



Wyevale News

Wyevale Landscapes/Wyevale Grounds Maintenance

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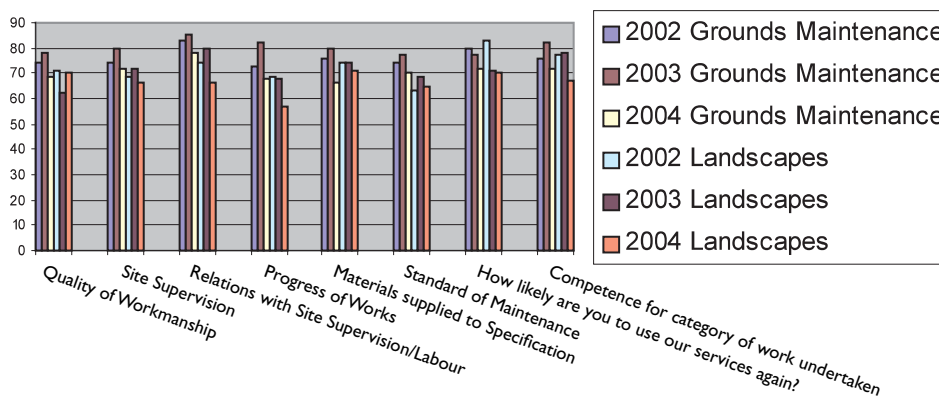
ISO 14000

As planned in April four members of the management team undertook Internal Audit Training and have now completed audits on the majority of the depots. By the end of the year all company sites will have been fully audited.

In April we had the final stages of the external assessment and we have now achieved the standard ISO 14001. It is essential that we continue to monitor and work towards the objectives that we have set ourselves. The ethos behind the standard is both to monitor what we are doing but also to achieve continuous improvement.

The board would like to thank everyone for their assistance, as without your help it would not have been possible. We should also be proud of this achievement, as there are very few Landscaping and Grounds Maintenance companies that have achieved both ISO 9000 and 14000.

Responses to Quality Questionnaires 2002-2004



Graph showing our quality performance from 2002 until 2004

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Quality Assurance

Since 2002, the company has sent out a questionnaire to our clients to establish the view on how the company is delivering its services. By asking the same questions and where possible asking the same clients year on year allows for a comparison on how we are doing and whether there is any change from the previous year.

We had the surveys back in late 2004 and a report was written in 2005 on the results. This identified that the overall level of satisfaction had slipped marginally compared to the previous year, this was attributable to a range of reasons such as inclement weather, a different range of scores given by new clients and the like. The next survey will be sent out in late October and the results will be published in a future edition of the newsletter.

BALI Award



As some of you will remember we entered the Parks contract on the Isle of Wight for an award in 2004 (November 2004 Newsletter) but were unsuccessful. We said at the time that we would learn from the first attempt and hopefully be successful in 2005. It is with great pleasure therefore that we have been successful in obtaining an award in the category of Grounds Maintenance of Public Grounds (Free Public Access).

Despite the fact that the weather was good before and after judging, as is often the case, it was raining on the day. However, the judge could see what we had done to improve the park and despite the dreary conditions the park still looked great.

We would like to express our thanks to all who worked hard to make this happen as without the Isle of Wight staff's dedication and the commitment from the Council, we would not have been a winner. The company has an award ceremony in November and are up for another award in respect of waste and our recent recycling and composting initiatives.

