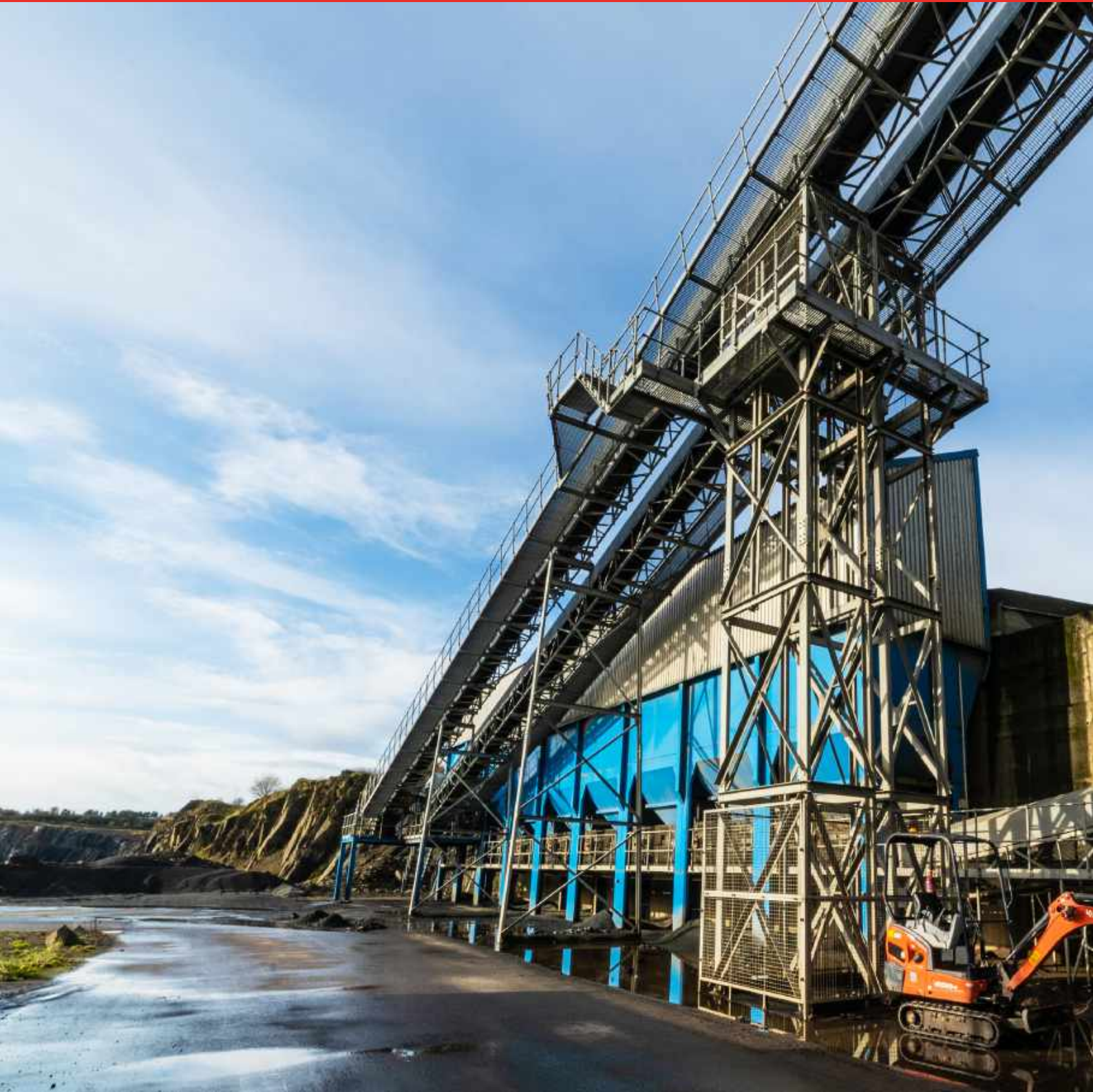


TILlicOUNTRY QUARRIES



HUGH KING & CO
A TILlicOUNTRY QUARRIES COMPANY



BUILDING A SERVICE LEGACY

IN THIS ISSUE:

- TQ sponsorship of skiing star Owen Vinter continues in 2021
- Beechgrove Garden makeover at Wimpy Park
- Strengthening our foundations: Our new headquarters

WELCOME TO OUR AUTUMN '21 NEWSLETTER

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HAVE SOMETHING TO SAY?

