



2019 WINNERS PAGE 6 & 7

More from the winners on the night.



AREA 10 PAGE 8

Find out more about our newest account.



BENEFIT PAGE 10

Introducing Financial Wellbeing from Salary Finance.



RECOMMENDS PAGE 21

Here's what we're listening to, watching and looking forward to.



AMEY IN THE COMMUNITY PAGE 22 & 23

How have teams been using their Community Involvement Days?



Tt's a bit of an understatement to say we like to hear the words 'thank you'.

Whether it's just for taking your turn in the tea round or going out of your way to help a stranger, those two little words can mean a lot. Which is why it's great to kick off this summer edition of Hub with the winners of our recent employee recognition awards.

I had the chance to spend the evening at our second annual a*stars awards in May. And it was great to see all the finalists being recognised for the hard work they do around Amey. They're truly inspiring stories, and you can read more about each winners' story over on page six.

Stepping into the Editor shoes of Hub (don't worry, Laura's not going auietly – she's our Guest Editor below!), I've had the chance to see how everyone around Amey is really bringing our values to life. Whether it's through charity

work (page 22), supporting summer events (page 20) or raising awareness about mental health (page 11), it really puts a human face on what Amey stands for. And what each of us brings to the company.

Speaking of Amey's values, our new employee benefit - Financial Wellbeing – launched last month, perfectly summing up our Putting People First value. It's a great new benefit for us all, no matter your financial circumstances. Have a look on page 10 to see if it can help you.

Thanks for reading and see you in the autumn edition of Hub.

Gareth Jones Hub Editor

P.S. Oh, don't forget to check out our new 'Hub recommends' feature (page 21) for suggestions on what to do this summer. Share your own with us and we might feature your selection in the next edition.



Earn

cashback and

save money with

Save with Amey.

See page 20 for

more details.

competition

Details on the

back cover!



Guest Editor: aura Nelson

After almost ten years as Editor of Hub, I recently left the Communications
Team to take a role as Customer Experience Lead on the new Area 10 Maintenance and Response contract with Highways England.

It wasn't an easy decision to leave Hub behind, but, after enjoying my secondment on the One Trafford contract last year, I knew that I wanted a more customer-facing role – and Area 10 seemed like the perfect fit.

Having opportunities to grow my career in this way is a huge positive of working for Amey. It's exciting to take the skills that I learnt in one area of the business and apply them in another. Naturally, communications and engagement are a big part

of my role but I'm also focusing on customer experience and added social value. We're just a few months in and we're already making a real tangible difference to the local community with lots more exciting things to come - read more on page 8.

It's true to say I miss being at the helm of Hub, but now I can sit back and enjoy reading it along with everybody else.

Laura Nelson

Customer Experience Lead, Area 10

GETTING READY FOR CHANGE

Tou may have I noticed that we've entered a period of change here at Amey.

Not only have we recently signed a settlement agreement with Birmingham, we're also preparing for Ferrovial's sale of Amey – either as part of Ferrovial Services or just Amey by itself.

During this time, we need to ensure we do not lose focus on delivering what's best for our customers. We must do what we do best in our daily tasks and maintain a 'business as usual' approach.

We also need to be confident in our plan; showcasing the very best of what Amey has to offer, demonstrating the expertise and capability of our people.

We can all do this by focusing on our five performance pillars:

HEALTH & SAFETY: Keeping people safe has always been, and will continue to be, one of our most important company objectives.

PEOPLE: Putting People First is at the heart of what we do: by the way we work and through various schemes, initiatives and programmes.

CUSTOMER: Our customers make us who we are, so we must understand the commitments we made to them, look after them and make sure we deliver on what we promise.

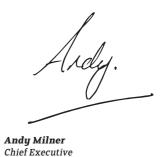
EFFICIENCY: Making sure we make the most of the tools available – and adapting our processes to increase their effectiveness – helps ensure we work as efficiently as possible.

FINANCE: It's not just about making every pound count; we need to make sure the money we spend, owe and earn is all accounted for and works smarter.

Having clear goals, supported by a highly motivated and engaged workforce, is core to our success for the journey ahead. And of interest to any potential buyer. I appreciate there is a lot happening in the business and you may have questions. As we progress through this journey, I will continue to keep you informed with CEO calls once every three months. I'll also be holding regular Senior Leader calls every eight weeks, so messages can be shared in local team briefings.

If you have access to AmeyWorld (or search for #M761 in the app or website), the new Sli.do app allows you to anonymously submit questions to me and the Exec Team. We're committed to addressing any concerns or worries you may have, so please keep checking back to see our answers.

Thank you for your continued hard work and commitment



KEPING OUR FOCUS

EVERYONE WORKING IN THE SAME DIRECTION

Our performance pillars were introduced last year. They were designed to help us all to understand how our personal objectives link to the Amey corporate goals. Aligning your Performance Development Review (PDR) objectives to them ensures we're all focusing on the right things.

AMEY VALUES

The behaviours linked to Amey's values underline everything we do, and will help you to embody them in your work. As well as your interactions with employees, peers, clients and suppliers.



PILLAR 1: HEALTH & SAFETY

Keeping People Safe, as you probably know, is our number one company objective. This pillar makes sure we all go home in the same condition as when we started our working day.

ZERO CODE

• Key behaviours and actions we all need to take to protect ourselves, and those around us, from harm.

WELLBEING FRAMEWORK

- Reducing Muscular Skeletal injuries with more support and Return to Work programmes
- Our new Financial Wellbeing awareness and support programme
- Mental Health awareness initiatives (Employee Assistance Programme; Wellbeing Ambassadors and Mental Health First Aiders).

REDUCE OUR LOST TIME INCIDENT (LTI) RATE

- Providing focused support to areas with the highest incident rates
- our LTI's, to eradicate repeated occurrences and reduce risk.

• Getting to the root causes of all

PILLAR 2: PEOPLE

SPRINGBOARD BUSINESS IMPROVEMENT PROGRAMME

 This programme enables people to suggest better and smarter ways of working.

DEVELOPING AN INCLUSION FRAMEWORK

- our diversity policies and support, flexible working and challenging unconscious bias
- Using more 'open measurement' - such as gender pay gap reporting - to drive change
- Collaborating on agreed action plans and requirements – such as insisting on a diverse candidate shortlist for job posts.