Ten Facts about Wyevale

1. Wyevale was originally set up in the 1950's and was formally incorporated in 1965.
2. The present company was established following a management buy out from Wyevale Holdings in 1986.
3. Wyevale Holdings continues to have a 45% shareholding and are represented on the board by Peter Williamson the son of the founder, the late Harry Williamson.
4. Paul Haworth the current Chairman has been on the board since the buyout and was appointed to his current position in 2003. Paul previously held the position of Managing Director.
5. The company has two trading divisions - Wyevale Landscape, which undertakes commercial landscaping, and Wyevale Grounds Maintenance, which undertakes maintenance contracts on behalf of Local Authorities, Housing Associations and other public bodies.
6. The company operates in a set geographic area - Birmingham to the Isle of Wight, Devon to London and most areas in between.
7. The company has operated from its current Head Office since 1989, having converted Upper Buckover Farm, a grade II listed building, as previously the offices used to be farm buildings to house cattle!
8. The company currently employs around 160 core employees.
9. The company has always adopted a financially conservative approach and operates without an overdraft or bank loan. Growth has been largely organic with only one takeover, Thames Valley Landscapes in 1995.
10. The company achieved the quality standard BS5750 in 1993, which has been superseded by ISO 9000 in 2000. Recently we have added the Environmental standard ISO 14001, which was achieved in 2005.



Financial update

We have just commenced the new financial year, as our accounting period runs from September to August; therefore we can report on the last financial year's achievements.

At the six month stage the Landscape division had a tremendous performance, unfortunately the second half has not been as strong but operating profits are up by 28%. The outlook for the forthcoming year is looking good, as the division has already secured half the budgeted turnover.

Grounds Maintenance has also had a good year, and as expected the second half of the year for this division was significantly stronger, resulting in the division achieving an increase in turnover in excess of 40% and profits have increased by a similar percentage. Furthermore, the company has started a number of new contracts, the full impact of which has not been felt and will show through in 2005/06.

A number of factors have impacted upon our results. The high fuel costs have been a significant factor and we are actively looking to try and minimise the impact in the forthcoming year, as they continue to increase. As always the weather had an impact but it was not as bad as it could have been! Again, cost control on items such as damage and miscellaneous spending is essential and we look to all our staff to assist on these aspects.

As set out at the beginning of the financial year (Issue 4 November 2004) we aimed to grow turnover by a further £1m and to increase the profit margin, therefore it is satisfying to report that we achieved both of these ambitions and now set ourselves a similar target for the forthcoming year.

New Auditors

Wyevale's continuous growth means that it is imperative that we are always looking to ensure that our suppliers are providing us with the best services and solutions to match our changing requirements. Therefore, following a review, this summer we engaged the services of Burton Sweet as our new company auditors, as we believe that this company is best placed to service our needs as we continue to grow. They will be undertaking their first audit in the autumn. However we would like to thank Kingscott Dix for their assistance over the past 12 years.

Equal Opportunities/Harassment

As an equal opportunities employer, Wyevale has an Equal Opportunities and Anti-Harassment policy in place for the protection of our staff. The policy sets out that we will not discriminate on race, sex, etc and what control measures we have in place to promote equal opportunities.

We want to make known to all our staff that if there is some form of harassment or grievance against the company or your manager, you have the right to raise a formal complaint. This is set out clearly within your contract of employment and through our Equal Opportunities policy.

Any harassment is unacceptable, and may be unlawful therefore we have the following steps in place:

- We will continue to remind our employees, clients and customers of the organisation's Equal Opportunities and Anti-Harassment policies, hence the reason that this is in our Newsletter.
- Make clear that harassment (physical or verbal conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment) will not be tolerated.
- We will remind our employees of the procedures for lodging complaints of discrimination and harassment.
- We will make sure that our managers and supervisors understand their responsibilities under the organisation's Equal Opportunities and Anti-Harassment policies.

A copy of the Equal Opportunities policy is available at all contract offices and can be obtained through your line manager.

Contract Updates

Wyevale Landscapes

Wyevale Landscapes have won the following contracts since the last edition of the Newsletter:

Job Title

**The Leap POS,
Stoke Park, Bristol**

**Gloucestershire
FM Services, Quedgeley**

**NHS Lift, Hampton House,
Cotham, Bristol**

**Primley Avenue Park,
Walsall**

Brief Description

Landscaping of a park including the installation of play equipment.

Landscaping of the new Gloucestershire police headquarters.

Landscaping around a new hospital department.

Landscaping of a park including the installation of Multi Games Area (MUGA) & play equipment.

