

BTU ranked among top 10% in UK for considerate construction

BTU's work on the Hardham Water Resource Project in West Sussex has earned high praise from the prestigious Considerate Constructors Scheme (CCS).

The code of practice, aimed at improving the image of the construction sector, sets high standards for neighbourliness, cleanliness and environmental care, with BTU achieving an impressive rating of 36 points out of a maximum 40.

With that figure, BTU is ranked among the top-scoring 10% of CCS-registered sites in the UK, with 35 points or above.

A CCS monitor, in scoring BTU on eight categories, wrote in his findings report that it "was a pleasure to have monitored this site", with the firm having implemented the code to a "high standard" in a sensitive farming and countryside environment.

In each category BTU scored 4.5, a score reference known as 'high standard beyond compliance'.

The CCS score reference table ranges from 1, which is major non-compliance, to five, where exceptional measures have been taken.

Praise was singled by the CCS for Tomasz Baczynski, Site Manager, noting that Tomasz "continues to implement the CCS code to a high standard", with points highlighted on a previous report actioned.

Hardham Water Resource Project, near Arundel, involves the abstraction of water from the tidal stretch of the River Arun, 1.8km of pipeline, construction of a raw water storage pond, containing 75 million litres, and two pumping stations.

Two temporary site compounds on Hardham Church Farm were also



ACHIEVEMENT: An aerial view of Hardham Water Resource Project in West Sussex and (inset) Tomasz Baczynski

set up to provide office and storage space during construction.

The year-long project is on behalf of Southern Water.

Tomasz said: "BTU is committed to best practice in all areas, and being a considerate neighbour in a sensitive location has never been more important.

"The many actions we have taken will be utilised in new projects going forward to ensure that BTU is a best-in-class considerate contractor in the water industry sector."

He added: "We're thrilled to be commended, and I'm flattered to be singled out, but actually it is the site operatives who deserve the praise as they have taken the CCS scheme to their hearts, conducting their work in an exemplary manner."

Sean Jordan, BTU Operations Director, said: "Thanks to the hard work of Tomasz and buy-in from our operatives, BTU is in the top scoring 10% of CCS-registered sites in the

UK with 35 points or above.

"That is an achievement we are justifiably proud of, but

excellence doesn't stop with official recognition – we will continue to raise the bar in all areas and beyond all statutory requirements.

"Being a considerate constructor comes from a culture of attention to every detail, however seemingly insignificant at the time, and seeing the project through the eyes of local residents."

The top-scoring 10% of sites are reviewed for the CCS's Annual National Awards; around 31 points is the average score.

BTU was scored on eight categories – Considerate, Environment, Cleanliness, A Good Neighbour, Respectful, Safe, Responsible and Accountable.



Ongoing changes in 2011

Sean Jordan –

Operations Director

Happy New Year to all; 2011 has brought some new changes to BTU, with Richard Hobbs joining the business and the restructuring of Planned and Reactive, with individual managers Kevin Cattermole heading up Planned Works and Richard heading up Reactive Works Stream. The PDA process has also started well and with good feedback from all involved – special thanks to all concerned.

BSI revisited in February and is happy with the progress BTU are making in relation to the observations made in 2010. Investors in People (IIP) were due back in to complete the revisit to the Havant office towards the end of February.

Year 2 work from Southern Water is to be issued to BTU to review/cost within the near future, of which BTU is keen to secure a good amount of planned work/work packs and some larger Capex schemes.

The ongoing changes within the Southern Water Ellipse System, which BTU works in and reports by, is continuing, which will mean that the working process of creating Follow On Work Orders within Reactive Work Stream will be changing and the restructuring of the CMS system and Ellipse Team will be required. This will enable BTU to complete requests for additional/new Work Orders via the newly introduced Service Desk, which is to be operated by Southern Water. These changes were due to be happening on February 22, with the formal training completed on February 16 for BTU Ellipse staff, with further CMS training to BTU staff to follow.