HOW DOES THIS RELATE TO YOUR JOB?

To find out more about the Amey House or performance pillars mean to your role, speak to your people manager. Or visit the HR pages

Putting People First is at the heart of what we do. This pillar ensures we never forget that it's our people who make us who we are as a company.

RENEWED FOCUS ON **MANDATORY TRAINING**

- Consistently applying

on AmeyWorld.

- Closing the skills gap for compliance training and ensuring we operate an effective skills matrix
- Better 'sign-posting' of the training available and improving our training records
- Ensuring we all have the right mix of skills to deliver the services demanded of us by our clients.

TRACKING EMPLOYEE **RETENTION AND TURNOVER**

- Increasing employee engagement, which we will continue to assess through our annual survey - with a target of 80% this year
- Retaining and investing in capable and valued people
- Monitoring data closely to better understand where and why we're losing valued and scarce resources.

PILLAR 3: CUSTOMER

We must always look after and keep the commitments we promise to our customers. This pillar helps us keep them at the forefront of our minds.

FOCUSING ON LOCAL CONTRACT KEY PERFORMANCE INDICATORS

- Ensuring everyone knows key contract commitments we've made, and the key measures used to track them
- Developing improvement plans where we fall short minimising KPI deductions and improving service delivery.

HELPING US ACHIEVE BUDGETED BID STRIKE RATES

- Tracking actual bid win rates by value and number, to see if we will meet our profitable growth ambitions
- Many of our Business Units are establishing a structured method of capturing customer feedback. This will establish a benchmark score for 2019, which will form the basis of future improvement plans and tracking of trends.

PILLAR 4: EFFICIENCY

Making the most of the tools available - and adapting our processes to increase their effectiveness - helps ensure we work as efficiently as possible.

MONTHLY CONTRACT REVIEWS

Understanding how we are performing – helping to assess and monitor account level contract KPI compliance and drive financial predictability.

USING POWERBI ANALYTIC DASHBOARDS AND DATA

- We now have a whole array of easy-to-navigate tools tracking performance
- They're just a click away and they need to become part of our DNA - find PowerBI via Tools on AmeyWorld.

SETTING TARGETS FOR TOAST (TRAVEL, OVERTIME, ABSENCE, SUBSISTENCE, TEMPS)

- We're aiming to improve by at least 10% across all these areas (some BUs have set themselves higher targets than this)
- Reviewing targets monthly will help us track areas that need more attention
- Introducing and operating some local incentives may also provide some much-needed recognition and encouragement.

PILLAR 5: FINANCIAL

We need to make sure every pound we spend, owe and earn is all accounted for. This pillar will help our money work smarter.

MONITORING CASHFLOW

 Hitting budget targets on cash helps predictability and credibility in financial management - both for stability and to attract the right buyer.

ACCOUNT PERFORMANCE

- This will have a heightened focus through any sale process
- Predictability provides confidence.

PAYING OUR SUPPLIES ON TIME AND/OR TO AGREED SCHEDULES

- We must comply with the government's focus on tracking and monitoring prompt payment of suppliers
- We increasingly need a 'licence to operate' with government – this needs to be a heightened focus for us.



SOMETHING TO ASK?

There will be a lot of changes **L** over the next few months and we'll keep you updated as much as possible through Hub, AmeyWorld, emails, allcompany and leader telephone briefings; plus materials provided to managers to share with everyone.

If you have a question about something that your manager can't answer, you can get in touch via the anonymous Sli.do form at www.sli.do and searching for event #M761. Sli.do questions and answers are published on the homepage of AmeyWorld as well as the website.



In May, we hosted our second a*stars awards evening - which recognised people from around Amey for the outstanding work they do - and announced our winners across eleven categories.

When we asked for nominations back in January, over 1,000 individuals and teams were voted for. These were then whittled down to 29 by our panel of judges. One special award – The People's Choice Award was voted for by you.

Well done to all our finalists for being nominated and congratulations to our 2019 winners.

Putting People First Award

Darren White

Following the tragic death of a colleague at work in December, Darren attended the funeral, where he discovered that no Christmas presents had been bought for the five children. Darren took it upon himself to find out what they wanted and purchased the gifts out of his own money.

Alex Marriott

Creating Better Solutions Award

Alex volunteered to build an app for the Amey TM team. Working around the clock, Alex managed to engage supervisors and operatives to build a robust and user-friendly system, which is being constantly improved thanks to feedback from users.



Delivering Great Service Award Mark Hewitt

Mark received five nominations from his colleagues who said that he is always happy to lend a helping hand and always puts the customer first. Mark is described as the 'go-to' person for MI and technical support and makes the difficult, simple.



People Manager of the Year Award Anna Kowalewska

Anna was praised for skilfully reshaping her team during a period of significant change, whilst at the same time overseeing the introduction of a number of new processes and systems.



Zero Code Award: team **Regional Prime**

Zero Code

Carl Flint

Award: individua

Carl was shortlisted in the category

of Putting People First. The judges

decided that he goes above and beyond

to ensure our teams are working safely,

and rightly deserved to win this award.

South East Team

The team were also nominated in the Putting People First category. The Regional Prime South East Team has achieved more than two years without a lost time incident – that's more than seven million hours of safe working.



credited Julie for Amey's improved has a tenacious approach to making sure the job gets done properly.

Don't forget you can reward your team year ind with our £25 a*stars cards!



The People's Choice Award Julie Chapman

Julie received 242 votes to be crowned the winner and was nominated in the Delivering Great Service category.

Julie's colleagues describe her as professional and dedicated, and reputation across the area. Julie resolves issues effectively and efficiently and

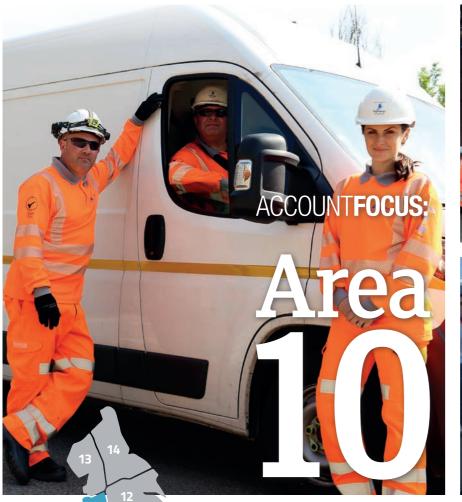


The Chief Executive's Award

James Langin

James was nominated in the Putting People First category and was picked by Andy Milner as the winner for this award. James supported an ex-offender by offering him full time employment - one of the first times that someone has been employed in the same prison in which they served their sentence.

