

# Wired

## Happy Birthday Carillion telent

The joint venture contract with Openreach is now 3 years old and as we look back there are many positives to focus on.



Mark Plato and Paul Dempster participate in the Big Bike Ride

We can celebrate our successes whilst at the same time recognising that we still need to make further business improvements. Over the last 12 months we have gone through a major transformation in our overall delivery model and as with any business, continuous change which adds value should be embraced in a positive way.

You will have all seen my recent announcement of the changes I have made to our management team and organisation structure. These changes will enable us to increase our focus on improving service delivery to our customer, enhancing value to our shareholders and better enable us to deliver the business improvements that are required to take the business forwards and will create a real heartbeat within the organisation.

**Eldon Garnett** has taken up the position of National Operations Director reporting directly to me. He will be responsible for the delivery of our National programmes and providing to Openreach a consistent delivery approach through our BAU work activities. We have also changed our operations so they are delivered through two Regions,

North and South. The North Region will be the responsibility of **Adrian Squires** as Regional Director and the South Region will be the responsibility of **Don Keigher**. Adrian and Don will report into me and the respective Regional Delivery Managers remain unchanged. I would also like to personally thank Jon Rapp who has now taken up a new and exciting challenge back within Carillion and also to Phillip Thorne who has taken up a new career opportunity externally.

I have identified below our key business objectives and delivery challenges that lie in front of us and which **we must** deliver against:

- *Maximise cable extraction such that we can meet the 72,000t Target by the end March 2013.*
- *Deliver our AAP and NGA National programmes, including project Orchard in Cornwall.*
- *Maintain a consistent delivery performance across BAU - H&S, Delivery and Quality.*
- *Drive our performance on Streetworks*

Growth is a key part of our business plan and the shift to a fibre optic network for Openreach is providing Ct with opportunities to grow. The work we are doing in blocks of flats to bring fibre to the premises (MDU FTTP) is going well and there is the potential for 8,000 properties annually to be upgraded. Another important workstream that will start

to go live during next year will be the roll out of BD(UK) that will provide fibre optic/superfast broadband to the less densely populated areas of the country.

Finally, a big thank you to everyone that took part in Values week. I was delighted with the commitment shown by our staff and suppliers to support better working together with our shared values of Respect for People, Service Commitment, Integrity, Teamwork, Confident Delivery and Innovation.

Finally, as we start to approach the winter months we must be mindful of the additional risks that winter working can pose so remember, Don't Walk By; Take Action Now.

Paul Dempster ■

### What Ct and our supply chain partners have delivered in the last 3 years:

**Over 870,000 orders have been completed across all work streams**

**HCR** – Circa. 152,591 tonnes extracted since Nov 2009

**AAP** – Circa. 66,000 D poles and over 20,000 low wires completed

**NGA** – 20,500 cabs successfully handed over



## We're Wired

The nameless newsletter is now named! Wired was considered a suitable title with both meanings judged appropriate for our business.

**wired** /waɪəd/  
adjective

1. equipped with wires, as for electricity or telephone service.
2. Slang. tense with excitement or anticipation; edgy.

If you would like to contribute to the winter edition please email: [newsletter@carilliontelent.com](mailto:newsletter@carilliontelent.com)

Thanks to all those who sent in suggestions for a name for the newsletter. We had a great selection to choose from. Congratulations to Don Keigher whose entry evolved into the winning title. Don has kindly offered to forgo his £100 voucher in favour of Ct making a donation to the NSPCC instead.

# Values week: Committed to Service Commitment

A busy Values Week was held between 17th and 21st September. Whilst all our values are equally important, Ct chose Service Commitment as our Values Week theme this year, because we believe there is a particular need to improve the service and quality of what we do for the customer. So what went on?

## Activities

### Nationwide...

- There was a Ct Values week special newsletter.
- Values Winner posters were distributed celebrating some of the Values Award winners over the last year since the Ct Awards started in July 2011.
- There were Ct Values Emails counting down to the week, then during each day looking at a different part of our business.
- There were commitments from the SMT members, to ensure Values led from the top within their teams.
- There was an "Engagement" competition for anyone to enter.

Numerous activities were done locally. Many areas used the week to engage with the supply chain with visits to the supplier management, gangs and office staff. For some this was also additional in-progress and gate checks, to show a Ct and management presence out in the field.

Many activities were linked into the focus of each day of Values week. A selection of examples are:

**Monday: Safety. Do it right, do it effectively, but above all... do it safely.**



Arvans in their full PPE

In Wales Arvans Civil Engineering were photographed in their matching fire retardant hi-visibility trousers and long-sleeved hi-viz tops, as well as hard hats in order to promote the importance of PPE in helping to ensure operative safety, regardless of the speed of road on which they may be working.

**Tuesday: Streetworks.**  
Ensure we follow the rules and reduce mistakes.

In London & Home Counties gate checks were done on gangs by Ct management (Operations Director, Delivery Managers and RDM). Checks were also done that jobs were noticed or had a permit, plus raised queries for RSC and agents to investigate.

**Wednesday: Quality. Do it right – Keep the quality.**

Dave Harding carried out quality checks with Openreach (see article opposite).

