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Your employee magazine

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£50**

Turn to p23
for our competition

GallifordTry

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EVOLVE

Evolve is produced on a quarterly basis by the Group Marketing & Communications team. Your input into Evolve is what makes it a success. Keep sending us your stories and telling us what you would like to see featured, as well as what you like about the magazine, and what we can improve.



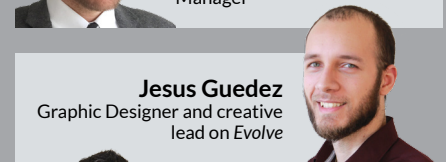
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Evolve's commitment

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MESSAGE FROM THE CHIEF EXECUTIVE

Hello and welcome to *Evolve*,

Time moves quickly at Galliford Try and as we lead up to our financial year-end at the end of June, I am pleased to report that we are making good progress against our 2018 strategy in all three businesses – Construction, Linden Homes and Partnerships.

I am very impressed by our construction order book and contract wins with respected clients. This includes our first commission on the Defence Infrastructure Organisation's Next Generation Estates Contracts National Capital Works Framework (page 06). This reflects the improving construction market, albeit at a slower rate than we had expected, but opportunities are good and our focus on risk management and cash continues to benefit us.

Over the past two years in Linden, we have made a considerable effort to increase the efficiency of how we do things. This started with the introduction of the Linden Homes Layouts (LHL), a set of 33 common house designs. Using these will save us time and money while providing our customers with quality homes. The first show home to feature an LHL recently launched at Crowdhill Green in Hampshire and has been very well received (page 13). We are set to make further substantial time and cost savings by standardising our sales and marketing suites and other marketing collateral, while building on the strength of the Linden brand. Importantly, these changes will also release valuable time for us to refocus our efforts on activities that will help to drive sales (page 12) and improve customer service (page 16).

"IT MAKES ME IMMENSELY PROUD TO SEE OUR PEOPLE AND PROJECTS RECOGNISED IN THIS WAY"

In the context of the market, land opportunities remain good for Linden, and sales rates in the business have been strong.

Our expansion plans in Partnerships are progressing well. Congratulations to Jon Young, who will take up his new role as Regional Director of Partnerships West when the new Bristol office opens on 1 July. One of the biggest strengths we have in this part of the business, and indeed across our Group, is the quality of our people, as demonstrated by Sue Bamgboye from Partnerships South East who was nominated for a Women In Construction & Engineering Award (page 07).



We have attained industry recognition in almost every part of our business over the last quarter (page 04) – including being named as a top company for graduates to work for. It makes me immensely proud to see our people and projects recognised in this way. Well done to everyone involved.

On the day-to-day side of things, I would like to thank you for undertaking your Data Protection training earlier this year. We are committed to doing the right thing as a business and courses like this help us to do that (page 14). I would also like to thank you for your patience while the IT team has been migrating our systems over to Office 365 (page 18). This has been a huge undertaking and I thank our IT engineers for the effort they have put into this difficult job which will enable us to benefit from a host of new tools and better access to our data for remote working.

Finally, I could not write this message without referring to the upcoming EU referendum. Despite strong arguments by both camps, it is unlikely that anyone truly knows what the medium- to long-term impact will be if the UK votes to leave. Areas where we could be impacted include skilled labour and materials and a devaluation in sterling could have a negative impact on the housing market in the short-term.

The reality is that the outcome is outside our control as a business and all we can do is ensure that we are prepared for either scenario. I am, however, confident that our strong business fundamentals stand us in good stead in the longer term. In the meantime, we will continue to focus on what we do best – delivering excellent services to our customers and clients.

A handwritten signature in black ink, appearing to read 'P. Truscott'.

Peter Truscott



From left: Paul McGirk (Chief Executive of Hub South East Scotland), Councillor David Parker (Leader, Scottish Borders Council), Councillor Gordon Edgar (Executive Member for Roads and Infrastructure, Scottish Borders Council), Derek Scotland (Morrison Construction Project Director)

“The project was praised for its high levels of community involvement including the creation of a stakeholder group which met over 80 times to shape the development of the facility in line with people’s needs.”

Derek Scotland, Morrison Construction Project Director

PRESTIGIOUS PRIZE FOR NEW INTERCHANGE

A national honour was bestowed upon the project team behind the new Galashiels Transport Interchange at the Scottish Property Awards.

The £5.2 million facility was named ‘Town Centre Regeneration Project of the Year’ at this year’s event, which recognised the “best buildings, businesses and teams in the country’s commercial property sector”.

Built by Morrison Construction on behalf of Hub South East Scotland for Scottish Borders Council, the interchange forms the gateway to the new Borders Railway while also housing the town’s new bus station and directing footfall into the centre of Galashiels. It offers a tourist information centre, bus and train real-time information and a train ticket machine. Other facilities include showers, changing places, disabled toilets, and bike lockers to promote cycling and walking. It also houses a café, seating and two additional floors of office space and conference facilities.

The awards also recognised the Alford Community Campus project by hub North Scotland in the ‘Community Development’ category, and hub North Scotland in the ‘Property Company of the Year’ shortlist.

‘BEST AFFORDABLE NEW HOUSING DEVELOPMENT’

Outstanding craftsmanship praised at Tottenham scheme

Cannon Road, a 222-home affordable residential scheme in Tottenham by Galliford Try Partnerships South East, won the prize for ‘Best Social or Affordable New Housing Development’ in the London heats of the LABC (Local Authority Building Control) Regional Building Excellence Awards 2016.

The aim of the awards is to “celebrate all that’s good in the construction industry” and judges look for “outstanding craftsmanship, technical innovation, sustainability and high performance”. Winners are then put forward for the LABC Grand Finals which are held in autumn.

Meanwhile, in the LABC’s Warranty Regional and National Site Manager Awards, Neil Willis was highly commended for a prize.



