



## BCS opens Scottish base to support growth in business

**First of two new depots planned for the coming months**

**P**LANT and equipment division BCS is opening a depot in Scotland early next year to support Barhale's increasing activity there.

The new depot, which will be in Kilmarnock, will hold a wide range of safety equipment, site consumables, standard Barhale signs, small tools and general plant for use by Scottish/Northern Region teams carrying out framework projects for Scottish Water.

The depot has a workshop, office and storage facilities plus a half-acre yard for storage of the larger plant items. BCS General Manager James



It's all about giving a good service to the operational teams, and therefore to our clients...

**James Mulchinock**  
BCS General Manager

Mulchinock said: "This is a significant step for BCS. We have geared up so that as Barhale's work in Scotland grows we can grow with it.

"It's all about giving a good service to the operational teams, and therefore to our clients, and that can be done more effectively and efficiently from a local base than by trying to service requirements from Walsall."

As well as its main base next to Barhale headquarters in Walsall, BCS also has a depot at Bushey, near Watford.

"Over the next 18 months or so we also plan to open a further depot in East Anglia to support our Eastern unit more effectively," James added.



Barhale on top of the world...

Barhale is on top of the world, thanks to Lisa Welch. **Find out why on page 7.**



...and deep underground

A UK first for Barhale as tunnel is driven round the bend. **Turn to page 6.**



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Even in tough economic conditions it is possible to feel pleasure at a job well done.

At a recent construction industry event at a top London hotel I was approached by a senior person from the Olympic Delivery Authority, who told me that our site team was excelling in the delivery of the KPIs set by the Government for the project delivery.

In particular he complimented the sourcing, training and retaining element of our Three Pillar Matrix, together with our safety management. He was particularly interested in the Near Miss reporting and root cause analysis, a cornerstone of our behavioural

safety approach. To receive, in such a place of pomp and glitter, recognition of Barhale's contribution to such a high profile construction project gave me immense pride! How did it all come about? Yes – from our Vision, Mission and Values evolving into our Three Pillars built on Our People foundation.

Our back to basics focus on these essentials has enabled us to develop this culture and will help us to survive and prosper in the current stormy market conditions. That focus is evident too in the pages of this edition of Barhale News.

The projects reviewed show how we are playing a key role in pioneering aspects of the water

industry, and how we are using advanced techniques to achieve our clients' objectives.

We are also investing in new plant and new premises to ensure we can continue to deliver effectively and efficiently as the company continues to develop.

Times are tough and Barhale People are very busy – yet this newsletter shows how many of you still find time to do great work in raising funds for charity.

That really is exceptional – as are all Barhale People. I take my hat off to you.

news

# Smart new Watford offices are altogether better

SOUTHERN Region office staff have moved from Abbey Mills to smart new offices in Watford.

More than 40 staff have relocated to The Orient Centre –

a modern office building on two floors which gives lots of space for future expansion. Staff from Barhale's Insurance and IS departments have also moved into the offices.

Andy Alcock said: "We moved ourselves over the course of a weekend and we were ready to go by the Monday morning. The offices at Abbey Mills Pumping Station were in Portakabins which were becoming old and tired with very limited space. In line with our values we needed to improve our office accommodation and the new offices are lighter, modern, and comfortable and have great meeting, training, break out and canteen facilities. They are



much better for our staff but also make a better impression for clients and other visitors, and present Barhale as a serious, successful organisation."

According to Andy the Watford location is also beneficial both in terms of recruitment and access.



Southern Region's new Watford offices, above and right.

## Company awards scheme

BARHALE has entered the Sunday Times Top 100 Best Companies to Work For awards scheme this year for the first time.

The competition's researchers have contacted employees to gain confidential feedback on what they think of working at Barhale and this will be analysed and considered for the presentation of the awards, which are announced in March next year.

Last year 868 companies entered the Sunday Times Awards, with league tables

compiled for three categories of company – SMEs, mid-sized and large firms.

Rewards Manager Sharon Southerton said: "The value of being involved is to gain feedback and to undertake any further measures required to be the best. It gives us a benchmark upon which we can measure our performance in future years.

"People are the foundation of Barhale's Three Pillars philosophy and this is a great way of understanding more about how they feel!"