The Tillicoultry Quarries Newsletter has been published for our customers, colleagues and employees.

Our newsletter will be a regular publication for our business and we would greatly appreciate contributions from our staff and customers of story ideas, photos or feedback to share in future issues.

We hope you enjoy this edition of the Tillicoultry Quarries Newsletter and a big thank you to those of you, from across all of our sites, who have contributed ideas so far.

Sophia Westerhuis, Editor & HR Manager

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MESSAGE FROM THE DIRECTOR

Welcome to our Autumn 2021 Newsletter. I hope this edition finds you and your families safe and well. Since the release of our last newsletter, I am glad to say that we are now in a position where many of the restrictions imposed due to the Covid-19 pandemic have been relaxed, and we are now able to enjoy something closer to normal in our personal lives.

Although some of the restrictions within our working environment have also been relaxed (I personally am enjoying having the kettle back!), I do appreciate we are still working very differently to how we used to. As you know, this is to keep everybody safe. I want to thank you again for your hard work, flexibility, and resilience through a long and challenging time. It is your continued efforts that keep our business moving forward.

On a sad note, as many of you will be aware, Ross Sayers passed away in July of this year. Ross was a valuable member of the team in our Hugh King Business and is greatly missed by all of us.

Despite the many challenges we have faced in 2021, I am pleased to say that our newly acquired units in East Anglia, Teesside, Perth, Fife, and Dundee are now fully embedded into the TQ family. Our new sites are a fantastic addition to our growing business. The investment in our new employees and plants is well underway, helping us deliver our strategic plans and create further longevity for Tillicoultry Quarries for the future.

As you will see, our investment in people, production and plant has continued to grow throughout the UK. Our recruitment drive, which commenced at the beginning of the year and continues due to our substantial growth, has allowed us to successfully build our team to almost 300 strong. This is an incredible increase of 25% in nine months. Many of our new team members have begun, and some have already completed, vocational qualifications which are fantastic for futureproofing our business and building our collective expertise. Find out about our training and development on page 15.

An exciting essential investment which I am proud to be sharing with you, is the decision to build our new Head Office. Based at our Kilbagie site near Kincardine, the new office will be named 'The RWM Building' in dedication to my grandfather who started our business back in 1931. This is a fantastic opportunity to bring our teams based in Scotland together into one building, where we can all work more closely together to continue to build our service legacy. I'm sure you will agree - there are exciting times ahead for our business. Read the whole story on page 6.

As always, we continue to support the local communities in which we work and live. We have provided sponsorship and donations to a variety of local charities, events and community projects which have all been received with great appreciation. It has been more important than ever to show our support to our local communities during these challenging times and I hope it has made a real difference to those involved. Explore our community engagement activity on pages 10-11.

Finally, I am delighted to be able to share so many positive updates and news stories with you since our last newsletter was published. Given the trials we have all faced both in business and personally over the last 18 months, I am very proud that we have all been able to come together and achieve so much.

Thank you.

Wallace Menzies, Director

STAY SAFE - THANK YOU FOR YOUR COOPERATION

BUILDING OUR SERVICE LEGACY: INVESTING IN MACHINERY AND EQUIPMENT

We're pleased to share our recent investment in new equipment and machinery for Tillicoultry Quarries Group

NEW



Mixer Lorry at Costessey



LS53 Komatsu WA100-8 WLS Costessey



Cat 775 RDT – this equipment was originally purchased in 2013 but has been given a new lease of life, having undergone a full re-power in 2021 by Finnings to ensure many more years of service for our quarries.