Project Director Bradleigh Coker and Design Manager Gary Dyer accepted the award on behalf of Galliford Try Partnerships South East, and were joined by members of the project team, KSS Architects and Newlon Housing Trust

INTERNATIONAL AWARDS FOR GALLIFORD TRY

Galliford Try won both the Gold and Silver awards in the 'Best Education Project' category, along with a raft of other shortlistings, at the 2016 Partnership Awards which recognise the best in Public Private Partnerships (PPP) internationally.

Scooping Gold was the team behind the North East batch of the Priority School Building Programme. Worth £160 million in total, the batch includes a dozen schools funded by the Education Funding Agency through a PF2 structure.

Winning Silver in the same category was Anderson High School. The project is being delivered by Morrison Construction for the Shetland Islands Council through hub North Scotland, one of a group of regional public private partnerships that procures infrastructure projects in Scotland.



"The Partnerships Awards are the highest accolade of their kind and I am delighted that we have been recognised through them. Seeing the delight on our clients' faces as they picked up the awards with us made the efforts all worthwhile. Well done to everyone involved in making this happen."

Mark Baxter, Managing Director of Galliford Try Investments (pictured far left)

CONSIDER IT A SUCCESS

The Group once again demonstrated its commitment to improving the image of construction with 30 Considerate Constructors Scheme (CCS) National Site Awards

The awards recognise site teams that have raised the bar for construction through high standards of consideration towards local neighbourhoods and the public, the workforce, and the environment. They are attended by thousands of construction industry professionals and presented at numerous ceremonies held at locations across the UK.

Gold prizes went to Partnerships for the Grange Avenue project near Preston and Infrastructure for the A45/A46 Tollbar End Improvement Scheme, the South Devon Link Road and the Queensferry Crossing. In addition, nine Silver awards and 17 Bronze awards were presented to site teams from across the Group.



Photo courtesy of Simon Kennedy

DOUBLE WINS FOR BLACK ROCK

A specialist firearms training facility for Avon & Somerset Police Authority by Galliford Try Building West Midlands & South West gained recognition from both RIBA and RICS at their regional awards.

The unique 5,800 sq m facility near Portishead provides a centre to train UK and overseas professionals with a 50m and 100m firing range, tactical training areas and office space. Situated in a disused quarry, within both a Site of Specific Interest and a Regionally Important Geological Site, it has been designed to integrate with the landscape.

RICS judges said: "With the wow factor of a villain's lair from a James Bond set, the innovative use of stone gabion cladding and its bio-diverse roof, this building blends seamlessly within the existing quarry."

Meanwhile, RIBA judges described the centre as "bold, muscular and exciting" giving it the top prize in the 'Design through Innovation' category. The British Motor Museum Collections Centre at Gaydon in Warwickshire, another Building West Midlands project, also won a RICS award.

Top Company for Graduates to Work for... again

The Group has been named one of the top 100 companies – and sixth best construction company – for graduates to work for by TheJobCrowd, the UK's leading graduate job review website. This is the second year the Group has been featured within the list.

ARMED TO DELIVER NEW £15M MILITARY FACILITY

Under a new contract for the Defence Infrastructure Organisation, Galliford Try will build a land, air and aquatic survival training facility at RNAS Yeovilton

Having earmarked defence as a key growth sector, Galliford Try Building is constructing a new training facility at one of the busiest military airfields in the UK.

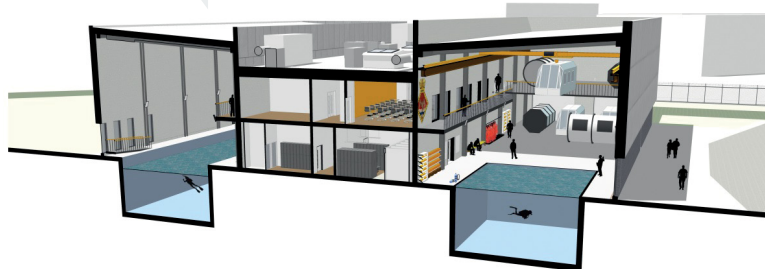
Three pools, lifting equipment and rotary wing aircraft modules and associated support services will be accommodated within a single-storey building at the RNAS (Royal Naval Air Station) Yeovilton, Somerset.

The facilities are designed to help personnel to train for escape from an aircraft or amphibious vehicle if there is an accident where they are submerged underwater.

The project represents a significant company-first under the DIO's Next Generation Estates Contracts (NGEC) National Capital Works Framework and it will be one of the most significant operational facilities Galliford Try has ever constructed in the defence sector as principal contractor.

"It is fantastic news that the DIO has entrusted us with delivering such a vital operational facility for them. We are delighted to have secured this first success through the NGEC framework and look forward to working with our partners at DIO to produce a top-class facility."

Keith Yarham,
Defence Director, Galliford Try Building



GALLIFORD TRY GOES THE DISTANCE FOR REMOTE HEALTH HUB

The world's most remote inhabited island will benefit from a new medical centre in a project by Galliford Try International.

The centre will be located on Tristan da Cunha, a British Overseas Territory, which is 1,500 miles from the nearest continent and has a population of just 300.

Designed to NHS standards, it will include an operating theatre and dental treatment suite and is being built by the team behind Halley VI Research Station including Hugh Broughton Architects. The building will be constructed as modules in Sweden then shipped by chartered cargo

vessel to Tristan da Cunha after which assembly will begin. Completion is set for May 2017.

John Hammerton, Operations Director for Galliford Try International said: "The project draws upon our combined experience in producing prefabricated buildings in other isolated locations throughout the South Atlantic and in Antarctica. It is another fantastic opportunity for our team to showcase our capabilities as a leading construction company even in the most uniquely challenging environments."



INTERVIEW WITH SUE BAMGBOYE

Ambitious and driven, Project Quantity Surveyor Sue Bamgboye was a finalist in the recent **European Women In Construction & Engineering Awards 2016**, and is setting a leading example for young people in construction

For as long as she can remember, Galliford Try Partnership South East's Sue Bamgboye has been interested in building and architecture. In 2008, her fascination with the subject led her to enrol in a degree course in Quantity Surveying at the University of Westminster.

