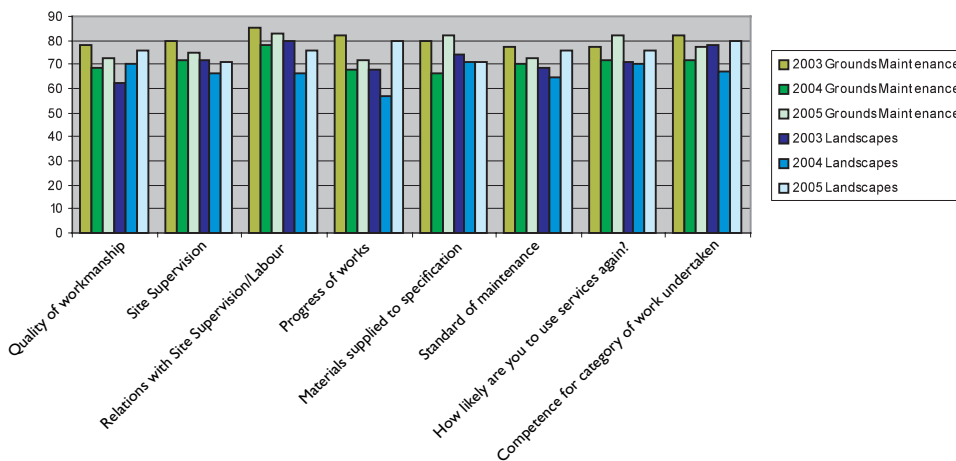


Wyevale News

Quality Assurance

As previously reported, the company sends out a Quality Assurance Questionnaire to our clients to obtain an insight into how our service delivery is perceived. We continue to ask the same questions and where possible the same clients year-on-year, to allow for a comparison on how we are performing and whether there is any change from the previous year.

Responses to Quality Questionnaire 2003-2005



The graph above shows that the company has achieved a relatively stable level of satisfaction, which has increased on 2004/5. With the overall level of satisfaction being almost 80%, any further improvements are going to be difficult to attain and that actually maintaining a similar level of satisfaction will be an achievement. The next survey will be sent out in October of 2006.

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BALI Award

As we reported in the last issue, Wyevale won a BALI Award for the maintenance of Ventnor Park on the Isle of Wight. Our success was a result of all the hard work undertaken by Michael Mitchell, Grounds Maintenance Manager; Stan Hayden, Assistant Grounds

Maintenance Manager and all the team on the Island, coupled with the investment put into the park by the Isle of Wight Council.

On the 18th November 2005, Michael Mitchell; Steve Boswell, Operational Manager of Maintenance, from the Isle of Wight Council and David Brew, Managing Director of Wyevale; attended the award ceremony in London.



In addition to this success, it is also extremely rewarding to be able to report that the company won an award for recycling and reducing the amount of waste on the Isle of Wight contract. The award recognises the company's efforts in regard to achieving the Environmental Standard, ISO 14000; plus the work carried out on the Island and our other contracts.

Ten Facts about Quality Assurance

1. Wyevale achieved the forerunner to ISO 9000, formally known as BS5750, in 1993.
2. All contracts are managed in line with the ISO 9000 and ISO 14000.
3. Quality Assurance essentially means that the company has a documented manual, which fundamentally provides a specification that sets out how it deals with delivering the service.
4. All contract documentation and files are laid out identically on each contract, to enable anyone to find where a particular type of information is held.
5. Wyevale is audited annually by external assessors from a British Standard registered organisation. They check that we are complying to the systems that we have in place.
6. Auditing is not just undertaken in Head Office, a contract is selected and audited by the external assessors for one day each year.
7. Wyevale also undertakes internal auditing, whereby a manager from another area goes in and follows a set procedure, to establish whether we are complying with our stated policies.
8. Quality Assurance is also about setting targets and improving the service we deliver, through setting new targets each year and undertaking regular reviews to establish achievement.
9. Wyevale has a Quality Assurance Policy Statement that clearly identifies how and who is responsible for the delivery of particular aspects of the service.
10. Quality Assurance helps in the delivery of a uniform service and gives clear demonstration to our clients that we have accountable and clear procedures in place.

Energy/Material Use on Contracts

As part of our Environmental Policy Assurance, we have been reviewing the energy and materials used on contracts, with a view to seeing whether changes can be made to reduce consumption and/or to improve efficiency.

Taking into account a number of factors, such as the geographical spread of contracts, the initial analysis has highlighted that particular contracts utilise a higher level of fuel than others on a comparative number of vehicles. Therefore, the company will continue to monitor fuel closely in order to ascertain why this is the case and what measure can be taken to assist in making both financial and environmental savings.

The reports have been circulated to all managers and we would welcome views from all staff on where we can make changes to assist in the reduction of the energy and materials that we use.

As part of our ongoing environmental commitment, we will regularly undertake these reviews, using the same criteria, with the intention that we can monitor any changes year-on-year.

Financial Update

We have reached the six-month stage of the financial year, with turnover ahead of budget.

The Landscape Division had a slow start, with September and October being particularly quiet. However the commencement of a number of contracts in November 2005 has resulted in sales to date being ahead by 45% on last year and on budget. For the final half of the year, we are not forecasting the same level of growth for the division and therefore have budgeted a modest 10% annual growth.

The Grounds Maintenance Division has seen year-on-year growth of 46%, which is 4% above the budgeted growth. This is a good start, especially as the second half of the year is always the stronger for grounds maintenance, when three-quarters of our turnover and profit is achieved.

Although down on 2004/5, the company's net profit position is ahead of budget, as we had forecast a reduction in profitability owing to the number of new contracts that have commenced. This is due to the fact that in the early stages contracts contribute to turnover but provide little profit, owing to high capital depreciation, management time and external professional advice together with other one off costs.