LS54 Komatsu WA100-8 WLS at Snetterton



Tanker at Hullerhill

NEW



Wash plant at Northfield



2.5 Tonne Forklift at Hullerhill



Eight-wheeler Tipper at Tulliallan



Welfare Unit at Snetterton



Mixer at Stockton



New Shed at Hullerhill



New Weighbridge at Hullerhill

STRENGTHENING OUR FOUNDATIONS: OUR NEW HEADQUARTERS IN SCOTLAND



With the steady expansion of Tillicoultury Quarries across the UK in recent years, work has commenced on a purpose-built headquarters which aims to bring all Scottish office-based teams together under one roof for the first time.

As a family business, effective communication has always been a cornerstone of the company's success. With head office and management teams currently spread over several sites in Scotland, this new building will facilitate the growth and development of the Tillicoultury Quarries team in Scotland and create more opportunities for greater collaboration, team development and stronger relationships.

Wallace Menzies said, **“With many of our current office facilities now bursting at the seams, this investment is a fantastic way to ensure we continue to build on our foundations and create an even stronger, more efficient working environment for our team. Culturally, we want our business to feel as small as possible for our employees, whilst maintaining our steady growth across the UK. The location at Kilbagie, near Kincardine, has been owned by Tillicoultury Quarries for some time and we’re pleased to see works progressing there on this purpose-built facility for our team.”**

Following a call for staff to suggest for a name for the site, the facility will be named **‘The RWM Building’** in honour of Robert Menzies, who began the business in 1931. Congratulations to Heidi Bell for her winning suggestion!

TQ SPONSORSHIP OF SKIING STAR OWEN VINTER CONTINUES IN 2021

With our sponsorship of Scottish skiing star Owen Vinter having been renewed in 2021, we caught up with him to find out how our support has helped him in the last 12 months and find out what his ambitions are for the upcoming ski season.



Can you tell us about last season and all you achieved?

Well, last year was the first time I had been selected for the British Europa Cup Team, which was an amazing experience for me. It was a real jump up to a new level and everything I was doing was for the first time, so it made the competition exciting, and challenging too! In 2021, I competed at my first World Cup race in Lenzerheide, Switzerland, as well as racing for the second time at the World Junior Championships, coming in 19th at both. I had a lot of big learnings from both events and I’m looking to build on this experience in 2021. Although I’m proud of my achievements last year, I really want to build on my experience and make my mark at the Junior World Championships and Europa Cup Tour this season. We’re currently in a heavy training phase with several training camps, and my first race will be at the end of November – I can’t wait!

What is your favourite skiing event to race and why?

For me, Downhill and Super G are my favourite events – they are the most

fun to watch and to ski. You get such a huge adrenaline rush from speed events – it’s completely different to everything else I’ve done!

How has Covid-19 impacted your athlete experience?

Last year was challenging for lots of reasons, but in terms of being an athlete, the biggest impact was really due to travel restrictions. Not only did it make training and competitions more difficult, but all the athletes in Central Europe were stuck together with very limited opportunities for athletes from other continents to race against one another. This year I am excited to be racing in Canada. With travel opening again, there are many more opportunities to race in different places against different athletes which makes all the difference when you’re trying to learn all you can. I’m always looking for more experiences to build and grow from.

How has the sponsorship from Tillicoultury Quarries helped you?

Last year the sponsorship was a huge support for my family and me. It removed the financial worries around

competing and allowed me to focus on simply skiing day to day. It helped me to push my ability as far as I could throughout the season - to really go for it without the additional financial stress and I think it shows in my performance. I have a similar schedule and programme this year – executed better hopefully! My aim is to race in more places to try to qualify for the Winter Olympics in 2026 and sponsorship from Tillicoultury Quarries is allowing me to chase that dream.

If you could say anything to the TQ team, what would you say?

Firstly, I would say a massive thank you – I am so grateful for what they’ve allowed me to do. Sponsoring me at this age and having them believe in me has been amazing. Wallace Menzies has been really supportive to my family and me too. There’s not currently many skiers competing from Scotland and having the support from home, from a family business like Tillicoultury Quarries, really makes a difference to me. I hope I do them proud!

BEECHGROVE GARDEN MAKEOVER AT WIMPY PARK

Having been approached by Iain McDonald - the Senior Manager (Environment) for Clackmannanshire Council - to support with a Beechgrove Garden one hour community garden makeover to be aired on BBC One, Tillicoultry Quarries was only too happy to help with the project.