**Thursday: Delivery. Manage expectations and deliver it right first time.**

The South East wrote a presentation which managers presented to contractors throughout Values Week – which was made up of two parts: firstly a background to the Values, and secondly an overview of the dashboard and what they need to do, as their part of keeping the dashboard green.

**Friday: Effective relationships.**

In the South West, contractor CCN actively promoted Values week throughout their business – via a presentation that they worked on in preparation for Values week in conjunction with South West DM Pete Malone. The presentation "What do the Values really mean at the front line?" was used to relate the values to the practical examples to what we do and get buy in for the Ct values down to the man on the tools.

Other highlights included:



Recognising our Values Winners  
Valuing our Supply Chain

### Our People – Our Values



Values Awards are presented to people that have gone that 'extra mile' and nominated via a Ct employee, on a nomination form to the Values address. Congratulations to our winners!

If you want to know more about how to make Values nominations, about Values week, or the Values, please contact your local Values Champion.

The Carillion telent Values:  
Respect for people, Service commitment, Integrity, Teamwork, Confident delivery, Innovation

*Ct Values winners posters were put up in contractor and Ct offices*



Pete and CCN planning the presentation

- **North East:** Visited suppliers and recapped on the Ct Values & Ethics.
- **Scotland and North:** IMS Auditors discussed the values with the gangs during the audits.
- **Supply Chain:** Held meetings to bring together the new Supply Managers for Ct North & South and visits with suppliers.

- **Finance:** The teams had a focus on team achievements over the last few weeks/months and identify those who have gone beyond their role to make a difference and needed recognition. They also focused on team contributions both within and outside of finance that really live the values.

There was much more carried out, by many around Ct. What is important is that this is not just about the extra effort made during Values Week, but everyone has a part to play to ensure the legacy of Values Week is carried on and there are ongoing activities or improvement to the business, not just on Values week.

Thanks for living the values! ■



# Quality Visits

**As part of my aligned objectives with the Customer, I undertake monthly field visits with Ron Pike, the Openreach RCPM in my area - these are actively promoted and undertaken jointly with the Operation Directors for London Home Counties (Don Keigher), for the South East (Martin Giles) and my IMS Manager (Keith Day).**

This has been proven to build very effective relationships with the Customer by working in partnership, with our joint aim to 'Do it Right' and improve levels of compliance out on site.

As part of Values Week, I undertook site visits with Ron Pike (OR RCPM for London), which was undertaken on "Quality Day" in Values week, which exemplified the partnership working approach. These field visits are vital to understanding the issues that Work teams encounter whilst working on the Openreach Network.

Ron Pike is a keen advocate of promoting safety and quality standards on site, and has been very visible and constructive during these visits.

*Dave Harding* ■



## Carillion telent staff – values in action

**We cannot mention every single values award winner, but wanted to share a couple of winning nominations over the last couple of months. Please see the roll of honour overleaf for all those who have been nominated and the poster with images of many Values Awards winners over the past year. Congratulations to all those who have gone above and beyond.**

### Helping School Go Green

*Gerry Love*

Gerry Love from SCR Plant completed work in the local community free of charge for a local school to provide a base for a greenhouse so the children can grow vegetables and herbs. He also provided steps so the children can access the reading area with much more ease. Thank you to Gerry for living the Values as well as keeping ahead of the current programme of NGA Works.



### Every Job is Personal

*USL Group: David Wilson, Vince Swannick, Neil Barton*

An 80 year old suffering from dementia had not had service for a few weeks. She has no family to assist her and was effectively cut off from all support without a telephone. A neighbour stepped in to help her and contacted OR to request a repair. The fault was fixed but it proved temporary and after just 2 days she was again without service. The emergency welfare team recommended this be raised with DSO because external pole work was needed. Unfortunately the first contractor team booked to do the job didn't arrive and this is when the team from USL stepped in. They mobilised a team from Dumfries to attend this site at Girvan with loss of production and travel costs because they immediately grasped what the phone meant for this vulnerable elderly lady so that she would have contact with the outside world in case anything happened to her in her home. Thanks to David Wilson, Vince Swannick and Neil Barton

from USL who went above and beyond to resolve the issues and rectify the fault.



*Eldon Garnett presenting the award to USL MD Paddy O'Connor*

### A man who lives by the Values

*Regional Delivery Manager LHC  
Gerwyn Jones*

Gerwyn has taken the lead in promoting and co-ordinating the Ct values. He has made an enormous impact and in only one year has ensured that the Values are understood by all within Ct but also very importantly by our supply chain.