## Waste pledge

BARHALE has signed up to the WRAP 'Halving Waste to Landfill' commitment, with a pledge to halving the amount of construction, demolition and excavation waste going to landfill by 2012.

The company's pledge, which supports the Government's Strategy for Sustainable Construction launched in June this year, includes a promise to adopt and implement standards for good practice in reducing waste, recycling more and increasing the use of recycled and recovered materials.

Group Environmental Manager Iain Casson said: "We are one of the first contractors to have signed up to this commitment."

Also on the environmental front, BCS is trialling a £5000 compactor to compact waste cardboard and plastic so that it can be sold.

Meanwhile, Barhale has also become corporate members of the RSPB – the Royal Society for the Protection of Birds."

# Insurers get a feel for Barhale

news

**U**NDERWRITERS from Mitsui Sumitomo Insurance attended the Great Yarmouth Flood Alleviation Scheme to better understand Barhale work processes and procedures.

Mitsui Sumitomo are also the insurer for Anglian Water's Owner Controlled Insurance Programme (OCIP) which was introduced in September and provides insurance cover for contract works, plant and public liability risks associated with @One Alliance projects.

As a result there was a joint interest for both the client and the @One Alliance framework partner.

Barhale Site Agent Stuart Kempster provided the visitors with a comprehensive site induction, overview of the project and site visit to all areas of the works on the scheme, which is due for completion in March next year.



From left: Paul Galloway, Barhale Insurance; Bob Gordon Eastern H&S Adviser; Michael Lewis, Lockton insurance brokers; Andy Kane, Mitsui Sumitomo; Eamonn Johnston, Barhale Insurance; and Stuart Kempster, Barhale site agent.

The flood alleviation scheme comprises a 250m long 1500 diameter Iseki tunnel drive, construction of 6m shaft situated in a hospital to a reception cofferdam on Northgate Street, and a trenchless 600mm pipe possibly to be auger bored across a car park to a 10.5m diameter 20m

formation pumping station. The project also includes 250m of open cut rising main, and two 90m drives using 600 Iseki machine, including relining in the main road in Great Yarmouth.

■ *Barhale's Insurance Department has relocated to the company's new Watford Offices.*

## Committed to Park's diversity

BARHALE'S attention to equality and inclusion practices during its work on the Olympic Park project in London is reaping rewards both on the project and throughout the company as a whole.

The Olympic Park is located in a very diverse labour area and Barhale is working to ensure it contributes to the socio-economic status of the five host boroughs. In addition, many of its initiatives at the Park are now being introduced across the rest of the company.

Barhale is rolling out diversity awareness training across the company, reflecting Olympic Delivery Authority best practices. It has also re-designed site induction procedures in different languages to cater for non-UK workers.

The company has introduced its first-ever Faith Room at the Olympic site office for all employees to go and reflect and pray as and when they feel the need. A Faith Room is planned for Barhale Head Office at Walsall next.

Barhale HR Officer Surjit Kumari said: "Working with the Olympic Delivery Authority and through the ongoing support of Barhale's Spencer Hughes and Shane Gorman, we have learnt a lot from working on this project and they have given us the inspiration to achieve best practice in delivering diversity, equality and inclusion."

■ *Following a recent immigration audit by the Home Office, Barhale has become one of the few companies to have been awarded a Sponsorship License, which means that it has the right to employ Non-EU workers.*

## Let there be light

BCS HAS invested more than £100,000 in 15 new tower lights to help maintain a safe working environment on Barhale sites during the winter period.

Each unit has four 1000W metal halide lights that can be raised hydraulically to nine metres high within 20 seconds, and fully rotated. The lights are also compact enough to be loaded onto a lorry for transportation to and from site.

BCS Hire Depot Manager Gary Moss said: "The lights are powered by their own energy-efficient generator and can withstand wind speeds up to 100kph."

■ *BCS exhibited for the first time at the annual Highways Authorities and Utilities Committee exhibition in Stafford this year. More than 1000 Local Authority visitors from all over the country attended the exhibition, which gave BCS a great shop window to show their range of signage, safety and lifting equipment.*

## Three Pillars update

THE COMPANY has carried out the second of its special communications events, known originally as the Big Bang but now rebadged as Three Pillars Update.