With a dedication to local communities since its inception in 1931, family business Tillicoultry Quarries has a long history of community engagement and support for local causes - from charitable donations and individual sponsorship to boosting local employability, using locally sourced labour materials and goods, or encouraging employees to make positive contributions to the places in which it operates.

The Wimpy Park is based in the Mar Policies, Alloa, and has a long history with a community orchard, garden and a leisure and play area. The five-day makeover project, some of which was filmed for the Beechgrove special, aims to transform, and upgrade the park to preserve it as a precious green space in the town.

To support the project, Tillicoultry Quarries was pleased to donate

materials to surface the internal footpaths within the park. Subsequently, Iain McDonald asked us to come along and be interviewed by Calum Clunie, one of the programme presenters from Beechgrove Garden. Joe Hadnum and Russell Sinnott were happy to oblige and were onsite to oversee the delivery of materials as well as speaking with Calum about Tillicoultry Quarries and our donation to the project itself.

The programme of works also included the creation of a designated children's play area and a proposal to provide space for sporting activity. This includes a multi games area for all age groups to support and promote health and wellbeing in the area. Local primary and secondary schools within Clackmannanshire also supported the work, assisting with weeding and planting.

Joe Hadnum, Operations Manager, said of the project

"It was a brilliant day and Tillicoultry Quarries was delighted to be able to support such a fantastic local project which is close to several of our sites. As a family business, Tillicoultry Quarries prides itself on giving back to local people, businesses, and communities. It's an important part of who we are as a company, as we know our successes are firmly rooted in the local communities which we work and live in."

Through donations from local businesses like Tillicoultry Quarries, the project organisers can now celebrate the value the park will bring to the area.

HEALTH & SAFETY LET'S TALK ABOUT MENTAL HEALTH: AWARENESS & SUPPORT

Our mental health is just as important as our physical health. Just like our bodies, our minds can also become unwell.

The ongoing coronavirus pandemic has raised serious concerns about people's mental wellbeing due to feelings of uncertainty and isolation. It is therefore important, now, more than ever, to recognise the challenges some people are facing and to encourage each-other to talk about mental health. If you are struggling and find it difficult to talk to your line manager, family or friends there are many external resources you can utilise to find support:

SAMARITANS

Samaritans provides confidential, non-judgemental emotional support when struggling with mental health.

Telephone: 116 123 (24 hours a day, free)
Email: jo@samaritans.org
Website: www.samaritans.org



MIND

The Mind Infoline gives information on types of mental health problems, where to get help, drug treatments, alternative therapies, and advocacy.

Telephone: 0300 123 3393 (9am-6pm Mon-Fri or text 86463)
Email: info@mind.org.uk
Website: www.mind.org.uk/information-support/helplines

NHS

NHS
<https://www.england.nhs.co.uk/>
<https://www.scot.nhs.uk/>

DO'S AND DONT'S FOR EMPLOYEES AND MANAGERS

- DO** learn how to spot the early warning signs of poor mental health
- DO** ask employees how they are on a regular basis and talk openly about mental health
- DO** help people find the right support for them

- DON'T** try to diagnose someone's problems
- DON'T** make assumptions about how someone's mental health affects them
- DON'T** offer counselling or medical advice

TILlicOUNTRY QUARRIES: GIVING BACK



SPONSORING THE PETERBOROUGH PHANTOMS

With one of our South-East team, Darius Pliskauskas, being a well-known former player at the Peterborough Phantoms ice hockey club, it was a very easy decision to sponsor the team. We donated £1000 to support the Phantoms in the 2021/2022 season and wish them every success in the months ahead.

YOUTH ACADEMY SUPPORT FOR ROSS COUNTY FC

For Ross County Football Club in Dingwall, we were pleased to be able to donate £500 to support the Club Youth Academy and help with the under 15s kit costs, travel costs and training equipment.



EVAN KENNEDY
MIDFIELDER
TILlicOUNTRY QUARRIES

SPORTS SAND FOR DALKEITH THISTLE

For Midlothian football club, Dalkeith Thistle, we were delighted to donate 20 tonnes of Sports Sand (at a market value of £1000) to support with pitch maintenance for the club and wish them the very best of luck in the East of Scotland football league for the 2021/2022 season.