*Gerwyn Jones receives his Values award from Operations Director Don Keigher*

# Values Roll of Honour

VALUES AWARD WINNERS JUNE TO SEPTEMBER 2012

Ben Green	Marius Damian (Twinline)
Steve Green	Shana Lucy & Mandy Perry
Andy Wiltshire	BML Utilities
Claire Reeson	Gary Gammon
Rod Smith (RBS)	Craig Gammon
Rob Ely	Chris Potter
Bardens operatives on Project Orchard	Natalie Sanders
Grigore Popa & Ioan Popa (Cetercomms)	Paul Johnston
John McCallion & Frank Muir (Dunmore)	Gavin Martin
Centercomms Team Effort	Colin Hurren
Angela Nolan (DDK)	John Evans (John Henry)
Jamie Donohoe, Valentin Dragnea & Petrica Tudor (Twinline)	Neil Wright
WRB Installations	Natalie Kreeger (Centercomms)
Natasha Chesney	Chris Walker (STE)
David Allison	Peter Doran (ASB)
Kelly Frost	Anita Wildsmith, Kelly Perks & Sara Marcou
Lorraine Allen	Norman Potts & Steve Talbot (NMC)
Mike Smith	George McAllister
Jerry Kelly & Casian Petric (ASB)	Dave Nelson (Eirscot)
Connie Noble (Twinline)	Kathryn Georgeson
	Mark Stasiorowski (BML)
	David Wilson, Vince Swannick & Neil Barton (USL)

Barry Webster, Steve McGuire & Martin Concoran (Twinline)  
 Gerry Love (SCR Plant)  
 Vince Hicks (HT Installations)  
 Mini Carrington-Jolly  
 Phil Sandland  
 Chris Watkinson ■



*Paul Johnston presenting to John Evans (John Henry Biscomm)*



*Value Award presentation to Gerry Love (SCR Plant Director). Presented by Sarah Keeling (Ct NGA Project Manager). Also in the photo is Paul Moloney (SCR Plant Supervisor) and Anthony Wilson (Ct NGA Supervisor)*

## Is there a doctor in the house?

**HR play a pivotal role in ensuring the Company's people issues are dealt with effectively and consistently through the correct channels. Following on from line manager people skills sessions and to assist in this, HR are now holding 'HR Surgeries' where employees can come along and ask discuss employment issues or ask any questions.**

Sophie Williams will be available in the following locations on the dates specified.

- **Wales – Lanelli, Thursday 1st Nov – 10am - 12pm**
- **Chorley, Tuesday 6th Nov – 11am - 1pm**
- **Warwick, Thursday 8th Nov – 1 - 4pm**
- **West Malling offices in Kent, Monday 12th Nov 1 - 3pm**
- **Basildon, Tuesday 13th Nov – 11am - 1pm**
- **Scotland – Glasgow, Thursday 15 November 11am – 2pm**
- **Bristol, Tuesday 20th Nov – 11am - 1pm**
- **Bracknell, Thursday 22nd Nov – 12 - 2pm**

## Developing Our Team

We took the Regional Delivery and Senior Project Managers away from the day job to start a development programme.

**The overall aim of the programme is:**

- To improve customer confidence by building on what we do well and by improving where we, and the customer, think we can do better
- By delivering a step change in our performance that delivers value to our Customer and shareholders through building a high performing team
- Through personal development of the people in this room.

The aim of Module 1 was to step back, as individuals and an

organisation to take stock of our current performance, to discuss and reflect on how we are managing Ct and where we can improve.

**The objectives are:**

- To introduce and gain buy-in to the expectations of this contract
- Discuss and determine the key issues affecting our ability to meet customer and shareholder expectations
- To initiate this development process and to gain ownership for it

There are a further 2 modules to be completed this year and detail will follow in the next newsletter. ■

# Benefits of People Engagement

**People engagement is a phrase that has been used a lot around the business, but what does it actually mean to you and why should you be interested? The literal definition of people engagement is as follows:**

***“The extent to which a person enjoys and believes in what they do, and feels both satisfied and valued for doing so.”***

Statistics clearly show that because engaged people are happier, they are less likely to leave the company, they take less sick days and can be 20% more productive. They also feel a sense of ownership, are passionate, committed and feel empowered to do their job.

Carillion Energy Services (CES) and Carillion telent (Ct) are firmly committed to make sure that our people are respected and feel appreciated for their hard work and the value this gives the business. At times we do not engage with our people as we should, we do not spend the quality time and also do not say thank you when we should...it is not hard but we must all be prepared to create the right environment in our place of work. Everyone is different so people engagement needs to take many different forms if it is to succeed.

Nigel Taylor, Managing Director of CES has his own thoughts on people engagement.

“I think communication is a great way of empowering people to feel engaged which is why I send out weekly emails and the CES newsletter. This is my way of letting people know what I've been up to, sharing success

stories and updating people on the direction of the business,”

“Engagement is a two way exchange and I welcome feedback. My contact details are on the bottom of the emails I send out. Good engagement is when there is a clear exchange of information and expectations. When it works, we should see an improvement in performance and productivity, and most importantly, a happier employee.”

Paul Dempster, Managing Director of Carillion telent believes:

“People engagement is vital to the future success and sustainability of our business because it plays a strong part in ensuring efficient teams work together to deliver the best for the customer and our business. I am passionate about setting clear expectations of what we expect from one another as I do believe we sometimes are not clear on what people actually want and this is two way. If you want to create a successful team that delivers on its promises, there has to be a mutual respect for one another and this has to be built on an open and collaborative relationship.

“I am personally committed to make sure that people engagement sits at the heart of our business and I know that we need to make a step change and this needs to start at the top. This newsletter is just element in the engagement chain.”