Architect/Client

Mitchell Harris Partnership

Britannia Construction

Mowlem Building

Walsall MBC



Dower House



Gloucester FM Services, Quedgeley



Wyevale Grounds Maintenance

Wyevale have been awarded the grounds maintenance contract for the University of Sussex, worth an estimated £1.5m. The contract that commenced on 1st September 2005 runs initially for three years with the potential for a two-year extension. This is an exciting opportunity as we have not undertaken maintenance of a University for a number of years, the last being the University of London which was completed in 1995. Therefore we hope that this contract will provide us with a foothold once again into the higher education market.



Wyevale has also been busy responding to tenders from Mid Devon District Council, London Borough of Sutton, Torridge District Council and West Sussex County Council.

Competition - Prize £10 Voucher

W	L	L	E	D	N	E	R	N	T
O	M	E	T	O	W	L	O	N	R
M	I	S	M	Y	I	D	N	O	O
E	W	I	N	L	L	I	H	S	E
K	N	I	J	E	D	N	K	N	I
O	R	A	N	K	I	N	B	I	T
G	E	O	R	G	E	N	P	B	S
J	I	L	L	N	F	M	N	O	I
A	C	L	E	R	F	I	S	R	R
M	H	T	S	R	E	T	E	P	H
E	S	M	U	R	D	E	R	L	C
S	A	Y	E	R	E	T	X	E	D

DOYLE GEORGE
HILL DEXTER
JAMES CHRISTIE
SAYER RENDELL
SIMENON PETERS
REICHS ROBINSON
WINGFIELD RANKIN

All with the exception of one word appears in the grid. Please send the missing word together with your name and contract to Head Office by 4 December 2005. All correct entries will be entered into a draw and the winner will be notified.

Competition Winner

Angela Rhodes, based at head office. Angela was presented with a Marks and Spencer voucher.

Cream Teas

In October 2004 (April edition) we held a cream tea on the front lawn to raise money for the South West Children's Hospice. The charity has referred to our cream tea in their recent Newsletter and referred to it as "Business Cream Tea at 3". The charity is in the final stages of opening a second hospice at Charlton Farm near Bristol so every little helps! We are looking to have a second Cream Tea during the autumn and would encourage each contract to undertake a similar event, as we would like to improve on last year's figure. For further details please contact Jim Lindsay at Head Office.

Follow these steps to win £25.00

Scan your local papers for advertisements for Grounds Maintenance Service contracts Cut the article out and send to Head Office or hand to your line manager. Don't forget to include your name and contract which you work on. If you are the first person to tell us of an advert that leads to a new contract award then £25.00 will be yours.

Wedding Bells

On the 24th August, Elspeth Applegate and James Bryan our Grounds Maintenance Manager for North Somerset got married in Umbria, southern Italy and we wish both of them all the best for the future.

By the time of the next newsletter there will be a further three of our senior management team married - there must be something catching. We wish Natalie Palmer and Simon King, Grounds Maintenance Manager, Bromley, Teresa Prendergast and Mike Mitchell, Grounds Maintenance Manager, Isle of Wight and Emma Thomas and Jonathan Meredith, Landscape Contract Supervisor the very best on their big day.

Health & Safety Issues

We intend to make this a standard item in the Newsletter and we would welcome contributions from people in the field but in the meantime

Accidents

In the last three months we have seen a rise in the number of accidents/incidents reported. This is not a worrying trend as the vast majority are for very minor incidents and the rise can be contributed to everyone being much more conscientious about reporting and sending through the accident reporting sheet.

However, there were two incidents of a slightly more serious nature. One was where an employee suffered an injury as a result of not wearing proper eye protection whilst strimming and the other related to someone twisting an ankle when they caught their foot in a rabbit hole whilst cutting a grass bank. The latter is largely down to bad luck, although it does serve as a reminder that we do need to take care and check the ground before cutting any area. The former incident, conversely, could have certainly been avoided by wearing the appropriate PPE, which all staff are responsible for wearing at all times.



Wyevale News

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