BUILDING OUR LEGACY WITH HILLFOOTS RUGBY

In 2021, we honoured our longstanding support of the Hillfoots Rugby Club in Tillicoutry for another season with a donation of £5000, which sees our logo in the primary sponsor position on their team strips, as well as pitch-side branding and visibility on their website too. With our first quarry as a real feature of the Hillfoots landscape, our ongoing relationship is an ideal way to show our commitment to the local community which gives us our name.

A LIDL SUPPORT IN FALKIRK

A recent donation of time, expertise and materials for a concrete pour at a Lidl in Falkirk resulted in this lovely note of thanks for our team...

"Just wanted to say thank you from NRS Group for the fantastic efforts by Tillicoutry Quarries on the big pour at Falkirk on Wednesday. Done and dusted in eight hours is fantastic! We really appreciate all the efforts made by the drivers, shipping, batching plant and all involved on that day."



WHITEHILL WELFARE FOOTBALL CLUB

Based in Rosewell, Midlothian, Whitehill Welfare Football Club was looking for a donation of 40 tonnes of Sports Sand for their pitch. We were pleased to be able to support the request and Grant Russell was on hand to oversee the delivery, receiving sincere thanks from the team for the support.

STAFF UPDATES

RETIREMENT ANNOUNCEMENTS

Margaret Gray retired from her role as Office Administrator at Hullerhill on 27th of August this year. Margaret had worked for Hugh King since April 1996 – congratulations on your retirement, Margaret!

Alistair Crawford also retired from his role as Mortar Plant Supervisor at Hullerhill on 28th May, having worked for Hugh King since 4th July 2005.



Margaret Gray

AWARDS RECOGNITION FOR TILlicOUNTRY QUARRIES

A special award was made as a recognition of our outstanding achievements over the years to the BAA AOS scheme along with our exemplary record in supporting local communities and for raising the profile of the SME industry.

It also recognised Tillicoultry Quarries' contribution to employment opportunities and high operating standards in the aggregate quarrying industry, with Wallace Menzies accepting the award on the night on behalf of the business.

STAFF MOVES

In this edition of our newsletter, we would like to celebrate the following staff moves by our brilliant team:

Jim Johnston has moved into the role of Concrete and Cement Production Manager

Andrew McKay has now moved into the role of Quarry Manager at Loanleven

Steven Landsburgh has become Assistant Quarry Manager at Collessie

David Strachan has moved into the role of Quarry Manager at Tams Loup

Marc Noel is now the Quarry Manager at Dalhousie

Barry Gibson has become our Site Manager at Newtongrange

Neil Martin has moved into the role of Technical Manager

MANAGEMENT DEVELOPMENT

We are pleased to announce that we will be recommencing our Management Training Programme in November this year.

Working with the Leadership Factory, this will be our fourth group of training for existing and developing managers. The course comprises seven workshops and a feedback session, running from November until April 2022. Dr Nick Quinn will facilitate the sessions, having also delivered training to the Senior Management Team.

This course is designed to give our managers the tools they need to help them to succeed in their roles as our business grows and to give them an opportunity to build even stronger relationships with colleagues from across the business. We wish all of those attending the course the very best of luck!



Ross Sayers

IN MEMORIAM

It is with great sadness that we share the news that Ross Sayers, Transport/Plant Supervisor at Hullerhill, passed away in July this year. Ross began working with Hugh King in 2011 and became part of the Tillicoultry Quarries team in 2018.

He was a hugely valuable member of the team and will be greatly missed by his colleague and friends across the business.

JOINING THE TQ FAMILY

The following new team members joined us in the summer of 2021 – welcome to Tillicoultry Quarries!