It is not just the Senior Management who recognise the benefits of people engagement. One of the Ct managers has told us his personal views on it.

“I always make time to sit down with my team. I am often out of the office, but I never let more than two days go by without having contact with them. We discuss what's been happening, issues, areas of focus and what support is needed. I think that by keeping people informed, they can make informed choices. I ensure that every member of my team knows what our team targets and objectives are, plus through regular 1-2-1's everyone knows their personal objectives, what is expected of them and me, plus we have agreed their training/development needs.”

The Great Debate also asks questions to find out views around how engaged people are on average, only 67% of people agreed with the statements about feeling valued and empowered which means that there is a lot of work to be done to improve people engagement. There are a number of initiatives being set up across the group which are aimed at addressing this.

- CES and Ct induction packs are being updated to ensure that each individual knows what their role is, how they directly influence the performance of their department and Carillion as a whole.
- Training of our people - we have started a training programme which has begun with some roles receiving People Skills to Commercial Training sessions.
- Performance Management - expectations exchange and regular 1:2:1 sessions have been encouraged throughout the year to support

each other and ensure expectations are clear.

- Ct Values –the Ct Values have become fundamental to the business and driven well to drive our approach as a business and recognise the successes we have achieved throughout the year.
- Organisational objectives and engagement - the Grassroots Forums have begun to ensure we communicate the business objectives through the SMT and gain valuable feedback from our people on issues that are important to them.
- Ct Newsletter - this newsletter provides stories from around the business. It provides a valuable platform to communicate to our people and our supply chain on the developments in the business, our successes, campaigns and challenges in the year.

These initiatives should help people feel engaged and empowered, be more willing to go the extra mile for their colleagues and managers and be more likely to innovate and promote continuous improvement. Increasing People Engagement not only has a benefits for you (i.e. happier working environment, a clearer direction and defined job role), but it is also a benefit for managers, our customers and Carillion telent as a whole. Everyone, including our customers, will feel the benefit of a happier, more productive environment. ■

## Key contacts for HR:-

### telent

telent HR Enquiry Line (telent HR Shared Service)  
01926 693 000 email: [hr@telent.com](mailto:hr@telent.com)

### Carillion

Carillion HR Enquiry Line 0800 783 4269  
[peopleline.carillion@accenture.com](mailto:peopleline.carillion@accenture.com)

HR Advisory Desk (HR Shared Service) 0800 783 4269 -  
Opt 6 [hrsharedservice@carillionplc.com](mailto:hrsharedservice@carillionplc.com)

L&D Shared Service 0800 783 4269 - Opt 4

Recruitment 0800 783 4269 -  
Opt 3 [careers@carillionplc.com](mailto:careers@carillionplc.com) permanent vacancies

Resourcing: CMS 08701 285282 temporary vacancies

Employee Assistance Provided by 0800 2821983  
Programme PPC



# Ct Quality Improvement Plan

**In May we launched the quality improvement programme called 'Do it right, keep the quality' to support our commitment to enhance the quality of our delivery and reduce defects. As part of the 'Do it right' programme we have been undertaking field coaching to help our Suppliers understand 'what good looks like'. Some of this coaching involves visual evidence of good and bad workmanship (see below) and then discussions about how we move from bad to good. We are also gaining a far better understanding about what prevents quality and how to remove these stumbling blocks.**

We've just completed the second phase of audits and the results are good. By the end of July we had reduced the volume of defects we leave each month by 29% compared to May when we started the programme. This improvement was reinforced by the Openreach audits with a national quality score on the July Openreach dashboard of 88%, our highest score to date.

We were able to do this following the joint decision between Openreach and Ct to allow Openreach to focus on National performance trend auditing and for Ct to focus on coaching and mentoring with targeted auditing to drive improvement.

We have done this by working with our team and our Suppliers, to identify these defect trends and then address their root causes. Our approach is that we will audit to find the defects, and audit to monitor the improvement. Over and above that, the Ct Quality team are tasked to drive to zero defects with coaching and mentoring and training.

Ct have completed 'Expectations Exchanges' with each Supplier whereby we both commit to deliver a defect free product. This identifies defects recorded and is the basis for developing Quality Improvement Plans with Suppliers, their supervisors, operatives and managers.



The 29% reduction in critical defects is a fantastic achievement, but it is only a start as we still have a long way to go to achieve the required 95% target, but if we all play our part we can build upon this foundation over the coming months to reach (and perhaps exceed) our goals.

We are here to help. For more information contact your Ct Regional Delivery Manager or your Ct Quality Training Manager.



## 2012-13 AAP Programme: Current Position and Look Ahead

### Measure 1 – Low Wire RBD

Managing Low Wires as a business as usual workstream has got off to a great start this year with Ct achieving 90% RBD every month from April to August. The volume of Low Wire New Finds is increasing so the challenge is to keep on top of this and ensure that Low Wires are managed to date, similar to a customer job, going forward.