Every office and site in the company received a presentation, plus a video featuring Peter Dobson on the Safety Pillar, Geoff Pearson talking about the Profit Pillar, and Iain Casson talking about Environment.

In addition Surjit Kumari spoke about People, which underpins the Three Pillars, and Chairman Dennis Curran concluded the presentation.

The competition set by Dennis Curran on the video at the first 'Big Bang' event was won by by Haneen Al-Ibrahim, who opened the video presentation by explaining what Three Pillars meant to him.

## Support for safety week

THE CONTINUED communication of Barhale's Driver Safety Programme was marked with participation in The National Road Safety Week during November.

The company sponsored a banner at Walsall for the Brake road accident prevention charity and distributed informative driver safety posters to all offices. The company is also in the process of issuing Driver Safety Packs to all vehicles and will include useful items such as emergency first aid kit, hi-viz vest and a warning triangle. ATS was also on hand to provide complimentary tyre and windscreen safety checks at various company offices.

According to Group Insurance Manager Eamonn Johnston, the feedback has been very good. "The programme is also starting to transfer into results especially with our motor fleet claims experience" he said. "The claims loss ratio has reduced by over 50% since the Driver Safety Programme began."



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## We are continuing to learn

**W**HEN you joined Barhale six months ago what was your initial perception of safety at the company?

It was clear that there was a very strong commitment from the top of Barhale, to perform well on health, safety and environment management. I saw my role very much as establishing how to harness that commitment in order to deliver a step change improvement programme.

**And how are things progressing?**

There has certainly been a noticeable improvement over the past six months. We are more focused on what we need to do, we have a plan to deliver improvements and we are continuing to learn from what we do wrong and translating those lessons into positive actions.

**So what has happened since you joined?**

A lot of positive steps have been put into place – and these are already showing dividends.

We have identified our strengths and areas where we need to improve and converted that information into a project plan, which includes the following eight key areas for us to focus our attention:

- ◆ management and leadership
- ◆ risk management
- ◆ working with employees
- ◆ working with suppliers and sub-contractors
- ◆ upgrading and improving policies and plans
- ◆ putting plans and clear targets in place
- ◆ continuing to develop and implement investigations, reporting and reviewing
- ◆ improving the way we undertake internal and external audits.

In particular, we have already started some major initiatives relating to how we work together. Over the last two months we have put into place a new Behavioural Safety Programme to reinforce the good work we have already

embedded in Barhale related to Near Miss Reporting and investigating incidents and accidents.

This first phase of behavioural safety is aimed at increasing awareness of how accidents occur and will be completed by the end of January. Many of our people will already have experienced the Mind Safety event. This will be followed by further training for managers and Safety Coaches.

I am very keen to improve two-way communication and this is a major area of focus under Working with Employees.

information about how you feel we are doing. I intend to process this data in the new year and we will share the results with you.

The performance of our sub-contractors impacts directly on our performance and our clients don't differentiate between us. I am committed to improving our selection processes and bringing performance up to the same safety standards and aspirations as Barhale itself.

**And how is performance progressing?**

There is no doubt that your efforts overall are helping us to make improvements in health

“...don't cut corners, follow agreed ways of doing work and don't take any risks – we want you to go home safe and well to your family and friends.”

Peter Dobson



Barhale's near miss reporting is paying dividends.



We are reviewing the ways we get across the H&S message. To this end we have developed a 12-month rolling communications plan and will be introducing a new Handbook for all employees in the New Year, together with other ways of sharing health and safety learning.

### Competitive

As we are in a very competitive industry we need to understand how we compare on health and safety with our peers. I am keen to bring in some external benchmarking using audits to help us position our performance and then track our improvement. We have already carried out a pre-assessment audit in preparation for this benchmarking process.

For those who have attended the Mind Safety event you will recall that we asked you to fill in a questionnaire on your views about Barhale's health and safety.

This will provide us with

and safety, and in particular your reporting of Near Misses is starting to pay off.

The graph showing all-accident frequency rates shows a continuing improvement and I have no doubt that the Near Miss procedure is a key factor in this.

Each time an employee sends back a Near Miss report they are alerting us to possible safety or environmental risk and we can then work out what to do to reduce or eliminate those.