“BEING A YOUNG FEMALE IN CONSTRUCTION YOU STICK OUT LIKE A SORE THUMB”

“Purchasing services and materials appealed to me, and I was drawn to the financial control a quantity surveyor has on a project. I also liked the idea of going from tender to the victory of ‘Yes, we got it,’ to getting the building on site and working out how to procure it.”

By 2010, the recession was at its peak and Sue was aware that even graduates were finding it hard to secure jobs. She wrote to Galliford Try requesting work experience and, on the back of an impressive application, was offered a placement. After six months of unpaid work experience, she applied for the role of Management Trainee with the business, and switched to studying part-time in order to gain valuable experience on site while continuing her studies, sponsored by the company.

Fast track four years to 2014 and Sue landed the role of the Commercial

Manager's number two on the £82 million scheme, Great Eastern Quays. Here, Sue placed the largest subcontract package to date for Partnerships South East; an order in excess of £10 million. Two years on, she is lead Project Quantity Surveyor on the £9 million Pretoria Road scheme in Tottenham.

Even with so much already under her belt, Sue continues to strive for more and has clear targets in place; her aim is to be commercial manager before the age of 30.

With five years to go, she is making solid progress and is due to sit her final RICS assessment in May 2017 which will lead to chartered surveyor status.

Colleagues describe Sue as “a cut above the rest”, and say that her greatest skill is her strength in negotiation which has helped the business and clients achieve best value. Yet, the most notable thing about her is her infectious passion for what she does, and she has already proved to be an excellent role model and mentor.

At an Open Doors event in 2014, she met student Michaela Jones and talked to her about her own experience. As a result, Michaela joined the business, following a similar path to Sue, and was shortlisted as a ‘Rising Star’ at the 2015 *Builder & Engineer Awards*.

These are all just part of the reason Sue was shortlisted as ‘Best Woman Quantity Surveyor of the Year’ at the European Women In Construction & Engineering Awards, an event which aims to break down barriers for women.

“The awards are a fantastic opportunity to shine a light on the industry for women, celebrate their achievements and change perceptions of the industry.”

“Careers in finance, law and medicine are seen as well-respected; but construction doesn't have the same reputation. It's about changing perceptions, particularly among women, and showing that it does not just entail manual labour, it is highly skilled and

ON A PERSONAL NOTE...

I live with... my other half Jonathan Fox and his family. He also works for Partnerships as Assistant Site Manager – we met on site at Brook House.

My friends and family would describe me as...

Very hardworking, ambitious and independent.

If I could have one superpower it would be to... read minds... **so that I could...** tell when people are lying!

My guilty pleasure is... shopping.

The motto I live by is... work hard, play harder.

can be corporate too - and we need more outlets like the WICE awards to show this.”

So what is her advice to young people? To get their foot in the door as early as possible.

“I started my work experience at 19 but kick myself for not starting earlier. In construction, you move as quickly as your ability warrants. Being a young female in construction you stick out like a sore thumb so why not use it to your advantage and get noticed for all the right reasons. If you work hard and stand out, it is a very rewarding career.”

She added: “At Galliford Try you are respected not by age or gender but on your skills. I think the company sets a brilliant standard for others to follow.

“I just enjoy my job so much I wish more females knew about it.”

DUKE PAYS DUCHESS A VISIT

The Duke of Northumberland paid a visit to the Duchess's Community High School in Alnwick to see how the multi-million pound project was progressing.

The Duke has a special interest in the scheme as it is being built on land owned by Northumberland Estates, the company that manages the Duke's land holdings, which is being let on a long lease to the council.

He was joined by Northumberland County leader Councillor Grant Davey on his tour of the school, and shown round by Matt Naylor, Project Manager for Galliford Try Building North East and Yorkshire. The trio were accompanied by a group of pupils from the school who will be among those using the new buildings when they are completed in time for the start of the 2016/17 school year in September.

The school is being constructed as part of the £150 million Priority School Building Programme North East PF2 batch, with additional facilitation funding coming directly from Northumberland County Council.

Speaking after the tour, the Duke commented: "An excellent education in inspiring surroundings is so important for future generations of Northumberland residents and I am very pleased that Northumberland Estates has been able to support the construction of this new school at Alnwick."

"It was a great experience being able to welcome His Grace, the Duke, to our site and explain to him just what progress we are making. We are committed to making sure that this new school provides the very best facilities for the pupils who will be coming here, and look forward to cracking on with the job between now and September."

Project Manager Matt Naylor



GREAT MATCH FOR OLD TRAFFORD VENUE

The world famous Emirates Old Trafford ground in Greater Manchester is set to become home to a new hotel for Lancashire County Cricket Club (LCCC) under a £12 million scheme by Galliford Try Building North West.

The project will consist of the construction of the new 150-bedroom Hilton Garden Inn, a five-storey hotel, complete with restaurant, bar, and a fitness centre.

The hotel, which will be operated by LCCC under a franchise arrangement with Hilton Garden Inn, will replace the Old Trafford Lodge which has been immensely popular among cricket supporters and business guests while generating an important source of revenue for LCCC.

Galliford Try's successful appointment to the project follows on from last year's completion of the Hotel Football project at the other Old Trafford just a short distance away. It builds on the Group's track record in both the sports and hotel sectors and its presence in the North West.

Construction commenced on the 60-week programme in April 2016 and completion is due in June 2017.

PRINCESS OPENS WATER WORKS

HRH The Princess Royal officially opened a major extension to Liverpool Waste Water Treatment works in April.

The four-year project was undertaken on behalf of United Utilities by GCA, a joint venture between Galliford Try, Costain and Atkins. The £200 million facility serves around 650,000 people in the Liverpool area, treating wastewater to the highest possible standards before discharging it to the River Mersey. Since commissioning of the new plant started last September, dolphins have become a common sight in Liverpool Bay and a humpback whale was also recently spotted. Other species enjoying the cleaner waters include octopus, salmon, grey seals and cod.





Knowsley Rail Transfer Loading Station

QUESTIONS WITH THE PM

A unique, flagship scheme at Knowsley on Merseyside completes this summer, boosting Galliford Try's track record in the waste solution sector, a key growth area for Galliford Try Infrastructure. Project Manager Ken O'Hare explains what it has involved

Q How would you sum up the scheme?