### Measure 2 – Low Wire Tail

The Low Wire Tail (Low Wires that have been in the network for over 6 months), remains the largest challenge in the workstream, which is clearing out the legacy low wire jobs that often have many

associated fluidity issues. Please ensure these jobs continue to be pro-actively managed to clear all of these jobs by December 2012. If you need support please contact nonfluidmww@carilliontelent.com

### Measure 3 – Decaying Pole (D-Pole) Volume

Nationally Ct have not delivered the D-Pole runrate required over the summer and so the pressure is on to increase the runrate to get back on track to hit the end of year target. Nationally we are looking to increase the D-Pole runrate by 300 D-Poles a week which is a significant challenge. Every depot has a

clear weekly target that needs to be hit and are deploying resource appropriately.

### Measure 4 – D-Pole Tail

Year to date this has been a huge success clearing the older D-Poles for OR to achieve their commitment of clearing out the D-Pole Tail (all D-Poles over 24 months old) for March 2013. A big thank you to the Ct team and supply chain for focusing on the older D-Poles to ensure we are dealing with the age profile work in the workstack.

Ct are working with OR on a number of improvement projects for the workstream, including

reducing the number of repeat Road Traffic Accident (RTA) jobs by re-positioning dangerous poles whilst ensuring all new positioned poles are correctly identified on the OR system for the future of the programme. If you have any innovations or ideas for the programme please contact the programme team, we are always ready to listen to your suggestions.

Please ensure that whilst we increase the runrate weekly for the programme that the priority is always to ensure the job is undertaken safely and the quality is achieved first time.

Mark Griffin  
AAP Programme Manager ■

# Regional Service Centres – One year on

In September, it was one year since the formation of the Regional Service Centres (RSC's) – Happy First Birthday to Basildon, Bristol, Warwick, Chorley and Glasgow!

**In September, it was one year since the formation of the Regional Service Centres (RSC's) – Happy First Birthday to Basildon, Bristol, Warwick, Chorley and Glasgow!**

Why RSC's? The reasons for the change from a Single Service Centre to regional ones were simple – provide and build local knowledge on the areas, build relationships with both the Openreach planners and contractors in those areas, plus also to work closer and become more aligned with the Operational teams of the regions they support.

One year on, we can see the improvements made by the RSC's as they work alongside the priorities and activities of their regional team. We spoke to a few RSC managers about their first crucial year:

## **Jackie Campbell** **RSC Manager, Scotland**

For Glasgow, it was a steep learning curve, but I think now we're finally getting there although still learning day by day. Quite a few team members have joined us and moved on but I feel we now have a team of individuals who will stand the test of time. They're all good people who take personal responsibility for doing a good job.

We're in a new office in Glasgow having been released from Steps and we're looking forward to the new version of SOLO making all of our lives a little bit easier.

I've given you a photo of our new office complete with actual windows and all mod cons laid on. Note the obligatory bottle of Irn Bru. It is Scotland after all.

## **Jenny Burgess** **RSC Manager London & Home Counties**

Although at times we have been challenged as a team we have risen to the challenges and come out a strong team working together. It has also been a very positive time improving relationships and working alongside other RSC teams, managers, contractors and Openreach.

## **Dave Hughes** **RSC Manager, Midlands and Wales**

The Midlands Region has always been a challenging area due to high workstacks especially civils. The move from Nuneaton to Warwick in Oct 2011 was a tough time for the CSO's as they had to decide whether to move or find work nearer to their homes, fortunately they all moved over to Warwick. Once the CSO's had settled in they started to enjoy the improved surroundings and started to work really well as a team. The RSC really loves a challenge especially when there are new improved processes and solo upgrades which make our lives easier.

I've given you a photo of our new office complete with actual windows and all mod cons laid on. Note the obligatory bottle of Irn Bru. It is Scotland after all.



**We are all looking forward to the next chapter in the RSC and the challenges ahead.**

# Reward and Recognition

## Monthly and quarterly awards MWW



The Midwest and Wales team have established monthly and quarterly awards to celebrate the achievements of members of our supplier teams.

### Worker of the month May 12

Steve Shaw (NMC Midlands)

Customer focus and Engagement, Behaving safety and cultural change which has encouraged BT's customers to have confidence in Ct to deliver contract works on their sites in the Birmingham area i.e. Metro, Gateway / Birmingham Council project.

### Workers of the month June 12

Gary James and Lyndon Jones (HTi Ltd)

This is a double award because they are part of a two-man team. They have set out to multi-skill themselves as part of the project development whereby they are now able to complete: Civils, Flex-Poling and Mole Plough works. Their customer focus is so high that they receive numerous compliments from BT customers.

### Supplier of the Quarter April - June 12

Dunmores (SW)

For their commitment and improvement in Quality, Safety and Service Delivery, which has been recognised by several people in OR in the South West.

### Worker of the Quarter April - June 12

Graham Mahoney (Arvans Civil Engineering)

DWB champion amongst all of Ct Wales' workforce. Regular SAG attendee and 100% committed to changing safety culture at ARVANs and bringing the good news stories to SAG for all other Suppliers to take note, learn from and to develop.

Graham is customer focused too. He works on both BAU and NGA MS works for ARVANs therefore helping support two Ct business sectors.