The opening of the BTU Horsham office and the need to strengthen the Reactive teams in West Sussex have generated the need to purchase three new vehicles and BTU is currently interviewing and employing Reactive-based approved electricians and mechanical fitters. BTU is also looking to recruit a Reactive project engineer, to be based from Horsham.



High-calibre people are key to success

David Welch –
Framework Director

In these continued challenging times it is very pleasing that our accident frequency rate remains at zero and that we scored very favourably in our Considerate Constructors campaign for our efforts on the Hardham Resource Project [see front page article].

Southern Water is focusing heavily on SIM (Service Incentive Mechanism) for which it is closely monitored by the utility's regulator, OFWAT.

This regulatory condition is based around dealing with all customers in a polite, efficient and professional way and we must play our part to the full as an integral part of Southern Water business. Southern Water is BTU's sole client.



I would like to continue to acknowledge the great efforts and achievements of BTU's people – you have all played a part in developing our business from a

standing start from April 2009.

We will have many more challenges to overcome in Year 2, but we now have in place a broad, high-calibre cross-section of skills and experience to see us continue our improvement.

On the football front, our most supported teams, Saints, Pompey, Brighton, Gillingham and Aldershot, are all in with a shout of promotion, with Saints unlucky to lose to Manchester United in the cup recently.

If Saints, Pompey or Aldershot make the play-offs we will be taking some coaches up to Wembley!

A busy time and some new recruits

Mark Whitehall –
Commercial Manager

This is always a hectic time for the Commercial Department, as we work ourselves with preparing year-end accounts.

BTU has had an initial audit which has gone well, and the auditors will return at the end of February to conclude their work. A big thank you to all concerned who have assisted with this process.

I would also like to extend a warm welcome to some new recruits to the Commercial Team.

Terry Ellstone has joined us as a quantity surveyor. He has particular experience with sub



contract procurement, which we are keen to draw upon. In addition, Zoe Coldrick has come across from the Ellipse team to provide some much-needed assistance to our buyers. I'm sure you will join me in wishing them every success in their new roles.

Going into 2011, the Commercial Department is looking to improve the tracking of Order Requisitions, and simplify the reporting of BTU's cost and value across the individual work streams. I'd like to call on everyone to assist in this task wherever possible.

I'd like to close by thanking everyone for their hard work in 2010, and hope we are all looking forward to doing it all over again in 2011!

Thought for the day:

'Tis skill, not strength, that governs a ship'

Thomas Fuller, 1732

Contracts update

East Worthing WWTW Compliance Project

This compact works nestles among a residential district on the borders of Sompting and Lancing in West Sussex.

Its catchment is Lancing, Sompting and the majority of Worthing since the West Worthing works at Martletts Way was converted to a pump station some years ago.

Southern Water's main concerns are limiting residents' complaints while maintaining quality compliance with plant that requires on-line refurbishment.

BTU's involvement with this work started from a client brief at the end of March 2010. BTU was awarded a contract to examine the compliance issues and scope the necessary remedial works.

With the assistance of Scott Wilson and input from experienced Southern Water and BTU personnel, a fully-priced scope was presented to the client and by June a compliance contract was awarded to BTU.

The contract that was agreed was quite different from the



The PST de-scum device is lowered into position



The PST and covers

original brief and focused on the cause of problems rather than curing symptoms. Part of the contract was to further develop the scope options, while other parts allowed BTU to start on

refurbishments work.

Since then BTU has refurbished the two inlet screens and improved the wash water system, carried out significant refurbishment to the grit plant and two of the four primary tanks. At the same time BTU refined the scope based on investigative works and presented the client with reports and fixed prices to complete the works.

BTU was asked to proceed with the complete replacement of the primary tank scrapers and de-scum equipment and asked to replace the ailing ferric dosing plant.

BTU is being pro-active towards problem solving and managing client relationships and is optimistic regarding further work on site.