A We have been building a £12 million rail transfer loading station in a building that was previously a warehouse. It is a key part of a new waste disposal process for the region. All black bin waste arrives at the station in lorries. It is then deposited into two large in-ground waste bunkers and lifted by two gantry cranes with grab attachments into hoppers for compaction. The waste is then transferred to containers for transport by rail to an energy from waste facility in Teesside. The project is being delivered by Suez Recycling and Recovery UK on behalf of Merseyside Energy Recovery Limited. It is Merseyside Energy Recovery Limited which is contracted by Merseyside Recycling & Waste Authority.

Q What is the scale of the scheme?

A The facility will process up to 1,800 tonnes per day and transport this amount to Wilton using two trains a day. Each train will carry 66 containers filled with approximately 14.5 tonnes of residual waste.

Q What were the main challenges?

A We had to take careful account of the high artesian water level particularly during the piling phase. We used casings as waterproof sleeves through which we could drill for the foundation walls. We then installed well points which drew water from the ground through a vacuum process and made the ground dry enough for us to excavate for the pits. We also needed to install anti-floatation piles for the base of the pits to prevent them from buoying up in the saturated ground. A specific type of piling rig was selected that had the power to drill through sandstone but still cleared the ceiling. On top of that, we had to trim two months off the original programme to hit the completion deadline which we did by piling for 12 hours a day including Saturdays, and occasionally Sundays, for three months.

Q What are the scheme's environmental benefits?

A The Knowsley centre will divert more than 92% of Merseyside and Halton's waste from landfill while cutting

carbon emissions by about 127,000 tonnes a year compared to landfill disposal. Using the existing railway line will also remove the equivalent of 21,000 heavy goods vehicle journeys a year from local roads.

“THE FACILITY WILL PROCESS UP TO 1,800 TONNES OF WASTE PER DAY... IT WILL DIVERT MORE THAN 92% OF MERSEYSIDE AND HALTON'S WASTE FROM LANDFILL”

Q How would you describe your experience at the scheme?

A I have spent many years working with Galliford Try on projects for Yorkshire Water and, while I've enjoyed it, I was pleased to have the opportunity to broaden my experience in another sector. The job has involved a steep learning curve and been very busy.



JOINING THE DEBATE

From left: Oliver Colvile MP for Plymouth Sutton and Devonport, Housing and Planning Minister Brandon Lewis MP, Paul Crawford CEO of DCH and Stephen Teagle, Divisional Managing Director for Galliford Try

Linden Homes has publicly welcomed Government initiatives to support housebuilding but maintains that more needs to be done. *Evolve* learns how we are playing our part to boost housing supply by informing the debate and engaging with leaders

BUILDING A CASE FOR NEW HOMES IN LONDON

London's population is the largest it has ever been and still growing. To keep pace with these increases, Linden Homes says that more needs to be done to address the housing crisis in the capital. Ahead of the London mayoral and London Assembly elections, the business published a manifesto to highlight and help combat the biggest challenges to getting homes built.

Tom Nicholson, Divisional Managing Director at Linden Homes, said: "We welcome the Government initiatives to support housebuilding in London, such as the commitment to maintain Help to Buy until at least 2020 and the introduction of Help to Buy London. But the fact remains that to solve the housing shortage we need to focus on the factors which will allow us to build more homes."

In *Housing our Capital - a Manifesto for London*, the business sets out recommendations across six key areas comprising land availability, planning, regulation, transport infrastructure, community engagement and access to home ownership based on its experience.

Linden has built more than 800 homes across 32 London boroughs since 2010, and is on site building 2,000 more.

HOUSING MINISTER DISCUSSES KEY INDUSTRY ISSUES

A visit to Linden Homes South West's Emerge development by Minister of State for Housing and Planning Brandon Lewis MP provided the perfect platform for Linden to discuss the regeneration of Devonport, the success of Help to Buy, modern methods of construction and the skills shortages in the industry.

"WE WANT TO ENSURE ANYONE WHO ASPIRES TO OWN THEIR OWN HOME HAS THE OPPORTUNITY TO DO SO"

Mr Lewis met representatives from Linden Homes, DCH, Plymouth City Council and the Homes & Communities Agency - all of which have been working together to deliver the scheme.

Stephen Teagle, Divisional Managing Director for Galliford Try Affordable Housing & Regeneration, said: "The minister's visit enabled us to discuss important industry issues. Emerge has proved very popular and the Help to Buy scheme has played a significant role, helping over 50 per cent of homebuyers at the development since it was launched in February 2015."

Mr Lewis said: "We want to ensure anyone who aspires to own their own home has the opportunity to do so and I am pleased to see that Emerge is helping contribute to that and the wider regeneration of Devonport. Initiatives like this have so far helped 291,000 people to buy and I want to see many more people in the area taking up this opportunity."

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Read the manifesto at <http://www.lindenhomes.co.uk/PDF/Linden-Homes-Manifesto.pdf>



GREG CLARK MAKES FUNDING ANNOUNCEMENT FROM SAXON GARDENS

Secretary of State for Communities and Local Government Greg Clark announced that nearly £1 billion would be made available to councils in Cambridgeshire, Suffolk, Norfolk and Peterborough for investment in infrastructure during a visit to a Linden Homes development in Huntingdon.

Speaking while on site, Mr Clark said: "What we have seen here at Saxon Gardens is 180 new homes, most of them going to local people and most of them to first-time buyers which is fantastic to see.

"Council leaders have negotiated in this devolution deal a fund of nearly £1 billion, to be put in the hands of local people, to make sure that when homes are built there can be investment in the roads and railways to make sure the area continues to flow."

"WE WELCOME THE ANNOUNCEMENT ABOUT FUNDING IN THE AREA AND ARE VERY SUPPORTIVE OF THE DEVOLUTION AGENDA"

Mr Clark was shown around the development by Mike Coker, Managing Director of Linden Homes' Midlands division.