Andy said: "I remember hearing this story for the first time and it really made me feel truly proud to be part of Amey. We talk a lot about making a difference – about creating better places, that's our goal, that's what we're all striving for every day – and this story is a great example of someone who did just that."









Vital Stats

ACCOUNT NAME:

Area 10: Maintenance and Response (M&R) Contract; and Design Services Contract

BUSINESS UNIT:

Highways; Amey Consulting

VALUE

£325m; and £50m

LENGTH OF CONTRACT:

15 years; and 2 years (+3 year extension)

NUMBER OF EMPLOYEES:

201; and 43

In this issue, we take a look at of one of our newer contracts here at Amey: Area 10. Things have been motoring along nicely since the contract went live in April, so here's a little taste of what the teams have been getting up to...

WHERE IN THE WORLD IS AREA 10?

Highways England's Area 10 refers to part of the North West's strategic road network, covering Cheshire, Merseyside, Greater Manchester and Lancashire. It includes some of the nation's busiest motorways – M6, M53 and M62.

Transition to the new contract has been excellent and I'd like to recognise the hard work and efforts put in by those involved. It's been a positive start, and long may it continue!

Paul Elliott Service Manager, Highways England

A number of specialists work together as a 'community' to deliver the Area 10 Asset Delivery model, for which Amey's Highways business delivers the Maintenance & Response Contract and Amey Consulting delivers the Design Services Contract.

WHAT TYPE OF WORK DO THEY DO?

- Maintain over 300 miles of motorway, dual carriageways and other trunk roads
- Cut grass verges, clean signs and repair potholes
- Fix defects and look after issues caused by severe weather
- Respond to incidents and oversee traffic management on the network
- Winter maintenance gritting and snow clearance
- Amey Consulting carries out the design of structures, drains, barriers, signs, landscaping, lighting and traffic signals.

NEW CHANGEMAKERS

Area 10 has a network of 14 Changemakers representing the different teams and depots on the contract.

GIVING EVERYONE A VOICE

Everyone has the chance to have their say thanks to the Area 10 VOICE (Voice Of the Individual in the Construction Environment) groups. So far, the teams have covered topics such as PPE, vehicle spec, mental health and wellbeing.

COMMUNITY INVOLVEMENT

The teams on Area 10 take social value seriously and have already clocked up 13 Community Involvement Days, including a litter pick and grounds maintenance projects.

Teams will also be helping to raise money for the charity MIND by taking part in the Area 7 football tournament in August.

Find out
how virtual
reality is helping
the world of
construction on
page 16.



According to a recent Ofcom report, people in the UK now spend more than a day a week on their smartphone. It sounds crazy, but from the moment we wake up until the time we call it a night, we're surrounded by technology.

We use our tablets to check on the traffic, to tell us the weather, the list goes on. The truth is we now live in an always-on world where technology is shaping the way we work, live and play. But rather than fear it, we should embrace it. That's the view of our Utilities Team.

CHANGE IS GOOD

Let's look at the evidence. Digital technology enables us to complete everyday tasks in increasingly intuitive and advanced ways. It helps expand our knowledge, enhance our experiences and improve our decision-making. And we believe that's great news for Utilities and our business as a whole.

Take smart meters for example. One of the first examples of large-scale change, their widespread introduction has provided customers with more information about their energy use, allowing them to make more informed decisions regarding their energy use. And it's not just customers benefitting from the technological advances. Energy suppliers are now using data to make their services more efficient and reliable.

SWITCHED-ON THINKING REQUIRED

As innovation in Utilities rises, so does the industry's need for switchedon talent. And with 20% of the existing workforce expected to retire in the next decade, we need to attract a new tech-savvy generation to join us today. It's a challenge we're facing head on with the launch of a sector-wide inclusion commitment, aimed at attracting a more diverse and inclusive workforce. We also continue to provide widespread support at key STEM events, several of which you'll find covered in this very edition of Hub.

CHAMPIONING INNOVATION

It's fair to say that one of the biggest challenges we collectively face is that our industry isn't immediately associated with being future looking and innovative. But while that may be true of some of our competitors, it's certainly not the case here at Amey. Quite the opposite in fact. Across our other Business Units, we've been using virtual reality to optimise safety and 3D printing to reduce maintenance time. In Highways, we've even turned operators into heavy lifting machines, by fitting them with robotic exosuits. It's fair to say, there's never been a more exciting time to work at Amey.

SEcandwellbeing

Check out all the other benefits on offer at amey.co.uk/ employeebenefits



and tools to help you manage your money.

• **Save:** an instant access savings account provided by Yorkshire Building Society, with regular contributions made direct from your salary – it can help you build an emergency fund.

than you can realistically afford. If your application is unsuccessful, Salary Finance will direct you to services that will be able to provide oneon-one advice and support.

If you want to find out more about each product, visit amey.salaryfinance.com.

is appropriate and affordable for you. References to "Salary Finance" means Salary Finance Limited (acting as loan originator (broker) and servicer) and each of its associated and/or group companies, including Salary Finance Loans Limited (acting as lender).

Mental Health Awareness Week around Amey

Back in May, teams up and down the country took part in lots of great activities during Mental Health Awareness Week - showing the support available if people need someone to talk to. Have a look on Yammer and AmeyWorld to see more from that week.



Wellbeing Ambassador Jacki Henderson began the day with a meditation session. Then, Mental Health First Aider Sheridan Hilton, ran a body image workshop before rounding the day off with a bake sale.



local charity, Sheffield MIND, visited our teams to talk about spotting signs that someone you know may need support. Following a thoughtprovoking hour, a number of colleagues opening up about how mental illness has affected them.