At present, the area of greatest concern is the high level of fuel costs and third party damage. Therefore we would like to ask all staff to try and help reduce the incidents of damage by being particularly vigilant, as in the last financial year it reduced our net profit figure by 5%.

Just arrived from outer space?

No, Wyevale at Coniston Crescent in Weston-Super-Mare has constructed it!

Called the Alien, this 18ft high structure is the tallest piece of play equipment the company has ever installed. The photograph (right) shows just one of the numerous pieces of equipment.



Health & Safety Issues

Now we are just commencing our busy period of grass cutting and other seasonal operations, this is the time to go through risk assessments, highlight the hazards and reinforce the control measures that can be taken.

However experienced staff are, it is important that everyone is given a seasonal reminder in order to reduce the risk of accidents. Any areas of concern should be brought immediately to the attention of your line manager and certainly be discussed at the bi-monthly meetings held at each depot.

Below are two points to observe:

- Check grounds conditions before you commence work, particularly if you are unfamiliar with the site.
- Do not use a piece of equipment unless you have been trained in its use, by either a team leader/supervisor or someone else who is competent to give instruction.

Since the last issue we have had a number of accidents with the vast majority being of a minor nature, however, we would like to stress that however small the accident it should still be reported.

CHAS

No doubt you are all aware what this stands for the Contractors Health & Safety Assessment Scheme. In 2005 our application was successfully completed and we are now on the register. This provides us with the advantage, that as a registered CHAS company we do not always have to complete a health and safety quality assessment prior to tendering.

Colin Lennox - Safety Advisor

Contract Updates

Wyevale Landscapes

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

Job Title	Brief Description	Architect/Client
King George V Playing Fields	Installation of new paths, car park, seating areas, fencing and associated soft landscaping	City of Worcester
Coniston Crescent, Weston-Super-Mare	Construction of a new park on previously derelict ground. The works included new play areas for toddlers, young children right up to teenagers; with a Multi Use Games Area (MUGA) together with infrastructure paths, seating, gazebo and soft landscaping	North Somerset Council
Soundwell College, Bristol	Landscaping to a new college block	Willmott Dixon
Burnham Lane, Slough	Landscaping to a new residential block of apartments	Willmott Dixon
Kestrel Court, Waterwells, Quedgeley	Landscaping to a new office and industrial development	Barnwood Construction
Seven Springs Roundabout, Gloucester	Landscaping to a new highway scheme	Halcrow



Burnham Lane



Coniston Crescent



King George V Playing Fields

Wyevale Grounds Maintenance

Wyevale have been successful in retaining the contract for Rooftop Housing in Evesham and have also been awarded a five-year maintenance contract by Norwest Holst for Bute Avenue, Cardiff and a one-year contract for Medina Housing on the Isle of Wight.

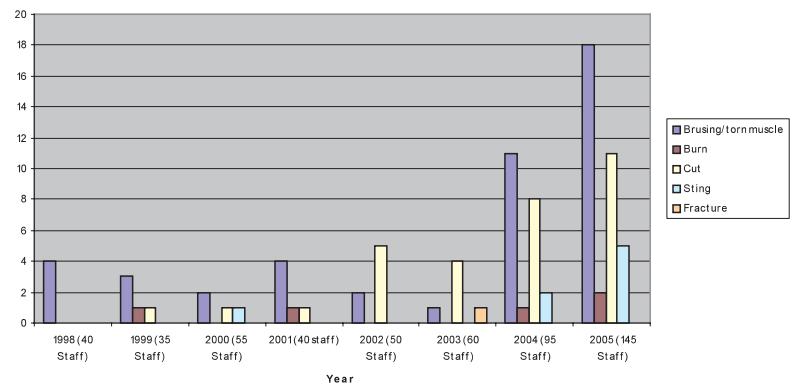
Loss of time

There were 38 incidents reported in 2005; 30 of these were minor accidents, six involved people being off for three days or more, and two were classed as dangerous occurrences, in which no one was actually hurt.

If we take the amount of time lost for the six reportable injuries then it amounts to 45 days. If you then add two hours loss of time for each of the other occasions then you need to add on another 64 hours or eight days. At a conservative estimate the loss of time for all the accidents equates to 53 days. This doesn't take into account management time dealing with the incident, damage to plant and equipment etc. Therefore, even if you ignore the personal pain then it is plain that accidents have a very detrimental effect!

Many of these incidents could have been avoided with a bit of care. It may be difficult to anticipate that the hedge you are about to cut contains a wasp's nest, but in the majority of occasions it is down to a slip, trip or fall. So please take care when ground conditions are slippery and keep the work place tidy!

Breakdown of Accident Types



Railway embankment improvement works in partnership with Community and South Beds District Council

On Tuesday, 22nd November 2005, the South Bedfordshire contract managed by Paul Conley, took part in the Pride of Place - Beyond the Boundary Day. This day was organised by PC Ian Dedman, to try and reduce crime and antisocial behaviour on a piece of wasteland at Vandyke Road, Leighton Buzzard.

The event was very well supported with 14 separate organisations taking part and over 65 people turning up to help clear the overgrown vegetation, in order to increase the visibility across the site and improve the environment.



Celebrating 10 years service

Andrew Evans and Kenny Howard, both Grounds Maintenance Operatives on our Isle of Wight Schools contract, have been with the company over ten years. In recognition of their service and loyalty, on 23rd November 2005 David Brew, Managing Director, presented them both with a watch after enjoying a lunch in a local hostelry.



Competition Winner

Andrew Hearn based at our Lewes depot won the £10.00 voucher for the first correct answer drawn from the word search competition in the October 2005 issue.

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.



Wyevale News

Wyevale Landscapes
Wyevale Grounds Maintenance

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