### Worker(s) of the Month July 12

Gang Andrews

This award went to this gang from WRB AAP contractors, Midlands and Wales for Professionalism in their work; High health and safety compliance and total confidence in delivering work and safety standards whilst under observational audit from regional management and client.

### Worker(s) of the Month August 12

Gang Styers

This award went to USL AAP 'Gang Styers' consisting of Jason Styers and Keith Nelson who have had several customer commendations written about them and sent into BT, USL and Ct directly across Wales, North East and Scotland. They are an excellent example for other supplier operators to follow.

### Supplier of the Quarter July - Sept 12

RPO Williams

This award has been given because RPO Williams have not had a strike of any sort this year so far, they are the only supplier in the region with such a record! Quite an achievement! They also have a great record in a number of other delivery areas. ■



Graham Mahoney



(Left) Ian Clayton, Ct Agent, North Wales. (Middle) Rob Williams. (Right) Steve Blain, Ct Delivery Manager, North Wales



Dunmores receive their award





# Multi Dwelling Units

## – Update on Progress Rosalind Ford

Ct has completed installing fibre cable directly into its first multi dwelling units in Ashford, Middlesex as part of the Openreach MDU pilot. The sites consisted of 3 separate blocks with 36 apartments in each. The Openreach pilot will deliver an all fibre solution to as many as 1000 MDUs, Ct have been allocated works in 4 of 12 pilot exchanges including Ashford, Poplar, Wembley and Vauxhall.

After a recent soft audit at the site, Ian Chidley, Planning Manager for the MDU pilot at Openreach said 'it was a great start, the co-operation between Openreach and Ct has been excellent. The communication when dealing with both Landlords and tenants is paramount and I am very impressed with the noticing both around the Flats and the letter drop before carrying out the work. The work site appeared to be well managed and the standard of the installation neat and tidy. It was good to work with the Ct MDU team for the first time, they were quick to suggest new or better ways of working and that is encouraging for all of us. The project is in Pilot phase and the lessons learnt from it will help to prove we can deliver a fibre solution in a cost effective and efficient manner, which will enable Openreach to roll it out nationally.'

The team is now starting work on two other properties in Ashford and has a further three in the pipeline, including a large 900 apartment development in Poplar. The pilot has been extended until March 2013 and if we are successful we have the opportunity to deliver this solution to up to 8,000 MDUs nationwide.

The Ct team in Yorkshire are determined to live up to the expectations of Openreach who are thrilled to have won this bid, one of many expected to be announced nationally over the next 12 months as part of the BDUK rollout.



## Superfast North Yorks... we have won the deal

To all my Yorkshire based colleagues,

After months of negotiations, I'm delighted to share that we have won the BDUK bid to bring fibre broadband to 90% of North Yorkshire's homes and businesses. This means a joint investment of £70m from BT and the county council.

As North Yorkshire is England's largest rural county, we'll get started on the project straight away. It means that 365,000 premises will have access to world class broadband speeds of up to 80Mbps by the end of 2014.

We had to fight really hard to win this bid, coming up against strong competition, so I'm super pleased that we got this over the line. It has special meaning for me as my parents live in the area too!

Selecting us is another huge endorsement of the brilliant business we run, the manner in which we engage locally within regions and the power of the track record we've achieved with our current 10m deployment of fibre.

Right now, we're battling through the rain and winds and sometimes it's really hard, at work and at home when we are this busy. But the upside is that councils and public offices can see that we are a business you can rely on to do everything in its power to deliver on its promises, despite any challenge.

We have other bids in the offing, and we'll continue to do everything we can to win every bid in every area, as we drive to bring our fibre broadband capability to over 90% of homes and premises by 2017. This is truly amazing news, let's enjoy the moment and get prepared for the hard but rewarding work ahead to bring the vision to reality.

Regards

*Liv Garfield*

CEO Openreach

## Office Moves

### Ct Scotland Move Premises

Early September saw a successful move for Ct staff from Glasgow Stepps, a dated building which was unsuitable for purpose, to a new modern and pleasant environment at the Carillion offices Lister Way, Hamilton International Technology Park.

The building accommodates a multitude of other Carillion business strands, the design of which is open plan so that people can interface with one another. There are a number of hot-desks for visitors working on site and it offers meeting room

facilities. Plus the IT services are of a good standard.

Regional Delivery Manager for Scotland, Paul Else says 'the facilities really are spot on for our business needs, especially the location and ease to get to site which is close to the M74 south of Glasgow. The staff are much more settled and happier with their new work surroundings.'

### Bristol Round the Corner!

The Bristol office, which comprises of the South West RSC, AAP Programme Team and Severnside Team have moved... about 5mins away

from the previous depot. The move was a great success, with regular communication between move co-ordinator Alyson Dorning and other departments prior to D-day. The move was completed over a weekend and the office was fully operational with internet and phones working on the Monday morning.