UNITED UTILITIES

Teams held a Walk and Talk session at their depot, to promote the theme of 'Be Active' from the five steps to wellbeing. The session was such a success, more are planned (weather permitting!)



SEVERN TRENT WATER

Rebecca Kimber, HRBP for Severn Trent, eceived a helping hand from her children to bake cakes for the office bake sale.



NORTH LANARKSHIRE

Our team held a Time to Talk session – inviting people from around Bargeddie depot to join them for tea and cake, while talking about mental health.



MATCHWORKS

Our teams based in Liverpool held multiple sessions throughout the week – including Reiki, Arts and Crafts and Chair Yoga.



Andy Heap, Mental Health First Aider, held a Mental Health Awareness session to show what the signs are that someone might need help and what support Amey offers.



heatwave, the first appearance of Zero Code. It was designed in a practical way to remind us of correct behaviours to keep us safe, in preparation for and throughout our working day (or night).

So, a year on and in May 2019, figures showed a 40% reduction in employee Lost Time Injuries (LTIs) - this is a rolling 12 month figure. This is great progress but there's still a long way to go. We want everyone to go home safe every day and we'll continue to relentlessly pursue our goal of Target Zero. Making a personal commitment to Zero Code and the execution of the correct and safe behaviours is the key to reaching our goal of zero LTI's by 2021.

STICK TO THE PLAN

Stick to the Plan is the latest principle under the spotlight and you should receive a briefing from your manager over the coming weeks. 'Sticking to the plan' will not only help to keep us safe, it can also improve our overall wellbeing, reduce stress and anxiety. The main themes are:

- Manual Handling: Stick to the plan on how to correctly lift and handle difficult objects to avoid injury
- Return to Work guides: A reminder for managers and employees of the processes to follow during sickness absence and for returning to work after a period of absence. Plus, advice

and practical tools to help

and productive at work.

team members remain healthy

• Everyday behaviours: Checking and knowing the plan before you start work is important and sticking to it throughout the day is crucial. Make sure you know what your role is and don't sway from the agreed plan. This often happens when trying to be helpful or doing someone else a favour. This can

sometimes unintentionally cause a risk to yourself or someone else – for example you might not be Kitted Out correctly to 'lend a hand' or you might not have had the correct training to stand in for someone else.

SHOUT OUT!

Remember, you're empowered to Shout Out! This means talking to any member of the team or a subcontractor to postpone or stop work at any time because you believe it is not safe to start/continue. If you've got a niggle that something isn't right, and potentially puts you or your colleagues in danger, make sure you speak up. You'll be supported by your people manager when doing this.

Please report Close Calls and near misses – this is when an unintended situation occurs that had (or has) the potential to cause harm or damage to people or property. It should be logged with AirsWeb via local processes (Close Call pad etc) or calling 0800 521 660 please listen to all the options.

If you have any feedback about Zero Code please email zerocode@amey.co.uk

KEEPING IT IN THE FAMILY

Last month, Gary Booton, Group HSEQ Director, held his second annual HSEQ Family Day. All members of the Health and Safety, Environment and Quality teams were invited to hear details about some of the 24 active initiatives in the 2019 – 2021 HSEQ strategy. These included upgrading our alcohol and drugs testing process, moving to a new version of Airsweb AVA for reporting incidents and our

new Financial Wellbeing benefit (see above). Springboard was a key feature of the day to promote continuous improvement across the team.

The day was a great success and will help the wider HSEQ Team work cohesively towards a single vision and deliver the priority projects. More information will be shared as the projects are progressed.





Charley Pilch, Team Leader, CXSC, recently completed her Institution of Occupational Safety and Health course. Not only did she achieve a 59/60 exam mark, Charley is also now fully qualified to assess risks within her team to keep them safe.

Congratulations Charley!







Great news. We've just opened a new Amey
Consulting office in Gloucester, following the end of
our highways design and maintenance contract with
Gloucestershire County Council earlier this year.

After building such a brilliant team we've decided to lay down permanent roots in the South West and are

Vatch this space







Our very own Megan Ablott recently attended a Technical Tour in Munich hosted by the Young Rail Professionals (YRP) and the Institution of Mechanical Engineers (IMechE). The two-day trip was jam-packed with eye-opening tours and showcased the impressive tech and innovations being used to enhance Germany's rail networks.

After a quick behind-the-scenes look at Gatwick Airport, Megan was soon touching down in Munich and being whisked off for a tour of Stammstreke 2 (Germany's equivalent to CrossRail).

Next was a trip to the MVG Museum for a presentation on Munich's ever-evolving public transport network and a virtual drive around the Munich Underground.

On the final day, Megan headed to the Siemens Munich Allach Centre. This undertakes construction, diagnostics and all types of repair and services for numerous state-owned and private operators from across Germany and Europe.

Last up was a guided tour of the DB Netz operation centre in central Munich, which is responsible for coordinating all rail traffic across the Bavarian region.







Back in March, we were delighted to make a triumphant return to the brilliant Big Bang Fair at the NEC in Birmingham. This annual event encourages young people to consider careers in Science, Technology, Engineering and Mathematics (STEM) and raises awareness of the importance of choosing the right courses at school, college and beyond.

Following the great success in 2018 we were pleased to bring back our 'Design a Railway' game. This gave young people the opportunity to decide the route for a new railway taking into account environmental, social and cost implications.

BIG BANG IN NUMBERS

62,000+ young people

Amey volunteers

4 action-packed days 4,500+ teachers

The queues to join in were even bigger than last year. We also handed out a series of bespoke STEM stickers that soon became a must have for attendees.





We've always been proud to champion STEM, which last year saw us pick up the 'STEM Employer Large Companies' award at the STEM Inspiration Awards. As part of the award we were given two tickets for a behind-the-scenes visit to CERN, the scientific research organisation in Switzerland that's home to the Large Hadron Collider (LHC).

A competition was held to find two inspirational supporters to take the trip, with STEM Champion Claire Gibbins and STEM Ambassador Mel Osborne the deserving winners.