So I would say to all Barhale People – thank you, you are making a difference, and please keep those Near Miss Reports coming in because they are helping to create a safer place to work.

**And if you had just one thing to say to Barhale People about safety, what would it be?**

I would say don't cut corners, follow agreed ways of doing work and don't take any risks – we want you to go home safe and well to your family and friends.

# Pilot plant could help provide more water on tap

**B**ARHALE has completed the construction of Thames Water's first planned Indirect Potable Reuse (IPR) Pilot Plant.

The Pilot Plant at Deephams aims to evaluate the feasibility of IPR as a way of augmenting drinking water supplies in London in the future and will be operated by researchers for a minimum of two years. The objective of the pilot plant is to trial the current state-of-the-art technology in indirect potable reuse as seen in full-scale global plants in California, Singapore and Belgium.

Planned Indirect Potable Reuse involves treating some of the wastewater from wastewater treatment works by an additional, advanced treatment process, then returning the highly purified water back into the environment (such as a river or reservoir) upstream of a drinking water treatment works.

This means it could be removed again, sooner than

usual, for further purification at a drinking water treatment works as part of the normal water supply, and would be treated to meet all current standards. In some areas, this would prevent water ultimately being lost to the sea. At Deephams, Barhale completed the final design, construction and co-ordination of suppliers, and delivered site offices, six 40 foot process containers, raw water feed pump and rising main, waste water pumping station and site drainage associated with the Pilot Plant.

The source of the raw water for the Pilot Plant is the Deephams STW final effluent. This is pre filtered in the first Raw Water Container. There is the option for chloramination dosing here and at other points throughout the process to minimise biofouling of the pipework and equipment. The



filtered water is then fed to the Microfiltration Container which contains the submerged continuous membrane filtration process for finer filtration. This product water is then acid dosed to reduce the pH in preparation for the next treatment stage of Reverse Osmosis (RO).

The next container holds a 3 stage Reverse Osmosis process which is the finest level of filtration available, the RO membrane acting as a barrier to all dissolved salts and inorganic molecules, as well as the larger organic molecules. The RO permeate is then treated by an Advanced Oxidation Process (AOP) consisting of ultraviolet disinfection and hydrogen peroxide dosing. Finally, the product water is pH corrected and fed through a degassing tower.

During the Pilot Plant trial period both the plant product water and wastewater is collected in the onsite waste pumping station and pumped back to the head of the Deephams sewage treatment works.

Advanced water sampling instrumentation monitors and controls the process, and an on-site SCADA system records trends and collects data on water quality at various stages of the process for analysis by the Thames Water Research and Development team.

Amelia Mason, project manager with Barhale Process, said: "It was a challenge, but we achieved delivery of the Pilot Plant on time and within budget to the satisfaction of Thames Water."

Barhale has completed the construction of Thames Water's first IPR Pilot Plant. Pictured are Project Engineer Amelia Mason (below) and Commissioning Engineer Nick Barrett (bottom).



## Project to combat super bug is completed



Board members from Scottish Water made a site visit to view the progress of the project.

A MAJOR team effort involving Barhale has seen a vital project to protect against the risk of cryptosporidium in Edinburgh completed well ahead of schedule.

When work started on refurbishing sand filters at the Scottish Water Fairmilehead water treatment works, it was expected to take up to 22 weeks to complete. But the project at the works has been completed in half that time and is also likely to come in significantly under the original £500,000 budget.

Alistair Smith, Delivery Manager for Barhale in Scotland, said the progress was a "great example of team working by everyone involved".

The success was achieved despite a number of hurdles facing the team when work started in July. "There was quite a challenge involved in replacing the specialist sand because there is only a limited supply of it in the country," explained Alistair. "It was also quite a logistical exercise because there were eight filter beds involved, but we could only get access to two at any one time because the plant had to be in operation while work was carried out."

Principal contractor Barhale, sub-contractors Filtec and Scottish Water pulled out all the stops to ensure quick completion of the project.

# Challenge to reroute cables

## Trainee Chris goes solo

IN THE last edition of Barhale News we interviewed trainee Iseki tunnel boring machine (TBM) operator Chris Warren.

Now Chris, who is about to turn 19, has completed his first solo TBM drive – an 85m drive at a



Barhale site in Great Yarmouth.