### Contacts:

Martin Brown (RSC Manager)

Alyson Dorning (Programme Team Tel: 01179 473431)

22 Osprey Court  
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BS14 0BB

# Long service Awards

## Colin Stewart Celebrates Silver Anniversary with Carillion telent



Where does the time go? Very fast is the answer with Carillion, as my 25 years have flown by. The industry we all work in is very challenging with difficult projects and at times clients with extremely high expectations but this is what gives us the desire to come to work each day as we can see that as a team we can overcome those obstacles. Friendly, professional colleagues who are all wanting to do the best job and even more importantly who can have a laugh even in stressful times have kept me at Carillion this long. I have worked across several of the divisions Carillion has, from heavy civil works, road building, rail, defence, utilities and now find myself at Carillion telent. This diversity has added to my enjoyment during my years with the company but again it is the people who make it happen for

me. It is not an easy business but can succeed due to the people we have and the team spirit that drives success. Thank you to everyone - now looking forward to the next 25!

## Martin Hughes - 25 years

When Martin, the Commercial Manager for Ct South, reflected on 25 years he recalls he started when he was 15 as a summer holiday job in July 1987, working for the Wimpey construction business in London, this then became Tarmac Construction shortly before being rebranded as Carillion. He has spent most of his career working on large construction jobs for Carillion in London. He moved to Carillion telent in February 2010, noting "The last 2.5 years have been a challenging and rewarding experience and the business has made significant changes to improve the profitability of the business. I am looking forward to continuing to contribute improve the performance of the Ct business."



## Mick Fitzsimons - 15 years



Mick is currently the Flex Delivery Manager for Home Counties. He says he has

had an interesting career route. Starting originally with BICC, they were taken over by Corning Cables, who themselves were absorbed into Skanska, until he was TUPE'd into Carillion telent when we took over the Openreach contract.

He noted on reflection of his 15 years, that "I can see how the telecoms industry has changed and evolved and me with it. I started with loads of hair, and today I have a lot less but I am seeing us installing fibre direct into people's premises. It is interesting the way the business is headed and what will happen next."

## Neil Arber - 30 years

Congratulations to Neil on reaching 30 years' service! Neil started in 1982 as a management trainee for Plessey telecommunications, which then

became part of GEC, Marconi and then telent. Neil has been a key part of the development of SOLO over the last 5 years and will continue to do so going forward.

## Chris Perkins - 15 years

Chris originally started with BT, and then subsequently, with Skanska and Carillion telent. His widespread knowledge of the network is invaluable in his work, which has been of a consistently high standard for many years. He is highly regarded by everybody he deals with on a daily basis, and this token is due reward for his good attitude and common sense. ■



*Chris Perkins (Quality Auditor, SE/LHC) was presented with his Long Service Award at Bracknell on 6 September by Keith Day (Regional IMS Manager) - also in attendance were Jim Tobin; Dave Harding and Neil Payne*

## Health and Safety Awards - London & Home Counties

The H&S panel in LHC has been established to promote good practice via DWB's and encourage big picture H&S improvements as well as encouraging and supporting initiatives that will drive increased safety behaviour. This is being rolled out across other regions too.

Mark Coomber and Alan Spriggett from Twinline in London were noted for proactively working to make work sites safe for them and others particularly during times of bad weather.

Kev Travis from Options in the Home Counties. During a job set up, he recognised an issue which would affect resident disabled access that was required. His actions to raise the issue and get further road plates to allow the job to go ahead whilst preserving the disabled access have earned him a H&S award. ■



*Gerwyn Jones (Ct), Alan Spriggett, Barry Webster, Mark Coomber (all Twinline)*

*Gerwyn Jones (Ct), Kevin Travers and Kevin Barnwell (both Options)*





## Weddings



**Alice Wendon** married Jonathan Evans at the church where they met, with Andrew Snowden as best man. Blessed by what must have been the only sunny week all year they enjoyed a very civilised honeymoon which began at Ruthin Castle in Wales and finished with afternoon tea in York, followed by a not-so-civilised trip down to Thorpe Park in Surrey!

**Emma Edwards** married Lawrance Darley in Las Vegas.

## Congratulations!

**Judith Treadell** and **Sheree Willis** will be graduating from Anglia Ruskin University on October 3rd, both collecting an HND in Quantity Surveying.

**Liz Coles, Regional Delivery Manager North East (RDM)**

Hot on the heels of joining Carillion telent in May as Business Improvement Manager North & Scotland Liz has successfully moved in to the RDM position for the North East at the beginning of September 2012. Her main objectives will be to engage with the supply chain to improve the quality of delivery; build

relationships with key stakeholders, such as Local Authorities to improve the position on HA defects and to deliver a quality, right first time service to the client.

Liz says "I am really looking forward to taking on the challenges within the North East patch; thankfully I have a great team around me who have been really supportive and I know by working together we will make a difference". ■



## Births

Meet **Lucas Adam**, born on 2/8/12 to Jon Rapp and his wife Deme.

**Kylie Smith** gave birth to a baby boy on Sunday September 30th; Alan Mark Few weighed in at 7lb 4oz. Mum and baby are home and doing well.

**Louisa Lockwood** of the South east north RSC team gave birth to a little boy on Friday the 28th September named Bailey Haris Jack.