During their visit, the dynamic duo got to watch a live feed of the International Space Station (ISS), see first hand where the World Wide Web was developed and even stand inside the LHC!



ur Highways Team recently swapped resurfacing roads for runway repairs. This was after a request came through from our Defence Services business to carry out vital maintenance works at Army and Royal Air Forces (RAF) bases Benson, Brize Norton and Army Air Corps Middle Wallop.

In addition to resurfacing aircraft runways, the team also upgraded the surface water drainage network and erected new security fencing. This in-house approach not only delivered cost savings but also meant that the Highways Teams that carried out the works were Amey trained and understood all safety protocols, making the delivery of the works more efficient.

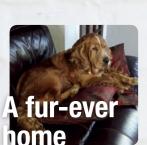
The team faced some unusual challenges when working at the RAF bases, such as working under

embargo and liaising with key figures to understand the movement of aircraft. This was so that resurfacing work could be carried out safely, without impacting critical military operations.

The team also knew that at any given time they might be asked to vacate the runways with just an hours' notice. This happened on one occasion, with 80 operatives having to immediately down tools and clear the runway to make it safe. It took them just 37 minutes!

"Through constant stakeholder engagement during the project, we have overcome weather and operational interruptions to plan and deliver works ensuring aircraft movements are unaffected. This project has identified to the client Amey's capabilities to such a point that we will be invited to tender for when the runway is resurfaced in its entirety in the near future."

Amey Defence Services Airfield Manager



Recently Eileen Brennan, Receptionist, and Andy Wilding, Landfill Operations Manager, from our Waterbeach Waste Treatment Team, rescued a lost female dog.

Found on site, she was caked in clay and mud, and clearly in need of looking after. After finding out she was chipped, they got in touch with the owner, who unfortunately didn't want her back.

Don't worry though, this tail(!) has a happy ending, as Eileen and her family adopted her - giving her a new home and a new name, Amber.



AREA 10

Colleagues from our new Area 10 contract joined residents on

long campaign held across

the UK and Scotland. Here's

how our teams got involved.

Easter Sunday to help clear their streets of litter. Lee Malloy, Operations Manager for Area 10, said: "What better way to get to know our new neighbours, than by taking part in a community litter pick. It's such an important campaign and one that I'm happy we could get involved with."

TRAFFORD

Our team took part in a litter pick in Trafford Park collecting and removing over 49 bags worth of litter, which our Streetscene service then disposed of. A few days later, the team joined Manchester United's Assets and Grounds Maintenance Team to litter pick around Old Trafford. In total, the team collected over 419 bags of litter.

Our Highway operatives working on the M9 in Scotland were joined on a litter pick by Roseanna Cunningham, MSP, Cabinet Secretary for Environment, Climate Change and Land Reform. In total our operatives spent 100 hours collecting litter, collecting over 300 bags of litter and other unwanted items including mattresses and car tyres.



In our quest for zero harm, we're currently trialling an innovative robotic exosuit on the Forth Bridges contract. The first of its kind in Scotland, the EksoVest is a new piece of safety work wear that sets out to reduce the likelihood of on-the-job injuries.

The EksoVest is an external metal frame that mirrors elements of the human skeletal structure

Powered by a series of springs, it supports workers' arms to assist them with lifting tasks ranging from chest height to overhead, providing between 2.2kg to 6.8kg of lift assistance per arm.

Weighing 4.3 kilogrammes, the EksoVest is also comfortable for operatives to wear in all conditions, while still enabling them to move freely.

The EksoVest isn't the only smart piece of kit being used on the Forth Bridges contract. Other innovations include High-Definition VR models, wearable inspection tech, realtime big data harvesting and machine learning.

Unsurprisingly, the EksoVest trial is being closely watched by several other areas of the business. Opportunities have already been identified with waste collection and scaffold installation. Keep an eye out for further updates.



IF YOU WANT TO FIND OUT MORE, MAKE SURE YOU VISIT AMEY.CO.UK/HUB



A massive thanks to Terry Mellor, who was recently presented with his 25 years of service reward by Carl Williams. Terry, who works out of Leeks Highway Depot, joined the Amey family back on the 28th March 1994



Congratulations to John Duffy, Waste Operative in Surrey. He was presented his award by Stephen Herron to celebrate his 25 years of service, having joined Amey on the 21st February 1994.



Check out the back cover to find out what people are saying about Amey!

Use your loaf!



At the start of June, our FMDJ Business Unit launched Project TOAST.

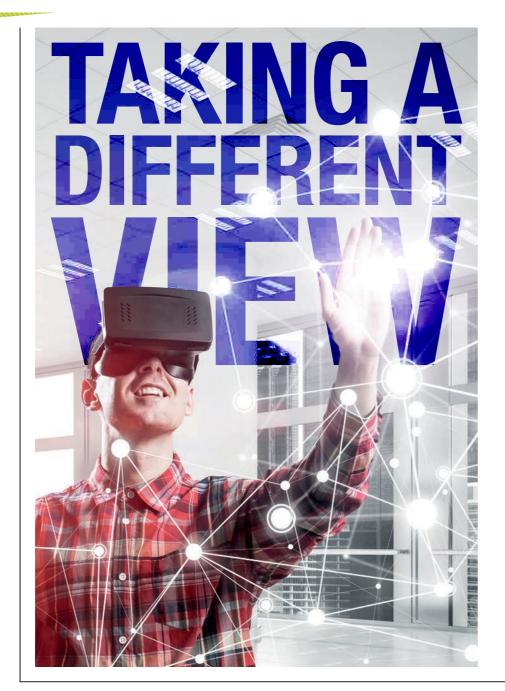
This new campaign looks at five key areas where it is in everyone's power to control the amount spent as a business – and how, by everyone taking responsibility, look at opportunities to reduce spend.

Every year FMDJ spends over £27million on Travel, Overtime, Absence, Subsistence and Temps (TOAST).

The challenge is to 'slice' this by £3mllion this year. If they achieve this target, it'll be the equivalent of winning a £20million contract at a 6% margin.

Over the next few months, teams across the Business Unit will look at how they can each do their own bit. If you're interested in hearing more, scan the QR code below to see Amanda Fisher, Managing Director of FMDJ, discuss TOAST in more detail.





We're always looking for new and innovative ways to improve the services we provide to our Armed Forces. At RAF Valley in North Wales, we've been doing just that, by breaking the boundaries of traditional project planning with the introduction of Virtual Reality (VR) technology into our construction programmes.