Chris joined Barhale from school at 16 and trained as a mudman and pit-bottom man on schemes in Edgware and Worcester. He also trained with stepfather Graham Debenham in Kingstons and Albrighton before stepping up to direct the set up and complete the Great Yarmouth drive.

Congratulations go to Chris on a key step forward.

Members of the Barhale team attend the Remembrance Day ceremony on the village green.



**B**ARHALE Utilities played a key role in enabling BT to reroute cabling within critical timescales to accommodate the refurbishment of the London Underground Station at Tottenham Court Road.

BT was asked to remove one of its underground man entry chambers and associated cables from Charing Cross Road and Sutton Row. Barhale Utilities Technical Support Manager Jim Verona and Engineering Manager Ian Lee were able to suggest a diversionary route that halved the excavation and cabling length of BT's initial designs.

As a result of this input at design and planning stage, and taking account of the critical nature of the works within the overall scheme, Barhale was awarded the contract.

Barhale worked in conjunction with principal contractor Birse Metro to provide ground investigation surveys and conduct negotiations with other utilities businesses and consultants to identify, plan and address the anticipated site issues. The nine-month site works programme involved seven 10.5 metre deep access

shafts which interlinked 220 metres of timber heading and was completed to plan, to budget and on time. These tunnels were used to connect the new and existing duct routes to enable the major cable

diversions. On completion, five three-tier chambers were constructed in the shafts and the tunnels infilled with nest of 30 cable ducts and packed with concrete.

Barhale Utilities Technical Support Manager Jim Verona said: "Access to local businesses had to be maintained throughout the programme, and these included the Foyle's book warehouse, several restaurants, and the headquarters of the Football Association."

He added: "The works were designed with environmental considerations as a major priority.

"The excavated materials were transformed to "Trenchmod" and returned to be used as backfill materials. All the timber used on site and in the headings came from renewable sources."



## Bore drives tunnel round the bend

BARHALE is making tunnelling history with the construction of a tunnel that goes around a bend!

The 300m 1.8 diameter tank sewer constructed at Albrighton in the West Midlands has been created with a deliberate curve – the first time in the UK where pipejacked microtunneling in rock has been achieved with a deliberate curve, leading to significant reductions in risk and cost.

It is part of a £6m three-contract flood alleviation scheme for Severn Trent Water that began in January and is due for completion by July next year.

The bend was required to enable the Barhale tunnel to avoid existing services in the ground above its 'straight' path. Project Manager John Harris said: "We used a gyroscopic theodolite to guide the tunnel boring machine. It was a steep learning curve for Site Engineer Jon Gisbourne but it went very well." The scheme includes 700m of 600mm diameter microtunnel and 1000m of open-cut foul and storm sewer. Work also involves the construction of seven new storm outfalls and a combined system overflow (CSO)

chamber. With work being carried out right in the town centre of Albrighton Barhale has gone to great lengths to minimise disruption, with John Harris regularly attending local Traders' Association meetings, and letters of explanation going out to households, and Barhale staff giving talks to local groups and schools.

In addition a Severn Trent drop-in centre for resident queries has been set up in the town centre.

"We have had many letters of praise and congratulation," said John.

To help traders over the Christmas period Barhale has reinstated roadworks at all but two essential locations, in order to ensure Christmas shoppers are not hampered. The company has also sponsored Albrighton's Christmas lights.

## Team helps village remember

A BARHALE team working in Norfolk played an important part in a village's Remembrance Day ceremony.

The team was working on a new sewerage scheme for the @One Alliance in North Lopham near Thetford. When they heard of the village's plans for Remembrance Day, including the involvement of service personnel from the American Air Force base at Lakenheath, the team suspended working for the duration of the ceremony to avoid disruption.

Instead 25 Barhale crew attended the event. Site Agent Martin Howes said: "Our machine driver, ex-Royal Marine Colin Rolf, was invited to lay a poppy wreath as part of the ceremony."

# Great effort for Pudsey bear

**B**ARHALE staff in Eastern Region again raised money for the annual Children in Need appeal. Senior Cost Manager Amanda Briggs-Temple and Cost Manager Anita Darani collected £1,125 which they presented on air at the ice rink at Parker's Piece, Cambridge, the whole event being televised by BBC's Look East programme. Further money is still coming in.