Mike said: 'We were pleased to show Mr Clark around this development and tell him more about Linden Homes and our work in the region. We welcome the announcement about funding in the area and are very supportive of the devolution agenda. We look forward to working closely with the local authorities and communities to ensure that proper infrastructure is delivered alongside the new homes that region needs.'

From left: Apprentice Curtis Todd, Site Manager Kevin Bishop, Managing Director Mike Coker, Mr Clark and Councillor Jason David Ablewhite



CONTRACT WINS IN BRIEF

£102m student accommodation wins

The Building division has been selected to construct Newcastle University's new Park View Student Village, a £62 million scheme which will deliver 1,279 bedrooms across six buildings. It will also build a 770-bedroom scheme for Coventry University under a £40 million contract with developer Regents Godiva.

Place secured on YORbuild2

The Group has won a place on the four-year YORbuild2 framework, the aim of which is to provide an efficient and collaborative approach to the procurement of construction projects covering 91 local authorities in the North. Galliford Try has been included on the relevant lots for projects above £4 million, which have a combined potential pipeline of approximately £1.9 billion.

In the frame with North East Procurement Organisation

Representing 12 local authorities in the North East, NEPO has appointed Galliford Try to five lots of its infrastructure services framework which is worth between £900 million and £1.2 billion over four years.

Highways secures three-year extension to Urban Vision partnership

Galliford Try anticipates seeing revenues of £30 million as a result of extending its Urban Vision partnership with Salford City Council in joint venture with Capita.

Health boost for Croydon Hospital

A new £21 million Accident and Emergency facility will be built by Galliford Try Building Southern at Croydon University Hospital on behalf of Croydon Health Services NHS Trust. Doctors have been involved in every step of the design, with input from patients, to create a bespoke specification to suit Croydon's needs.

DRIVING IMPROVEMENT

Over the last few years, driving improvement has come under the spotlight in Linden Homes. Now, the introduction of standardisation across marketing suites, signage and development identities is set to make substantial savings while leveraging and maximising the strength of the Linden Homes brand. *Evolve* learns more from Vicky Cullen, who heads up Linden's Marketing team



“EACH FEATURE HAS BEEN DRIVEN BY CUSTOMER FEEDBACK OR EXPERT ADVICE”

the Marketing team set up a working group with representation from the Midlands, North, West and Chiltern regions to share key hurdles and devise ways to deal with them.

“Our aim was two-fold - we wanted to save money and elevate the brand,” explained Vicky.

Morphing suggestions from across the business, the working group devised four marketing suite design options to provide flexibility to suit each development; a double garage, an extended double garage, a triple garage and a 303 house type – the most common Linden Homes Layout.

Each option features six key areas, each with the ultimate purpose of bringing the customer closer to the buying decision.

The designs have been carefully researched to not only save money but to create an environment that will be “conducive to selling homes, while elevating the Linden brand” - and it seems that every detail has indeed been considered. There are zones for development information and key features, places for information about buying schemes, site plans and home availability, an area to make customers at home with refreshments, language that represents Linden Homes' personality, and branding that reflects and reinforces what customers have already seen of Linden. Each feature has been driven by customer feedback or expert advice – from how the customer moves when in the suite, to the type of information provided.

“For example, 80% of our customers visit our sites from within a five-mile radius. They have told us that they already know the area and local sights; what is more important to them

The focus on increasing efficiency across Linden Homes has spanned across all core areas, not least of all Sales & Marketing.

On the back of the Improvement Forums, a benchmarking exercise was undertaken to review all of the spend across sales and marketing.

“One of the biggest costs by far was sales and marketing suites,” explained Vicky. “Previously, there was no predefined approach to the set-up of the suites, and in some scenarios valuable plot space was being taken up to deliver them. Teams were also having to knock walls out of homes to accommodate the suite, only to rebuild them after.”

Seeing this as an opportunity to make major improvements,

is knowing how far the train station or local park is – and that is what we will be showing them.”

This same ethos of driving down cost and increasing brand recognition extends to other key areas of sales and marketing.

“We have already streamlined signage to be more cost efficient but now we are using more burgundy to help people make the connection between our developments, website and marketing collateral when they are researching our homes – be they driving around or Googling at home.”

The streamlining of development identities also lends itself to savings when it comes to brochures, and not by coincidence.

“Standardising our brochures will reduce our costs, in some cases up to 75%.”

“WE HAVE BEEN COST AND TIME INEFFICIENT FOR A LONG TIME, INSTEAD OF BUILDING ON THE STRENGTH OF OUR NATIONAL BRAND”

“Floorplans have been pre-designed for the Linden Homes Layouts and will be cost neutral. The cost of LHL CGIs will be halved, as the skeleton is already there, and it only needs to be fleshed out to suit each development,” said Vicky.

More of the same is in store for reservation manuals and completion boxes, where a similar saving of 70% is anticipated. They are being redesigned to be more user-friendly, and stripped of plot and development-specific information to make their production less administratively intensive.

All in all, the changes are anticipated to greatly reduce the outlays and enable spend to strategically drive return instead.

“We have been cost and time inefficient for a long time, instead of building on the strength of our national brand. The changes we are making are not only remedying that but they will enable our teams to refocus effort into channels that will drive sales.”

Despite these achievements, Vicky and her team show no signs of slowing down, and next on their list is an overhaul of the Connections CRM (Customer Relationship Management) system. The aim is to link it to other systems including Oracle, and design it in a responsive way so that it is mobile-device friendly, making it a core sales measurement and prospecting platform for sales and marketing in Linden.

“The processes we have put in place have been warmly embraced by the business and we look forward to continuing to work together to create great homes and an exceptional customer experience in The Linden Way,” said Vicky. “For more information on what’s coming, keep an eye out on The Linden Way.”

LAUNCH OF THE FIRST LHL SHOW HOMES

One of the first show homes to feature the new Linden Homes Layouts has opened its doors to the public.

The Willoughby at Crowdhill Green in Fair Oak near Southampton is a detached four-bedroom home that has taken one of the 33 layouts available, and is proving popular with customers.