Personnel

Mike Dancy (Project Manager),
Gordon Scott (Site Manager),
Lee Callaghan (Project Engineer),
Mike Perry (Elec. Project Engineer)

The Bull WPS Project in West Sussex

A notifiable project being undertaken by BTU in West Sussex to upgrade an existing WPS, the Bull WPS Project includes the demolition and strip-out of an existing dry well and wet well, including associated pipe work and M&E fittings.

An upgrade to the existing wet well, consisting of constructing a larger well chamber using concrete rings, is to be carried out. Additional pumps are to be added with new pipe work and a replacement kiosk. There is also secure Control of Substances Hazardous to



Pumps and fuel supply within temporary bund

Plant Nappy in use

Health (COSHH) storage, which is clearly identified and suitably located.

The project is located off the A281 Brighton Road outside the village of Shermanbury. The management team is Jeff Tighe as Site Manger, with Adrian Atherton as

Project Engineer.

The site has good examples of best practice and innovations that are new on to the marketplace.

For instance, it is one of the first to use Elliott's new ECO range of site accommodation in the

form of the toilet and shower block. The toilet block has waterless urinals and non-concussive aerated taps to save on water consumption and PIR lighting to save on energy.

Another innovation that has been used on the site is the Dirtbag. The Dirtbag is a small portable and reusable sediment control system that traps suspended solids when silty water is pumped through it.

Personnel

Adrian Atherton (Site Manager)
Jeff Tighe (Supervisor)

Helping in the community

Paralympic champion dives in to help Learn to Swim project

Children at a Naval base pool in Hampshire are now learning to swim with help from Southern Water and backing from BTU.

The Collingwood Children's Swimming Club, at HMS Collingwood in Fareham, near Portsmouth, has joined the water company's Learn to Swim programme.

To celebrate the news, the children had a special visitor to one of their lessons – Paralympic and world champion swimmer Sascha Kindred OBE.

An ambassador for the programme, Sascha dropped by to talk to the young swimmers and got in the pool to help with their lessons.

BTU Framework Director David Welch was invited along to see first-hand what a difference the programme, of which BTU is the latest sponsor, is making.

David said: "Water safety is so important and what Southern Water has done in giving more than 500,000 children life-saving swimming skills is simply amazing.

"We are honoured to be involved in making a difference and I will be encouraging our 150-strong staff to spread the word about the scheme."

The club has taught the children of Naval personnel to swim for more than 20 years. It is run by Neil and Louise Barker with the support of a dedicated team.



MAKING A SPLASH: Paralympic and world champion swimmer Sascha Kindred OBE at the HMS Collingwood pool

"It's a milestone getting Southern Water sponsorship," said Neil. "It's nice to be recognised for the energy and enthusiasm that we put into swimming.

"It was great to have

began in 1992.

Sascha, who once lived and trained in Crawley and now lives in Hereford, is one of Great Britain's most successful Paralympic athletes having won a total of six

programme is fantastic and I'm proud to be involved.

"It teaches children a potentially life-saving skill, encourages them to keep fit and healthy and also shows them the importance of water for health."

The programme is sponsored by several of Southern Water's key suppliers, with BTU the latest to get on board.

The programme is also sponsored by 4Delivery, Morrison Utility Services, ClancyDocwra, Berwin Leighton Paisner, Atkins and Mott MacDonald.

Helen Sparkes, who co-ordinates the programme for Southern Water, said: "Our programme is such a success thanks to the dedication of the swimming clubs we are involved with and the support of our sponsors."

“The Learn to Swim programme teaches children a potentially life-saving skill and encourages them to keep fit and healthy” – Sascha Kindred

Sascha down here. I loved how he got involved with the kids and the lessons. There was a really positive vibe."

Southern Water's Learn to Swim programme supports swimming lessons at more than 80 pools across the region.

It has helped teach more than 500,000 children to swim since it

Paralympic, eight world and eleven European gold medals.

He has represented Great Britain in four Paralympic games and is a favourite to win gold in London 2012.