**Jenny Burgess** (RSC manager for London & Home Counties) has announced she is pregnant, with the new family member expected on due 21st Feb – good luck to Jenny & Carl. ■



## Welcome

**Chris Aspinall, Supply Chain Manager Ct North**

Chris has recently joined the Joint Venture as SC Manager North. He has completed previous supply chain and procurement roles within a number of organisations. Chris has worked within Highways, Energy, Nuclear, Water and Utility sectors over the past 17 years. He is a member of the Chartered Institute of Purchasing & Supply and Chartered Institute of Highways and Transportation.

Chris is looking forward to working with the team and comments 'I am excited to work with everyone at Carillion telent. My role will be to develop the



supply chain in the North and Scotland with key stakeholders. My aim is for a fully compliant, efficient and high performing supply chain that can provide real value to the business and sustainable solutions.'

We also welcome a new Supply Chain Manager for Ct South by the name of **David Bailey**, he joined us on 17th September 2012. ■

## Deaths

**Roy Dean**

It is with regret that we announce the death of Roy Dean. He was a valued member of the home counties team who always went out of his way to get the job done be it teaching a gang how to do it right or meeting the client out on site to re plan a job.

In his spare time he loved working on cars and had a number of classic cars. He worked for Skanska for 10 years before transferring to the joint venture.

Roy had been battling cancer for some time and passed away peacefully at home, in August. The business is grateful to Beverley Walker HRA and Gerwyn Jones for supporting the family at this difficult time. ■

## Thank you and good luck!

We would like to wish **Phillip Thorne** best of luck for his new role in CBRE. Thanks go to Phillip for the great contribution he has made to ensuring we improve the quality of our delivery to the customer.

**Jon Rapp** will be moving to a new role in CES driving the implementation of the Birmingham Energy Savers Scheme. As service director at Ct he has led a number of activities including the establishment of RSC's; the development of a new streetworks improvement programme and the creation of this newsletter to help increase engagement.

## Big Bike Ride **AND THEY'RE OFF...**

**60+ cyclists left the Chorley depot just after 1pm Friday 31st August bound for Blackpool's famous Tower. The 32 mile charity bike ride in aid of the NSPCC, our nominated charity, toured through Cuerden Valley, around the Preston Guild Wheel and then on to Blackpool's Promenade.**

The 6th annual event was supported by Team Wallis, a cycle team sponsored by telent, of which Ct's Eldon Garnett is a

team member. Team Wallis not only looked after the participating riders en-route but also came to the aid of punctures, lost peddles and even a broken seat. The day provided great fun and good cheer despite a few light showers and incorporated a pit-stop for lunch with a well earned drink at The Grapes, Wrea Green.

Mark Plato, Chief Executive of telent and Paul Dempster, Managing Director for Carillion telent gave support to the event, taking part for the good



Lancashire Evening Telegraph

cause and demonstrating their dedication and hard work (see pic on cover).

It was with tired legs, not to mention various other tender areas(!) that the cyclists completed their trip along Blackpool's front before

homeward bound via coach from Palatine Leisure who have kindly donated the use of their showers and changing facilities over the past few years.

It's hoped we raise over £6,000 for the worthy cause from the day through sponsor money. ■

## I was an Olympic Games Maker Volunteer

### Angela Jenkins

A worldwide event was coming to Britain  
A showcase of athletes to compete for medals of Bronze, Silver and Gold  
Calls were made, "wanted enthusiastic volunteers for a Games Maker position"  
After twelve months my application was accepted – I was enrolled

Day one came, off I went to London, Horse Guards Parade was my destination  
To work in security with the British Army of Women and Men  
My life fear of the tube finished at Charing Cross Station  
Packing coats, bags, belts etc ready for the scanner, my first shift of 10

45,000 spectators per day rushed through to see the Beach Volley Ball Game  
Not totally sure if everyone agreed with the calls – especially when the girls played  
It was fantastic fun and my signed certificate from Seb Coe I will definitely frame  
I was 1 of 70,000 Games Maker volunteers, this is a fact that will never fade! ■



## Olympic Flame comes to Basildon

On Friday 6th July the flame passed near to the Carillion telent offices and two of the London and Home Counties RSC team volunteered their time to assist in making this a safe and memorable event for those who came to see the flame.



Shana Lucy is a member of the Special Constabulary and was posted to help with the securing and managing of the public in Basildon, where the flame passed in the afternoon.

Kelly Frost is a trained First Aider with the St. Johns Ambulance. She is pictured here in Rayleigh, Essex on the Fri 6th July around 10.20am in the pouring rain, with torch bearer Jamie Montreith – who works for arsenal football club in the community youth team.

Kelly's memorable day started in Rayleigh where she worked



until noon. Then she was sent to Basildon for 1pm where she remained on duty till 6pm ■

## Olympic champions (on Wii)!

telent ran a Wii Olympic Games and the Ct team took part. Four events were held:

- Canoeing
- Hurdles
- Table tennis
- Long Jump



- 1 Graham Stoddard - Bronze in Canoeing
- 2 Kyle Finch - Bronze in Hurdles
- 3 Tony Eblett - Silver in the long Jump
- 4 Dean Maxwell - Gold in Canoeing