Meanwhile, Management System Co-ordinator Lorraine Emery was driving to work down a narrow country lane to avoid a serious accident on her normal route on Children in Need appeal day when she became bogged down in mud while reversing to avoid an oncoming



Photo courtesy of Claire Borley

Amanda Briggs-Temple and Anita Darani with Anita's husband Nick and children Lewis and Rhys.

lorry. A passing motorist stopped to pull her car out – but insisted on taking a photograph of Lorraine first.

The reason? She was dressed as Pudsey Bear, complete with yellow top, spotted necktie and Pudsey bear ears!

# barhale people

## Response to blanket appeal

THERE was a huge response from Barhale staff at Walsall to a request by Assistant Management Accountant Kellie Dixon for any surplus clothes or blankets.

Kellie helps her husband Malcolm organise a monthly Soup Kitchen for the homeless and her appeal led to her leaving work night after night weighed down with black bags stuffed with clothes and blankets.

Barhale also donated £1000 from its charity budget to help with the Soup Kitchen.

## Wear it pink celebrated

BARHALE celebrated Wear it Pink Day by providing a Breast Cancer Awareness Kit to every female in the company.

The kit is produced by Lloyds Pharmacy and contains a self-examination glove, full instruction leaflet and DVD. It is designed to help reduce the shocking statistic of one in nine women developing breast cancer.

Staff at Barhale House in Walsall and in Peterborough office raised funds which were donated to a Walsall-based self-help group for women with cancer.

## Matched and hatched

**NEETA Chandegra**, one of Barhale Southern's Cost Clerks, was married to Dilip Koria on October 30. The wedding ceremony took place in Porbandar, Gujarat India.

**Sue Bates**, secretary/receptionist at Peterborough office, and her husband Dave renewed their vows in church recently to celebrate 25 years together. The couple will celebrate their silver wedding anniversary in December next year.

**Gary Price**, Contracts Manager in Midlands Region, and his wife Nina now have a new baby boy, Elliott James, who weighed in at 6lbs 10oz.

Congratulations too to **Jefferson Mashaie**, a Site Agent in Midlands whose wife Thanks gave birth to a daughter – Kayla Mufaro Mashaie – weighing a hefty 9lb 6oz.

In Barhale Process double celebrations are under way. Account Manager **Jonas Bell** and his wife Caro had a baby girl called Chloe Elizabeth Bell, weighing 7lbs 12oz.

Also in Process, Site Manager **Lee Callaghan** and his wife Eva are the proud parents of a new baby girl born weighing 7lbs. Her name is Lara May Callaghan.

**Geoff Hancock**, contracts Manager in the Midlands, became a Granddad on September 19 – he now has a grandson, Thomas Andrew.

## Lisa's Everest climb for children



WHEN Lisa Welch, daughter of Barhale Special Projects Manager David Welch, made a trip to the Everest Base Camp, she made sure to 'plant the Barhale flag' while there.

Lisa and partner Toby Hotston were part of a 15-strong party that made a 30-mile climb to Everest base camp to raise funds for the Dreams Come True charity, which provides special experiences for terminally-ill children.

The climb to base camp – which at 19,000sq ft above sea level is the highest point achievable without oxygen – raised a massive £52,000 for the charity.

## First recording by Barhale musicians

INDIE rock band Zeebo has recorded its first demo EP – Waiting for the Fall – featuring Barhale's Kevin Coldwell and Steve Best!

Kevin, Southern Region HS&E Advisor, is the band's lead guitarist while Southern Foreman Steve plays bass guitar. Zeebo are also playing regular gigs in the Kentish Town area of London and, according to Kevin, the band is "loving it!"

"Steve and I have played guitar together for many years but this is the first band we have been in that actually gig."



Kevin and Steve on stage.



## Run for a greener UK

A TEAM of Barhale Process employees and Strategic Development Director Mark Evans took part in the London Tree-Athlon 2008.

The 5km run kicked off on a lovely sunny day through Battersea Park, and everyone made it to the finish line! Every tree athlete received a sapling to take home to plant, and monies raised through entry fees and sponsorship will be used to make UK cities greener.