NAME	SITE	ROLE
Reece McInnes	Hullerhill	Trainee Quarry Operative
Steven Kilkerr	Hullerhill	Trainee Quarry Operative
Jamie Goad	Ely	Trainee Order & Despatch Operative
Steven O'Rourke	Hillend	Trainee Quarry Operative
Darren Cox	Ryeflatt	Trainee Quarry Operative
David Burns	Hullerhill	Fitter
James Anderson	Hullerhill	Trainee Quarry Operative
Colin Stewart	Tulliallan	HGV Driver
Conor Dickson	Tams Loup	Trainee Quarry Operative
Logan Fowler	Tulliallan	Trainee Transport Manager
Daniel Simpson	Newtongrange	Trainee Site Operative
Craig Anderson	Hullerhill	Trainee Quarry Operative
Neil Thomson	Dalhousie	Trainee Quarry Operative
Richard Quinn	Tulliallan	HGV Driver
Norman Beattie	Newtongrange	HGV Driver
Scott Rush	Northfield	Trainee Quarry Operative
Craig Langford	Longyester	Trainee Quarry Operative
Kelsey Campbell	Tulliallan	Office Administrator
Rebecca Craig	Tulliallan	Accounts Administrator
Craig Satchell	Costessey	HGV Driver
Neil Martin	Tams Loup	Technical Manager
Brian Caulfield	Tams Loup	Senior SHE Advisor
Luke Botto	Northfield	Trainee Quarry Operative
Pawel Baillie	Tams Loup	Trainee Quarry Operative
James Coyle	Hullerhill	Trainee Site Operative
Robert Martin	Hullerhill	Trainee Site Operative
Gavin Waters	Tulliallan	Trainee Site Operative
Alan Cunningham	Collessie	Trainee Quarry Operative
George Hush	Edston	Quarry Operative
Fiona Kemp	Northfield	PA/Administrator

NAME	SITE	ROLE
Max Colligan	Northfield	Commercial Manager
Bradely Owen	Costessey	Shipper/Planner
Ian Fincham	East Anglia	Area Sales Manager
Harvey Miller	Snetterton	Trainee Concrete Batch
Lynsay McKenna	Tulliallan	Concrete Administrator
Gregor Sneddon	Northfield	Trainee Quarry Operative
Carol Hunter	Northfield	HR Assistant
Rebecca Kerr	Hullerhill	Office Administrator
Kevin Russell	Northfield	Trainee Quarry Operative
Amadeus Roberts	Costessey	HGV Driver
Martin Jamieson	Clydebridge	Trainee Site Operative
Josh Donoghue	Newtongrange	Trainee Site Operative
Ian Ross	Northfield	Quarry Operative
Aidan Reid	Hullerhill	Trainee Quarry Operative
Craig Milligan	Newtongrange	Trainee Weighbridge/Site
Russell Crumley	Tulliallan	HGV Driver
Scott Gray	Tulliallan	Trainee Quarry Operative
Scott Byers	Tulliallan	HGV Driver
Louise Porterfield	Tulliallan	Office Administrator
Matthew Smith	Middlesbrough	Trainee Lab Technician
Paul Savage	Kings Lynn	HGV Driver
Lewis Fechman	Hillend	Trainee Quarry Operative
Tracey McGurk	Tulliallan	Weighbridge Operative
Ian McGill	Hullerhill	HGV Driver
Kevin Tomnay	Hullerhill	Trainee Quarry Operative
Ernestas Palisaitis	Ely	HGV Driver
Kieran Douglas	Tulliallan	Transport Administrator
William Swan	Newtongrange	HGV Driver
Ryan Tait	Newtongrange	HGV Driver
Scott McDonald	Northfield	HSE Manager
John Taylor	Tulliallan	HGV Driver

TRAINING & TALENT DEVELOPMENT

NEBOSH QUALIFICATION AMBITIONS

Dave Stockwell, Senior Health and Safety Advisor for our sites in England, has recently started his NEBOSH general certificate qualification. Good luck, Dave!

IOSH MANAGING SAFELY COURSE

Six of our team have been working to complete the OSH Managing Safely Course, funded through the Flexible Workforce Development fund (FWDF), at Falkirk College: Andy Hiorns, Barry Gibson, Brian Hadnum, Sean Swailes, Steven Landsburgh, Walter Jarvie and Jamie McGill.