So what is VR? Simply put, VR is the use of computer software to create a simulated environment. Users can experience anything, anywhere at any time by creating exact replicas of the real world. It's an exciting leap into the future of construction and brings enormous benefits by reducing rework, saving time and identifying design flaws without having to build first.

To get the VR ball rolling, we approached specialist suppliers WM Design & Architecture Ltd and hired them to incorporate our project design for a new triple-glazed dome (aka cupola) with heating integrated into the panels. The structure's columns will be situated at the rear, with glass secured under a cantilever. This will give the Air Traffic Control Team an uninterrupted sight of the runway and approaches.

Thanks to the VR equipment it was possible to demonstrate the sight lines and view of the runway from the control tower. The Senior Air Traffic Control Officer, Squadron Leader Tom Harvey, couldn't wait to try out the equipment, and just seconds after strapping on the VR headset and goggles he was gliding effortlessly through the virtual ATC tower.

"The use of VR technology is a first for Amey's Defence contracts and one that we are keen to adopt in other areas of our construction work. Not only does it offer greater insight into planning and design work and avoids additional costs, it also increases the communication and collaboration between all parties. Everyone is fully engaged throughout the whole project process."

Tim Redfern Amey's Director of Defence

Developing skills and changing lives TATe're pleased to announce if for offenders to go on and make a

We're pleased to announce a new partnership that gives offenders the chance to develop vital work skills, as they recycle television sets from our Household Waste Recycling Centres (HWRCs).

Working alongside Preston-based charity Recycling Lives and HMP Dovegate, the scheme has seen a dedicated recycling academy for waste electrical and electronic equipment set up within the prison. Up to 40 offenders strip out glass, plastics, circuit boards and wiring from the televisions. Once the component parts have been extracted at HMP Dovegate, they will go to Recycling Lives' 15-acre recycling park in Preston for final sorting, before going to the global commodities market for processing into new products.

Welcoming the initiative, Prisons Minister Rory Stewart said: "I am grateful to HMP Dovegate, Amey and Recycling Lives for their work in creating this HMP Academy. Initiatives like this create a platform

for offenders to go on and make a meaningful contribution to society — turning their backs on crime for good. We owe a debt of gratitude to everyone who helps prisoners find work and we want to encourage more employers to take on offenders and help them transform their lives."

Paul Kirkup, Head of Resource at Amey, added: "As a company which works both in the waste industry and for the Ministry of Justice, this scheme really does allow Amey to provide a joined-up approach to supporting offenders. When they leave, they are going into work opportunities with confidence for themselves and their families – reducing the likelihood of reoffending."

Over 200 men and women are employed within HMP Academies at any one time. Between 2015-17, of the 75 men and women released after working in Academies, just two reoffended while the remainde were rehabilitated and supported into work. It's figures like this that make us proud to be playing a vital part in the scheme and we look forward to supporting Recycling Lives further in the future.

MILITARY PRECISION SUPPORT



As a business we recognise the value that our Armed Forces community can bring to our business. In our Defence contracts, 9% of our workforce comes from a military background and we're keen to draw on their knowledge and experience to help us improve the service we provide to our customers.

Cathy Nunn is one of our administrators and is a great example of how we provide support to Service spouses and partners who are often faced with the challenge of uprooting their families and jobs when their partners are deployed.

Cathy has worked for us since 2015, when she joined our team in Northern Ireland on our Regional Prime contract when her husband was seconded to the Royal Engineers at Gibraltar Barracks.

Cathy stayed in her role until 2016, when her husband was deployed to Aldershot Garrison in the South East of England.

Cathy said: "When my husband was told that he was being posted to Aldershot I began to look for another job and, as luck would have it, a position became available on Amey's housing contract in the Aldershot office. Initially the role was to cover maternity leave, but three years later I am still here."

UPDATING PRISONS

As part of the Priority Prisons Programme, and the 10 Prisons Project for the MOJ and HMPPS, our Projects Team has been tackling the persistent and urgent problems facing the most challenging prisons to improve safety and decency.

The work undertaken has seen the installation of a new steam plant and boilers at HMP Manchester to

improve laundry services and heating. They have also installed new shower facilities, refurbished cells and new cell furniture at HMP Manchester, Liverpool, Featherstone, Hewell and Lincoln. At HMP Liverpool they installed a new all-weather sports pitch.

These projects mean that living conditions meet new standards of decency and cleanliness set by HMPPS.

Have you
booked your
Community
Involvement Day?
Get inspired on
page 22.



ur Utilities Business Unit joined 37 other energy, utilities and supply chain companies at the Energy & Utility Skills awards ceremony recently.

This was to honour companies supporting the 'Procurement Skills Accord', a national initiative from the Energy & Utilities Skills Partnership to encourage investment in training and skills across the supply chain.

In its second year, the initiative is supported by 56 signatories, including leading energy and utilities companies, UK and European utility asset owners, and supply chain organisations.



greener, smarter, customer-led change is coming. And fast. The energy sector is facing an era of huge transformation and its core products and delivery methods are changing beyond recognition. But while no one can predict the future with certainty, few businesses are more switched-on about the switch to decarbonised energy than us.

So how will decarbonising our economy affect our daily lives? For starters, it's likely that households will no longer be heated by traditional gas boilers but instead via green energy such as wind or solar. It's most certain that electric vehicles will also become the norm. The good news or us is that the UK is already a world eader in renewable technology, thanks to umbling costs enabling the widespread ption of wind and solar power.

The Committee on Climate Change has set a target of a 100% cut in greenhouse gases by 2050.

Going hand-in-hand with greener, locally generated energy will be a widespread uptake of digital technology. This will have many applications, but a key one will be helping the network balance supply with demand. Artificial Intelligence will

also become an essential tool helping us to better understand how to predict usage and plan for it efficiently.