He said: "It's great to see these children at HMS Collingwood so keen to get swimming with the help of Southern Water.

"The Learn to Swim

The Roving Reporter Strikes Again...



Andy Parker

- Q:** What do you do?
- A:** Operations Manager
- Q:** Favourite saying?
- A:** "At the end of the day..."
- Q:** Outside interests?
- A:** Cars and DIY at home



Marian Tester

- Q:** What do you do?
- A:** Administration Manager
- Q:** Favourite saying?
- A:** "Live for today"
- Q:** Outside interests?
- A:** Family history – genealogy

New recruits

A warm welcome to all our new starters:

Andre Brummer, Paul Dougherty, Terry Elstone, Linda Humphries, Kayleigh Tomlin, Timothy Gill, John Jeram, Liam Kerwood, Gavin Salter, David Slack, Lloyd Wilsher, Richard Hobbs, James Welch, Jonathon Beard, Paul Bell, Andrew Boyes, Stephen Crowdle, Philip Durrant Perry Harding, Thomas Penston, Martin Richards, John Salmon.

Ensuring we all go home safe after work

BTU performance in regards to Health & Safety during the past months has been fantastic and this can only be contributed to the effort of all personnel.

Hazard/ Near Miss

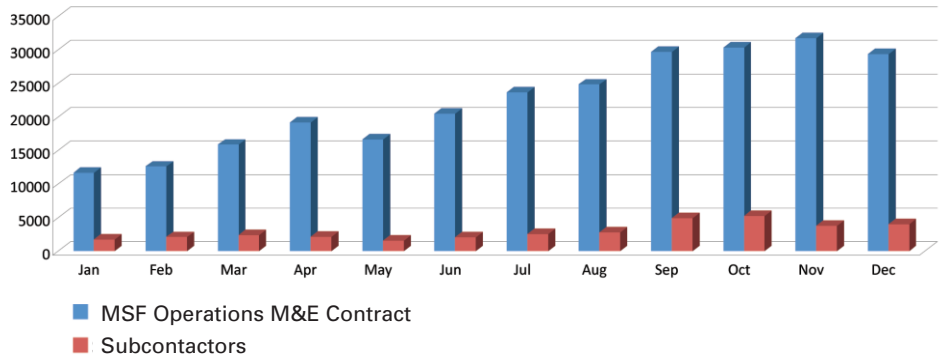


BTU's Health & Safety Manager Glen Carlin

reporting has been a constant high (only dipping in December due to the three-week month) and this shows that the culture of identifying risks and reporting has grown roots with our organisation.

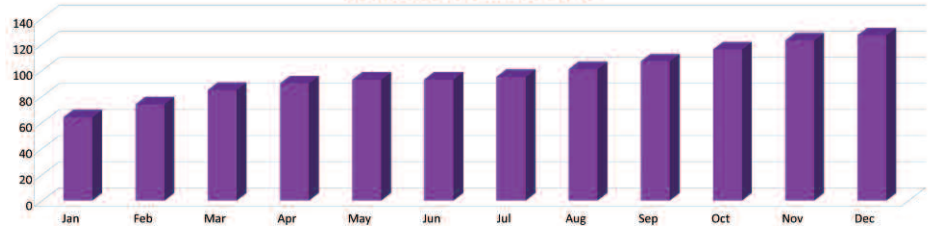
The graph below shows the way the company has grown in regards to man hours through 2010.

MAN HOURS IN 2010



The graph below shows the amount of Hazard being reported on a monthly basis through 2010.