SVQ LEVEL 4 SUCCESS FOR SHANNON, MCDONALD AND SHARPE

Gary Shannon, Donald McDonald and Blair Sharpe from Clydebridge have all recently completed their Safety, Health and Environmental SVQ Level 4 Qualifications. Congratulations to all of you!

JOIN OUR BRILLIANT TEAM

Due to a continued period of business growth and success, Tillicoultry Quarries is currently recruiting for a diverse range of roles. As a company, our people are our greatest asset and we invest heavily in training and development. Our trainee positions can opt to begin a vocational qualification after 12 months in position.

Visit our website to view our current opportunities: tillicoultryquarries.com/vacancies

Send your CV and a covering letter to recruitment@tillicoultryquarries.com



DRIVING AMBITIONS

The following drivers have started their Driving Goods Vehicles Level 2 SVQ's – wishing all of them the very best of luck with their qualifications!

TULLIALLAN

Gary Cattigan, Craig Arthur, Brian Taylor, Scott McGregor, Ian Nicholl, Garry Fairweather, Richard Quinn

NEWTONGRANGE

James Lothian, Norman Beattie

DEVELOPING OUR TEAM: LEWIS BOLAN

As part of our ongoing investment in training and development for the Tillicoultry Quarries team, 26-year-old Lewis Bolan gave us an insight into his experiences of learning and development opportunities offered in the company.



Having been transferred into the business from Macadam Asphalt, working as Laboratory Technician in our Technical Department, Lewis was offered financial support for the latter two years of his three-year Foundation Degree in Asphalt and Pavement Technology at the University of Derby.

Additionally, Lewis was selected by his tutors to win an Institute of Asphalt Technology Award in recognition of his exemplary work on his course of study. The award is to be presented at the Student Awards on 29th October 2021 at Coombe Abbey, Warwickshire.

Working closely with Quality Manager, Graeme Morning, who also completed the same course at Derby at the start of his career with Tillicoultry Quarries, Lewis has impressed Graeme with his attitude and commitment to his growth and development.

Lewis said of his experience,

“Tillicoultry Quarries is great at offering learning opportunities to people who want to work hard and build their skills, encouraging and financing SVQ and NVQ’s as part of our development.

“I like the variety of the role, as well as the people and the opportunity to learn. In my previous job I only worked on one site and at TQ there are lots of sites where we can learn from a wide range of people with different skills – it’s collaborative and we share the same goal of getting it right first time.

“Overall, I’ve found that if you put the time and effort into the business, Tillicoultry Quarries will put the time into you, which is a great environment for me to be part of.”

Graeme Morning said of his experience of working with Lewis,

“Since Lewis joined Tillicoultry Quarries from Macadam, he has shown us his potential through his work ethic. He is keen to learn and isn’t afraid to ask questions if he is unsure. These are traits that make developing an individual in our business so much easier. Watching Lewis progress and complete his degree tells me a lot about his character and his ambitions for the future.”



APPRENTICE UPDATE: JOSH BROWN

What has gone well for you in your apprenticeship this year?

I’m definitely more confident, I have had exposure to different areas of the business which has let me develop my skills in different areas. Also being able to get back to college face to face as its easier to ask questions and get answers.

What have you found challenging and how will you over-come these challenges?

The course work has become more in depth, but I am getting the time I need to complete this. Working more independently can be more challenging as my tradesman isn’t there. I’ve found that I need to think for myself and be more responsible.

How have you overcome the challenges Covid-19 presented during the last year of your apprenticeship?

There’s not much choice, I just tried to stay positive and get on with it. The work hasn’t really changed - you just adapt to the new ways of working and keep focused.

How do you feel about moving into the 4th year of your apprenticeship? What are your key areas of learning for this year?

I feel good about it! The speed of my learning has increased and I’m gaining skills at a good rate too. My confidence is growing, and I have the support from the team to help me get through it. My goal is to finish my apprenticeship and get the best results I can at college. After that, I can become more independent in what I do at work.

What are you most looking forward to in the final year of your apprenticeship?

I’m proud of all I have achieved so far and I’m looking forward to completing the apprenticeship. I feel more focused, and I can see the result getting closer every day. Everything I have done over last three years is really coming together.