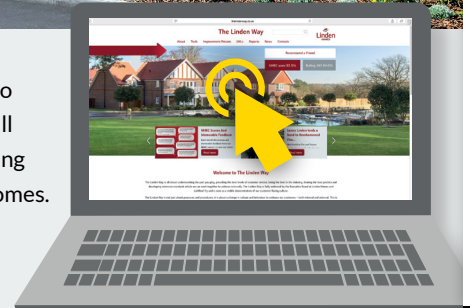
The 1,405 sq ft home offers a spacious living room, a separate dining room with access into a kitchen via double doors, and a spacious family breakfast area, all on the ground floor. Upstairs, an ‘L-shaped’ landing leads into four large bedrooms, one with an en-suite, and a separate family bathroom, all cleverly designed to maximise floor space.

It is one of 15 layouts being used on the 81-home development by Linden Homes South. Testament to the popularity of the layouts, 60 per cent of the homes on the first phase were reserved within the first three months of release.

Take a virtual tour of The Willoughby by visiting www.lindenhomes.co.uk/developments/hampshire/crowdhill-green-fair-oak/latest-news#nav



Visit The Linden Way to keep up-to-date with all the improvements taking place across Linden Homes. Go to: The Intranet > Linden Homes > The Linden Way.



BACK TO CONTENTS



DATA PROTECTION: WHAT IS THE BIG DEAL?

In recent months, the company has experienced increasing focus on the Data Protection Act from third-parties whose data we hold. Whatever your role in the business, how you deal with personal data belonging to employees, customers, partners and other people could have serious repercussions for you and the company. *Evolve* learns more about doing the right thing when it comes to data

WHAT IS DATA PROTECTION?

Data Protection refers to the practice of handling and storing of personal information. The Data Protection Act 1998 regulates what types of personal data can be held and for what purposes. It also gives the person it relates to rights to copies of the data.

Generally, this covers names, addresses, phone numbers, dates of birth, National Insurance numbers, job titles, photographs, or any comment or opinion that can be linked back to an individual.

More stringent rules apply to more sensitive information including ethnic backgrounds, political opinions, religious beliefs, health, sexual orientation and criminal records.

Under the Act, we are required to make sure the information is:

- Used fairly, lawfully and in accordance with the Data Protection Act 1998.
- Used for limited, specifically stated purposes.
- Used in a way that is adequate, relevant and not excessive.
- Accurate and up-to-date.
- Kept for no longer than is absolutely necessary.
- Handled according to people's data protection rights.
- Kept safe, secure and protected from unauthorised access.
- Not transferred outside the European Economic Area without adequate protection.



WHAT INFORMATION DOES THE DATA PROTECTION ACT APPLY TO?

It applies to both information saved on your PCs as well as hard copies in manual filing systems. This extends to past and present information and includes emails, direct marketing, letters, reports, meeting minutes, database and CRM content, file notes, diary entries, interview notes, CVs and CCTV.

DOES THE DATA PROTECTION ACT APPLY TO ME?

Yes, it applies to you every time you deal with information about other individuals. As part of our collective commitment to comply with laws and regulations, it is up to all of us to understand the requirements of the law and safeguard the rights of the subjects of the data.

WHY IS IT IMPORTANT?

As a company, we are committed to doing the right thing, as set out in the *Code of Conduct* we launched earlier this year. We are all encouraged to live up to our duty to behave responsibly, both morally and legally, and conforming to the law and Acts such as this is a large part of this.

Additionally, data subjects - the people who the data pertains to - have powers to demand disclosure. It is a legal requirement for the Group to disclose this information if requested to do so under a Subject Access Request in accordance with the Data Protection Act 1998 - even if the information was intended to be private and confidential.

Enquiries of this nature to our business are increasing and the regulator is highly active in enforcing any breaches. This can lead to financial penalties, reputational damage, disciplinary action and a loss of trust from our stakeholders. From 2018, the Act will be replaced with new European Regulations which will introduce tougher compliance steps and increase fines and penalties.

WHAT TOOLS ARE THERE TO HELP ME COMPLY WITH THE RELEVANT LAWS AND REGULATIONS?

You should already have completed the mandatory Data Protection Act e-module. If you have not already done so, you can access it by contacting the HR team. You can also learn more by reading the Group's Data Protection Law Compliance Guidelines. See Intranet > Group Services > Legal > Downloads.

TIPS ON STAYING COMPLIANT

DO:

- Tell your line manager and HR manager if you receive a request from anyone (internal or external) requesting a copy of the information we hold on them.
- Comply with all Group policies at all times and follow the HR, Group Electronic Communications and IT Security policies.
- Keep information up-to-date.
- Adequately protect people's personal data using security measures including passwords.
- Speak to the Head of Legal and Group Human Resources Director when obtaining or processing sensitive data.

DON'T:

- Record sensitive data beyond the purposes of what it was sent to you for.
- Send marketing information to anyone without first seeking approval from the central marketing team.
- Send personal data to a destination outside the European Economic Area without seeking legal advice.





WHAT WE DO IN CUSTOMER SERVICES

Linden Homes’ commitment to giving customers an exceptional experience spans beyond handover to aftercare, creating a positive lasting impression and ultimately, ambassadors for the brand. Just weeks after Linden Homes’ status as a four star builder was reaffirmed in the Home Builders Federation Customer Satisfaction Survey, *Evolve* finds out more about the role of customer services, highlights and challenges from different teams across the country

Helen Aubrey,
Head of Customer Services
for Thames Valley



What does your role entail?

HA: We are responsible for everything from monitoring quality through the build, delivering home demonstrations and handovers to taking phone calls and dealing with customer emails which can relate to the development itself, the local environment or questions about their new home. We also manage our relationship with housing associations with respect to remedial items reported in the first 12 months of moving in.

Lucy Hollands
Customer Services
Manager for Midlands



LH: Yes - that’s pretty much it - keeping customers as happy as possible and dealing with things from complaints to welcome calls and managing the cost and smooth running of the department.