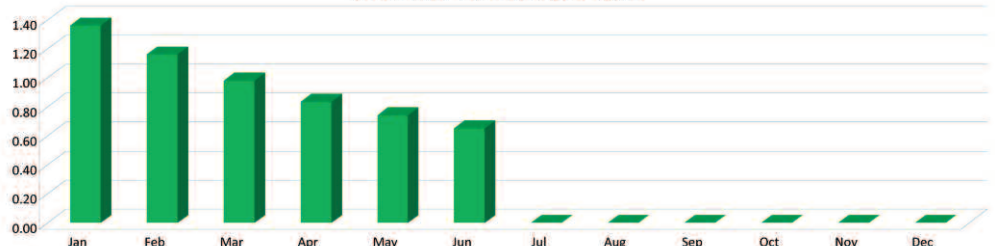
REPORTED HAZARDS 2010



Accident Frequency rate (AFR) is how companies compare the number of serious accidents/reportable to the amount of people working (by hours).

As you can see by the graph below, the final half of last year was 0. This means that none of our employees or contractors working on this contract were injured. Let's ensure this continues throughout 2011.

ACCIDENT FREQUENCY RATE



Event & Duration Monitoring nears completion



E&DM kiosk layout

BTU is nearing the completion of the Event & Duration Monitoring (E&DM) Scheme that we were awarded across Hampshire, Sussex and Kent.

The E&DM scheme is driven by the Environment Agency to monitor the raw sewerage discharges that occur across key areas to identify during what periods of the year the discharges are happening and, ultimately, what Southern Water can do to minimise these discharges.

BTU's role in this scheme has been very involved – from planning the works with the local councils and highways agencies, local electricity suppliers, etc, right the way through to the telemetry end-to-end testing of the monitoring instrument alarm signals with Southern Water's ICA personnel.

The majority of sites are now in the final throws of planning, installation and commissioning, with a deadline for completion of March 31, 2011.

The team has impressed the local highways departments on more than one occasion, for their politeness on site, professional attitude and excellent site clearance.

Personnel

Richard Sketcher (Project Manager)

Rick Miles (Project Engineer)

BTU News

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Helping in the community

Splashing out on a sensory garden



WAT-ER TEAM: Front, students Catherine Allerton and Harry Chapman with, from left on back row, Don Rogers of Southern Water, Arthur Gugan of BTU, Christine Baker of Southern Water, Headteacher Simon Yates, Bob Fowler of CJ Thorne and David Welch of BTU at the new sensory water garden at Chailey Heritage School near Burgess Hill

Students at a charitable special school in East Sussex are to benefit from a sensory water garden – thanks to help from Southern Water, BTU and fellow contractors.

The enclosed wheelchair-friendly feature at Chailey Heritage School, near Burgess Hill, will include 'jumping jack' fountains with eye-catching light displays, as well as scented herbs, plants and flowers and a fish pond at waist height.

Southern Water, headquartered in Worthing, was assisted in the two-week project by two of its contractors, BTU and CJ Thorne. All services, materials and time were donated for free.

The utility has been working with the school on various landscaping projects, including creating a viewing platform for a larger fish pond, over

the past 18 months.

Chailey Heritage School has 80 students, aged between three and 25, with complex physical disabilities, including visual and hearing impairments and associated learning difficulties.

David Welch, Framework Director at BTU, said: "There are few causes more worthwhile than this, and we feel privileged to be involved."

Simon Yates, Headteacher, said: "The project brings a valuable outdoor sensory resource to the school and we're grateful to Southern Water, BTU and CJ Thorne for making it happen. The paved area means up to seven students in wheelchairs can take part at any one time.

"Our students will love playing in the water jets, which will also be lit up with breathtaking colours to further enhance visual enjoyment, and

no doubt staff will get a good soaking in the process!"

Don Rogers, Deputy Capital Delivery Director at Southern Water, said: "Aided by our contractors, the sensory water garden will bring even more fun and pleasure to students on warm days and evenings. We are only too happy to help."

CJ Thorne is a civil engineering contract based at Uckfield, East Sussex.

Chailey Heritage School is ranked 'outstanding' by Ofsted, which reported: "...a combination of outstanding teaching, excellent curriculum, accommodation and resources ensure that all pupils learn and progress at an outstanding pace."

The school, at Haywards Heath Road, combines education, residential, NHS services and therapies on site.