## Emran graduates

SOUTHERN Region Assistant QS Emran Ahmed has graduated with honours.

His BSc (Hons) in Quantity Surveying was gained following a three year course at the University of Westminster.

## Girls team shines

MEET the Barhale Shooting Stars, the netball team formed by Walsall staff to take part in a Severn Trent competition held in Derby. To their credit, the girls finished fifth out of eight, despite only playing one game previously! Great fun was had and new friends were made.



**Below** The netball girls who played, from left: Clare Horton – Marketing, Sam Simpson – BCS, Kerry O'Carroll – BCS, Joanne Ramsey – Midlands, Jude Oakley – BCS, Lisa Coy – HR, Joanne Short – BCS, Kelly Clamp – Tunnelling, Emma Simpson – Estimating, Caroline Lake – Marketing.



### ... Karen Wiltsher Insurance Officer, Watford

**When did you join Barhale?**

I started as Insurance Officer with Barhale five and a half years ago. Before that I was in a similar role with another construction company.

**What do you do?**

We are responsible for the company's insurances and deal with any claims that arise.

We also have to ensure that our sub-contractors have adequate and valid insurance in place. There is also a lot of interaction with all Barhale Business Units and Departments

in relation to the above and any contractual bond and insurance requirements, ensuring the best protection for the business at all times.

My base is the new Watford office with occasional site visits.

**Is it demanding?**

We have to be able to react quickly and it can be difficult to plan a day's or week's work because one phone call can change your list of priorities! Also, clients require regular updates on claims relating to their business and exactly how

they are progressing. But we are also proactive which can add value.

**Do you enjoy it?**

Yes. It is very rare that you get two days the same and I enjoy the variety.

**What do you do in your spare time?**

I am learning acoustic guitar – slowly! I also like going to see live bands and catch up with friends regularly.



### ... Peadar Rodgers Miner, Northern Region

**How long have you worked with Barhale?**

I have been with Barhale for a total of four and a half years, although this service was broken when I went home to Ireland for a period.

I joined originally as a labourer working on the old HMB Alliance contract and since I have been back I have trained as a miner.

I worked in Eastern for around a year, then for a few months in Wales, then back in Eastern again. Since February I have been working all over the Northern Region.

**What do you do?**

As a miner I am mainly involved

with shaft sinking. Basically a machine digs out a shaft and a crane drops large circular concrete sections into the shaft and we bolt those into place.

We also get involved in conventional tunnelling, and pipe jacking where required which provides a nice variety so I am also learning.

I am currently working on a storm water retention tank in Glasgow, but have also been involved with a drainage scheme in Liverpool and another shaft in Blackburn.

**How do you find your job?**

It can be challenging because you never know what ground

conditions you will encounter from job to job – ranging from soft soil and water through to hard rock.

But I find it very enjoyable. It's really good work and I am so glad I took the opportunity to change.

**And how do you relax away from work?**

Well my girlfriend is in Glasgow and I am a very keen Glasgow Celtic football fan – so you can imagine working on a scheme in Glasgow is suiting me very well!



### ... Wendy Hughes Transport Co-ordinator, BCS at Walsall

**When did you join the company?**

I joined in this role in May 2006. I had worked in transport roles before and you might say that haulage is in my blood – my family is heavily involved in the transport industry.

**What does a Transport Co-ordinator do exactly?**

It's my job to co-ordinate the orders for BCS materials and equipment needed by the sites and make sure that the appropriate transport is available to get it to them on the day they need it – and make

sure it is collected afterwards.

BCS has its own HIAB and pick ups but I also liaise with outside hauliers to arrange the transportation. There are typically at least 100 deliveries to be organised every week.

**That sounds very demanding**

The skill is in avoiding making two deliveries when one will do, and that's not always easy when site requirements change at the last minute. You can carefully plan a route and then have to revise it because of a last-minute change in requirement. But overall it's all

about being efficient in our transport movements and also in reducing costs.

Even though the job can be challenging it's also very satisfying to know that you are playing a part in keeping the sites going.

**How do you relax?**

I train in a local gym five or six times every week and although that may not sound relaxing it helps me to shut off as well as to keep in shape.

I also like to socialise with friends and family – I enjoy a good party.