Last up there's The Internet of Things, which will increasingly see home appliances communicate with networks, indicating how and when they're used. Seriously clever stuff

AHEAD OF THE GAME

We have the skillset in Amey to create localised grids for power and we're already investigating using existing infrastructure such as lamp columns and charging points to support the 5G rollout. Innovation also lies at the heart of our operations. For example, our Strategic Consulting teams are currently taking raw data and modelling it to identify trends and hotspots

to determine when and how we should of assets.

energy supplier. However, perhaps the most significant change we're likely to see in the coming years is the blurring of a distinction betw suppliers and consumers. As opposed to a small number of major suppliers providing energy to the majority, we'll see stakeh in micro-generated power selling back energy to the grid. People will also becom increasingly aware of the options availab to them and, through their choices, wi

Earn up to £25

cashback with savewithamey.co.uk when you switch to

Bulb, the green

Of course, with huge change come great opportunity – both for custo and those of us working in this soon-to-transform industry.

be dictating how the market adapts

Bring it on, we say!



Congratulations to the team on our Severn Trent Peckforton Resilience scheme, who after six weeks onsite have successfully launched the tunnel boring machine for the Oueens Drive rail crossing.

As part of the scheme, we are duplicating the existing 700mm diameter clean water main that crosses the Crewe to Shrewsbury line. In order to safely cross the line, the team installed two 10m shafts beneath the tracks inside a 1,500m concrete pipe.

No small feat! Work will now be ongoing until the reception pit has been reached.



Did you know there's a phone line for all things bats? The National Bat Helpline is the first port of call for advice on bat care - particularly, if people find an injured or lost bat.

What's more, if you call it, you may end up speaking to one of our own employees, Tracey Ferguson, who is the HSEQ Coordinator in our Utilities business.

As an out-of-hours volunteer, Tracey answers emergency calls during evenings, weekends and bank holidays. If you come across a bat that needs help, please ring the helpline on 0345 1300 228.



Our teams in the Utilities Business Unit are currently taking part in their 2020 Challenge - and have been asking teams from across Amey to get involved.

The challenge is to find ways of making working areas in public streets safer. With over four million excavations each year, there's a chance for the winning idea to make a real difference to safety.

A special taskforce will meet this month to review all the entries and create a shortlist of projects. This will be developed and trialled, and the winners announced in December



Working together with digital infrastructure provider CityFibre and Balerno Community Council, our Telecoms Team offered their support to the Balerno Children's Gala.

As part of volunteer's week, the team provided the council with barriers to help with crowd control - ensuring the event was a safe and successful one. The team has already arranged their next community initiative using their Community Involvement Day to update the community café.

Keep an eye out on Yammer to find out how it went.



We all pride ourselves on working collaboratively with our client partners. However some sites are trickier than others.

That was the case on a project being overseen by Wayne Iliffe from our Severn Trent account. Numerous issues created a negative environment onsite that made it impossible for gangs to continue work.

Step forward Stephen Shaw and Jordon Cash, who took it upon themselves to build a friendship with the developer's Site Manager, breaking down barriers between the two business' and quickly getting to the bottom of the problem.

In recognition of their brilliant efforts and commitment to Creating Better Solutions, Wavne had no hesitation in putting both forward for a*stars awards.

sprengboard

Our Utilities Business Unit recently launched its Springboard programme and has had some great results already (check out page 7 for the a*stars winner).

Teams have set more challenges to deliver ideas submitted this year, and have some great success stories, including:

- A fieldworker app that has increased engagement on our **Energy Metering account**
- Working on a proof-of-concept manhole debris catcher, across our United Utilities and Severn Trent Water accounts
- Radio-frequency identificationenabled cable ties for our Power Major Projects account.

FIND OUT MORE BY GOING ONLINE AT AMEY.CO.UK/HUB

PAGES 18 & 19 1 1

HAVING AN AMEY-ZING SUMMER

This summer, teams up and down the country have been supporting a wide range of festivals, events and local celebrations. Have a look at where our teams have been, helping revellers enjoy themselves:

ISLE OF WIGHT FESTIVAL



Our Isle of Wight Team kicked off the summer in June, providing waste services for this four-day music festival.

TRAFFORD LIVE



The Trafford Highways Team's recycling stand helped show off the work we do locally and included bean bag recycling games and a close-up of heavy machinery they use on a daily basis.

TRAMLINES



Our Sheffield Highways Team helped with putting up road closures and keeping the area clear of litter (before and after) at the annual music festival.

RUTLAND COUNTY SHOW



Our Area 7 Team (as part of the East Midlands Asset Delivery (EMAD) community with Highways England) helped out at the local farmyard show – featuring livestock classes, food and drink, and entertainment.



Thanks to Save with Amey, you can make the most of the summer weather (rain or shine!) with exclusive deals only for Amey employees.

Spend the day at a theme park

Save up to 50% off with day passes to Alton Towers, Thorpe Park, Sea Life and more

Watch the latest summer blockbusters

Get cheaper cinema tickets and snacks at Cineworld, Odeon, Vue and more

Sort the garden out for a BBQ

Save up to 10% with instant vouchers at B&Q, Argos, Wyevale Garden Centres and more

4 Book a last-minute getaway

Earn up to 10% cashback with Expedia.co.uk, TravelZoo, lastminute.com and more

Update your summer wardrobe

Earn up to 10% cashback with ASOS, Selfridges, River Island and more

Just visit savewithamey.co.uk to take advantage of these offers.



Seeing as it's Cycle to Work Day on 15th August, we thought we'd share our top reasons why you should get on the saddle this summer.

- You can save up to 40% on the cost of a new bike and equipment, through our Cycle to Work scheme
- Combining physical exercise with being outdoors is great for your wellbeing
- It's an easy way to get in shape as part of your daily commute
- 4 Cycling has been proven to strengthen your immune system and boost your brain power
- 5 It's low-impact exercise, so gentle on your joints

Visit amey.co.uk/employeebenefits to take advantage of our Cycle to Work scheme.

Huf RECOMMENDS

In this new feature, we ask you for your recommendations to something you're currently listening to, reading or watching. New or old, fresh or throwback, it doesn't matter – whatever you're currently doing that you just have to share with others.

We've shared a few of our own favourites and what we're looking forward to. If you'd like to take part in the next edition, get in touch at internal communications@amey.co.uk or tag your suggestions on Yammer with the hashtag #HubRecommends



Forest 404 (BBC Sounds)

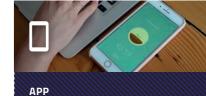
This sci-fi thriller is set in the 24th Century, in a world where forests have been erased from history — with each episode accompanied by a 'podtalk' about the themes taking place.