Kathy Wright
Customer Services
Manager for North



KW: We also make sure site and sales

**“BEING PATIENT
AND HAVING EMPATHY
ARE A KEY PART OF
THE ROLE”**

teams are doing their bit to minimise complaints - so all in all - making sure we deliver on our promises.

What is the most important skill to have in your role?

HA: Organisation. In customer services, you can never plan your day as you never know what you will be doing. You may have to deal with three major leaks when you had originally planned to do

your Board papers - so you have to have systems and processes in place to deal with every eventuality.

LH: Listening and patience are also key. When customers are buying a new property, emotions are high especially if something has gone wrong, so being patient and having empathy are a key part of the role.

How do you manage customers' expectations?

HA: Through the sales process to start with. We explain what they can expect from us as a developer, and what they have to do as a customer, for example, what is covered under the NHBC warranty and what is maintenance. Communication is key throughout the customer journey and at each stage of the process we will write, meet and talk to our customers.

LH: Yes, it's all about communication and about being clear. Setting realistic timescales is also important and it is key to keep customers up-to-date – even just saying “I know you are still waiting for this but it will be with you on day X.” I also prefer talking with people to email. You can reason with people by listening to what they have to say, hearing them out and then giving an answer. Also, others have to get it right from the start in sales, build and technical or it has a big impact on our part of the journey. Communication from other teams is quite a big thing too so you know a customer's background and can be more sensitive to it when they come through to you.

How do you keep calm under pressure?

HA: It comes with experience but recently we took part in a 'How to control your elephant' course and it is a great refresher. The course teaches you about empathy, understanding the customer's situation, and responding in a cool, calm and collected manner. If you cannot do something, then

you explain it. We often start with the negative, but end with a positive, explaining what we can do, even if it is small. This shows the customer that you have listened.

LH: There are also some good tips and tactics about workload, being organised, being positive and the language and tone you use in the course. I think about one thing at a time and then prioritise.

KW: You definitely have to stay calm and find a way to calm the customer down. Usually we arrange to go and see them face-to-face. We give them a smile and explain we're here to help – we're not the enemy. Otherwise, take five minutes out – go for a walk and come back. Do one job at a time, write things down, manage your time and keep control.

“CUSTOMER SERVICES DON'T GET AS MUCH RECOGNITION”

What is the best part of your job?

HA: Hearing a customer say “I love my new home and the development where I live,” and receiving positive feedback from our customers.

LH: Good feedback and the satisfaction you receive from fixing an issue.

KW: Having fun with the team and passing ideas around. And yes, turning a disgruntled customer into a happy one.

What do you wish more people knew about your role?

HA: The complexity of the role and the level of information we need to retain to enable us to execute daily tasks. We

have to work closely with all departments, subcontractors and suppliers alike. We are involved in the entire customer journey, ensuring we deliver a good quality product and offer support post completion in line with the two-year NHBC warranty.

LH: I'd agree. People sometimes don't realise what customer services includes. It's not as simple as sending emails off. There are lots of different parts to the role – from the monetary side of things to customers complaining. We have to know a little bit about everything.

KW: There's a lot of praise for sales and site teams but, having recently moved over from sales, I can see that customer services don't get as much recognition. We're often the 'forgotten about' department.

HA: It is challenging, while being rewarding as we are at the end of the process and all of our customers arrive with different experiences, needs and expectations and there are lots of things that are not in our control such as the legal process, or dates being put back due to bad weather or other factors. So our role is readdressing the balance of expectation. It can be a big ship to turn but our ethos is to make it right and we put a lot of hard work into that.

In your opinion, what is the best thing about working at Linden Homes?

LH: There are really good people working for Linden. They are passionate, friendly and willing to help each other. Our customers have the same opinions. People skills and relationships are hugely important to the success of a region.

KW: For me, it's that we are part of Galliford Try. I like being associated with a big company. There's also a better culture here than in other housebuilders.

O365 - WORK WHEN AND WHERE YOU NEED IT

By the end of June, the IT team plans to have moved the whole of the Group to Microsoft Office 365. As a result, employees will gain access to applications such as Outlook, Word, Excel and PowerPoint from any mobile phone, PC, laptop or tablet as long as the device is connected to the internet. It will also provide new online collaboration tools such as Yammer!, Skype for Business and One Drive.

Chief Information Officer Mark Cotton said: "Mass moving our employee base over to the new system has required a significant focus of resource. Our priority has therefore been to complete the email migration, addressing any post-deployment issues. Inevitably, the process has been smoother in some areas than others but I would like to thank everyone for their patience. In the coming months, we are look forwarding to demonstrating how we can maximise the use of these new tools."



NEW IT PORTAL LAUNCHED

The IT team is pleased to launch the first phase of the IT Customer Portal which will provide a single, efficient consumer experience resulting in less time waiting on the phone and being able to track progress of open calls. Key features include the ability to:

- Log new faults electronically rather than by phone or email.
- Reset and change your password yourself.
- Review details of IT equipment allocated to you.
- Search a variety of knowledge bases.

In the future you will also be able to use the IT Portal to:

- Order new IT hardware and software from an Amazon style order basket.
- Request and track new starters, movers and leavers without filling in paper based forms.
- Undertake Site Setups.

For ease of access you will have an icon on your desktop to the portal. You can also access the portal via: <https://gallifordtry.service-now.com/ess/>.

BRAND UPDATE

New branded templates and updated Brand Guidelines launched

Group Marketing & Communications has launched a new set of templates as part of a Brand Guidelines update that is designed to strengthen our brand identity, improve

consistency across the business and save you time when creating documents and presentations. The templates can be accessed via the Brand Directory on the Intranet > Group Services > Group Communications. The refreshed Brand Guidelines offer more information on how to use the new templates.



TOP UP YOUR ORACLE SKILLS

The IT team has launched new Oracle training which provides guidance on: logging holiday requests and absences, creating timecards; completing expenses; undertaking procurement enquiries, raising requisitions, and performing billing, payments and cost value reconciliations.

The training consists of online learning, access to a host of guidance materials and the ability to request classroom training.

Log on at:
<http://gallifordtry.learn.taleo.net/site>.