LONG SERVICE AWARDS: A THANK YOU TO OUR PEOPLE

As a business, we recognise that the key to our success is the loyalty, quality, and dedication of our people. In recognition of this we are committed to celebrating and thanking those members of staff who have reached specific service milestones.

Staff who have completed 5, 10, or 25-years of service will now be eligible to receive a Long Service Award as a thank you, regardless of whether they are currently employed on a fixed term, part time or full-time basis.

So far in 2021, the dedicated staff recognised by this new awards scheme includes:

NAME	ROLE	START DATE
William Ward	Site Manager at Kings Lynn	25/04/78
James McDougall	Quarry Manager at Collessie	09/04/90
Dawn Raeburn	Office Manager at Tulliallan	13/07/92
Nigel Rhind	Coating Plant Supervisor at Tulliallan	13/05/93
Mick Rushforth	HGV Driver at Tulliallan	10/11/94
Joe Hadnum	Operations Manager	13/05/96



SUGGESTIONS HOT BOX: EVERY IDEA BUILDS OUR SERVICE LEGACY

As a family business, we are committed to retaining momentum throughout the business by driving internal engagement and improvement to ensure we are always working to build our service legacy.

Our promise to our customers is to provide them with high quality products delivered to them with exceptional customer service. Every single person in our business plays a part in our ability to deliver on this promise.

To build on our existing reputation for customer service, we developed our Suggestion Box Scheme so that employees can help us to create a working environment that continually promotes a culture of quality and excellence. Since it began in October 2018, our team have offered many valuable improvements for our team, our business, and our customers.

SUGGESTIONS SUCCESS

James Moochan, at our Hillend site, suggested Banksman Slinger Training to help prevent accidents and damage to property – thanks James!

Andrew Graham, from our Collessie site, suggested that we install 'Driver mobile phone use prohibited' signs at the weighbridge to reduce accidents – well done, Andrew!

Graham Willmott, from our Middlesbrough site, suggested we implement a set rate for cash sale collects, making it simpler to manage costs. Thanks for your suggestion, Graham!

Suggestions Hot Boxes are located at each Tillicoultry Quarries site, and we ask everyone on the team to share their ideas. All suggestions are reviewed by the management team and, if implemented, the employee who put forward the idea is rewarded with a £50 Tesco voucher and recognition in our newsletter.

So, if you have a good idea, don't keep it to yourself. Write it up and put it in your nearest Suggestions Hot Box - help us to make our business even better tomorrow, than it is today.

Sean Swailes, who works at Northfield, suggested a fire containment charging box with a filler burn bag to further improve our fire safety equipment on site. Thanks Sean!

David Lloyd, working at our Whisby site, suggested that we erect TQ signage at the site entrance to encourage the local collect trade to engage more regularly with this site. Thank you for your suggestion, David!



Max Colligan & Graham Willmott



James Moochan

TILlicOUNTRY QUARRIES

LOCATIONS - UK



TILlicOUNTRY QUARRIES LTD.

- | | |
|--|---|
| <p>1. CLYDEBRIDGE
Rutherglen
Ballochmill Road
G73 1PT
Tel: 0141 647 9444</p> | <p>8. EDSTON QUARRY
Peebles
EH45 8NW
Tel: 01721 720 120</p> |
| <p>2. NORTHFIELD QUARRY
Northfield, Denny Falkirk
FK6 6RB
Tel: 01324 821 221</p> | <p>9. DALHOUSIE QUARRY
Bonnyrigg
Midlothian
EH19 3JA
Tel: 0131 654 9921</p> |
| <p>3. HILLEND QUARRY
Airdrie Road
Caldercruix
ML6 8NY
Tel: 01236 843 236</p> | <p>10. NEWTONGRANGE
Newtongrange Dalkeith,
Midlothian
EH22 4QN
Tel: 0131 660 4454</p> |
| <p>4. TAMSLOUP QUARRY
Harhill, Shotts Lanarkshire
ML7 5TN
Tel: 01501 753 444</p> | <p>11. LONGYESTER QUARRY
Longyester, Gifford,
East Lothian
EH41 4PL
Tel: 01620 810 446</p> |
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