Louis Theroux: Mothers on the edge (BBC iPlayer)

Louis spends time in specialist UK psychiatric units, which treat mothers experiencing serious mental illness after giving birth.



after the events in the book.

Forest - Stay focused

If you're always being distracted by your phone at home or work, this is great. Set a time away from your phone and your virtual tree will start growing.

Back to basics

Great news, our new and improved AmeyWorld HR pages have now launched.

Our HR Team has listened to your feedback and made a few changes. You can now find advice and guidance on a range of topics much more easily.

Just visit the AmeyWorld homepage and click the HR tab. If you have any questions or feedback, please contact our HR Helpdesk.



Protect your skin from the sun when working. Five simple steps.

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In the summertime (when the weather is hot)

Regardless of what the British weather decides to do this summer, make sure you're safe. Our Australian teams are regularly told to 'Slip, Slop, Slap, Seek and Slide' during their hotter months and it's good advice we can follow here in the UK:

- 1. SLIP ON A LONG SLEEVED SHIRT
- 2. SLOP ON SUNSCREEN
- 3. SLAP ON A HAT
- 4. SEEK SHADE
- 5. SLIDE ON SUNGLASSES

Don't forget – you can order sunscreen and insect repellent from Arco and Bodyguard on our SAP catalogue.



NEVER WALK

On Friday 10th May, our Systems and MI Team based in Matchworks, Liverpool, completed a 10.25mile hike across the Peak District for their Community Involvement Dau.

The hike – up Kinder Scout, the highest point in the Peak District – was in memory of colleague and friend Ryan Cornfoot, who sadly passed away last year at the age of 26.

The team all managed to complete the hike, raising £600. This will be split between Brain Research UK and Macmillan Cancer Support – a charity Ryan often did a lot for.



After hearing about the bullying she received for keeping her local community clean, our Sheffield Highways Team recently awarded young litter picker Rugayyah her very own golden litter picker.

Ruqayyah's mum told us several teenagers had shouted things so she wanted to share how proud she was of her daughter. We can easily say, Rugayyah, you're our golden litter picker!

leanAmen

ast year 84 Amey employees joined over 800 Lother hikers, ramblers and enthusiastic amateurs to take part in the DofE Adventure - a 50km hike in support of our strategic charity partner. This year, we're doing it all again. And you have the chance to join in.

If you're interested, this year's event takes place on 21st and 22nd of September in the South Downs, near the South Coast of England. You can choose to take part for the whole weekend or just the Saturday hike (which is a shorter 30km).

You'll need to pay a discounted registration fee of just £30. This will cover (amongst other things) a tent,

showers, cooking areas, adventure T-shirt and a medal when you finish.

There'll also be a marquee with a bar and live music, to rest and relax on the Saturday night.

If you fancy taking part, please visit AmeyWorld for more details or contact David Fawcett on david.fawcett@amev.co.uk



is looking for Amey locations to take up the Plastic Challenge - to see how much single-use plastic Amey can stop using over four weeks.

A test group of 20 Oxford-based teams took part in a pilot last year. Between them, they managed to cut the amount of rubbish and increase recycling.

If you think you can do better and would like to get involved, email David Fawcett, on david. fawcett@amev.co.uk

Can you help us become a more inclusive and diverse workplace?

At Amey, we're constantly working to be a welcoming place to work. Last year, we entered the Stonewall Workplace Equality Index for the first time. Although we're proud to be part of the Index, we have a lot of work to do to reach the prestigious top 100.

So this year, we're looking for people to take part in developing our LGBT+

policies, especially to support trans colleagues. We want to build on our current equality policies and legal obligations to become an industry leader in fair and inclusive practice. We know we will get the best results with your engagement.

If you're interested in helping out, you can contact the LGBT+Allies Network on LGBTA@amev.co.uk.

wards

It's great see that we've been awarded multiple awards by the Royal Society for the Prevention of Accidents (RoSPA).

a Gold medal for the consecutive years of Gold awards).

INTHECOMMUNITY



Don't forget

Cinnamon, spice and all things nice

Members of our Utilities Telecoms Team recently spent their Community Involvement Day helping to clear and make safe Cinnamon Brow CE Primary School's play and learn area.

The school children were thrilled to see the work taking place – and even inspired some possible nextgeneration Amey workers!



(of community spirit)

Members of our NEP Southern account recently spent their Community Involvement Day with Network Rail and the London Wildlife Trust.

The team helped cut back and clear a stretch a of land behind St Ann's Hospital to encourage plants to grow and improve the biodiversity of the area.



Hop to it with some Easter cheer

with our Forth Bridge Unit, spent his Community Involvement Day at his daughter's school (Inzievar Primary School in Oakley).

Dressed as the Easter Bunny, Kevin handed out Easter Eggs to 330 school



Woof and Wellies

Rob Bullas and a team of Volunteers recently spent their Community Involvement Day helping Ashgate Hospice plan and set up a Woof and Wellies event - a sponsored 8km dog walk to raise much needed funds for the Charity.



no show our support for International Women in Engineering Day last month, we once again ran our Challenge Cup. Almost 100 of our people

Lead judges from some our key partners and clients including Catherine Brookes, Regional Director Highways England and Rachel Tomkins, Head of Business Excellence Thames Tideway also overlooked things at events around the country.

The main aim of the Challenge Cup is to show school girls (aged 13 and 14, mainly from underprivileged backgrounds)

what a career in engineering would look like. It also supports our goal of balancing the gender gap in our business and increasing diversity in our workforce.

Thank you to everyone involved, many of whom used their Community Involvement Days to support. Together we can #Transformthefuture and make a change for the better, supporting the communities where we work.







Kevin Paterson, a rigger

kids during the day.















TO FIND MORE OF THESE STORIES, SEARCH FOR @AMEYPLC



HOW'S YOUR JOURNEY GOING?

We 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 the ones we pick will each win a £25 a*stars voucher. Post on Yammer using the hashtag #mycommmute or email internalcommunications@amey.co.uk

