senior Project Manager

Leader in Charge 1st Peebles Rangers, the 4th Peebles Brownies and the Fairmilehead Rangers, Edinburgh  
*"I've had afternoon tea up a mountain, slept in an Igloo, attended the Queens Garden Party, to name just a few. I would recommend volunteering and Girlguiding to anyone."*



**CLAIRE BODDY,**  
Graduate Geotechnical Engineer, Amey Consulting  
Rainbow Leader

*"I recently did the Amey Engineering Badge activities with my unit - I went to the session in my orange Rail PPE to show them what an engineer can look like. It was wonderful to hear several Rainbows saying they want to be an engineer now."*



**ANGELA PEEL,**  
Finance Administrator

Girl Guide leader, Assistant Rainbow leader (5-7 years) and County Commissioner for Girlguiding in Oxfordshire  
*"I just love helping to make a positive contribution and inspiring girls to break out of their comfort zones and make their way in the world."*



## FLEET AWARD WIN

Our Fleet Team was awarded "Diversity Champion of the Year 2019" at the Freight Transport Association awards in October. Congratulations to everyone in the team that made it happen. It was also a great night for Julie Davies, Group Fleet & Plant Compliance Manager, as she was introduced to the Under Secretary of State for Transport, Baroness Vere.



# 5 winter ideas that are snow joke

Don't miss out on these Christmas and New Year savings at [savewithamey.co.uk](http://savewithamey.co.uk)

**1 Send a personalised Christmas card**  
Earn up to 9% cashback with moonpig.com, Scribbler and Clintons cards



**2 Fill up on stocking fillers**  
Earn up to 7% cashback with Hotel Chocolat and Lego



**3 Give the gift of reading**  
Save up to 10% with Waterstones and National Book Tokens



**4 Take a break from Christmas shopping and grab a bite to eat**  
Save up to 10% at Zizzi, ASK Italian and Las Iguanas



**5 Start your New Year's resolution on the right (or left) foot**  
Save up to 10% with Nike, Adidas, and Reebok



## HOW'S YOUR JOURNEY GOING?

**W**e want to see how you (safely!) travel to work. Whether it's train, bike, car or walking.

Send in your photos (not while driving please!) for the next edition of Hub, and we'll pick winners to receive a £25 a\*stars voucher. Post on Yammer with the hashtag **#mycommute** or email [internalcommunications@amey.co.uk](mailto:internalcommunications@amey.co.uk)

## COMPETITION TIME!



## Send your story to Hub!

[amey.co.uk/share-your-story](http://amey.co.uk/share-your-story)

Share

Post your pictures on Twitter, Facebook and LinkedIn and tag @ameyplc