YOUTH TEAM GET TO AWAY GAME

The Shetland Junior Football Association Under 12s and Under 11s teams kicked off an off-island competition with help from Morrison Construction.

Project Director Mark Clarke found out that the club was gathering funds for the tournament and organised a donation of £250 from Morrison Construction to go towards it.

He said: "We are currently on site at the new Anderson High School on the Shetland Islands, and are also delivering halls of residence to service the school. As well as building these new facilities, we are committed to playing our part in the wider community and supporting worthy causes such as the local junior football team."



LINDEN HELPS PROMOTE HEALTHY LIVING

Children at The Rissington Primary School are being encouraged to live a more healthy and active lifestyle by getting involved in gardening.

The school has been built on the same site as Linden Homes' Victory Fields development. To get the project started, Linden Homes donated £380 to transform an area at the school into a place that can be used by pupils to grow and harvest fresh produce.

Liz Bannister, Headteacher at The Rissington Primary School, said: "With the raised beds now in place, the children

at The Rissington School site at Upper Rissington, along with their peers on the Great Rissington site, who already have raised vegetable beds in place, will learn how to grow vegetables from seeds. We also hope to use some of the produce to prepare meals in the school kitchen."

Shelley West, Sales & Marketing Director at Linden Homes Thames Valley, said: "The children at the school are our neighbours, so we are delighted to have been asked to help support this worthwhile idea. We look forward to revisiting the school in the coming months

to see how the raised beds have grown and how, in return, this will benefit the children involved."



HAVING A BALL FOR CHARITY

A North East children's charity is benefiting from a donation of £5,761 towards its work following Galliford Try Partnerships North's second annual charity ball.

During the event at the Discovery Museum in Newcastle, guests dined, danced and donated money to the charity Children North East which supports the young people who are most need in the local area.

Stephen McCoy, Managing Director for Galliford Try Partnerships North, said: "We have forged an excellent relationship with Children North East in recent years.

The real difference they make to the lives of the children they work with is truly heart-warming."

Carol Taylor, Senior Fundraiser at Children North East, added: "This generous donation has given our fundraising totals a real boost. Every penny will be spent supporting our services that provide a real lifeline for many children, young people and families facing issues in their lives which can damage confidence, undermine self-esteem and ultimately prevent them from achieving their true potential."



A GRAND BREAKFAST

Site teams up and down the country helped host Britain's biggest breakfast in aid of Cancer Research UK.

The event calls on people to invite friends, family and colleagues to join them for the most important meal of the day and raise some money in the fight against cancer in the process.

Participating sites kicked off the working day with a variety of breakfasts including full English, bacon butties, sausage rolls, fruit, yoghurt, muffins and pastries to raise just shy of £1,000.



DRIVING DOWN CARBON EMISSIONS

For another year running, Galliford Try has reduced its greenhouse gas emissions relative to turnover

For 2015, carbon emissions per £100,000 revenue went down to 1.6 tonnes, which is less than half of what it was five years ago, when it was 3.4 tonnes per £100,000 of turnover.

Group Sustainability Manager Caroline Johnstone said: "This is an impressive fifth year in a row that we have seen reductions, which is only possible because of the behaviour and decisions made by you, our employees.

"This is a result of all the little things as well as the big things we do so please continue to support our commitment to reduce our emissions by using teleconferencing, choosing low emission cars or using public transport where possible, and switching off electrical equipment when not in use. Thank you."

THANK YOU

CLEAN BILL OF HEALTH FOR HOSPITAL

Many hands made light work at Newton Wing at Town and County Hospital's new Memory Garden.

The Morrison Construction team which is building the new Wick Community Campus behind the hospital was approached by Iain McHardy, Acting Senior Charge Nurse, to help with the garden project.

Green-fingered volunteers from the team and subcontractors G&A Barnie and PJ Carey put aside a day to clear a large area of the garden to help the project get underway and offered to provide materials which will help with the construction of the summerhouse.

The work will help to transform the garden space into a therapeutic, enjoyable, accessible space for patients, their relatives and friends.

Delighted with the assistance given, Iain said: "Morrison Construction has been very supportive of what we are trying to achieve in our garden at the Town and County and we are delighted with their support. Their help with our memory

garden project will allow us to improve the care to patients and relatives in the hospital and will also be a significant asset to the wider community."





ROSS RAISES FUNDS FOR MARIE CURIE

Galliford Try Investments Office Assistant Ross Mason joined his girlfriend's father, David Fulton, on a trek in attempt to raise £10,000 for Marie Curie, the charity that provides care and support for people living with terminal illness.

The two travelled 45 miles from the Calder junction on the Edinburgh City Bypass to Hampden Park, with David on foot and Ross cycling beside him.

"Our reason for going ahead with the trek was that David's auntie Cathy and sister-in-law, also called Cathy, were both diagnosed with terminal cancer which inspired us to go ahead with the challenge in support of Marie Curie. David also lost a good friend to cancer at the end of last year, so it is a charity close to our hearts."

The pair completed the walk in 10 hours and 20 minutes. Sadly, soon after the trek, they received the devastating news that David's sister-in-law Cathy had passed away just an hour earlier.

Ross and David raised £5,000 in donations from colleagues, friends and family including a £250 donation from Galliford Try Investments.

To make a contribution to the cause, visit:

<http://www.justgiving.com/daviefulton-hampdenonfoot>



FAREWELL TO ... TONY WILLIAMS

Having started with the business as a Senior Engineer for Lehane, Mackenzie & Shand 40 years ago, Tony Williams is retiring. *Evolve* learns more about his career

My career involved... 20 years of working in the UK – including leading the North West business as Regional Director in the 1990s and, as Construction Director for Morrison Construction England & Wales and then 20 more internationally in West Africa, the Middle East and Eastern Europe. Since returning to the UK I have been involved in offline projects focused on quality improvement.

The highlight of my career... is completing the construction of three large dams in Oman. I was brought into the project to help out after it had started and, against all odds, including a challenging timeline and working in temperatures up to 45°C, we finished on time. Working abroad seems like a good idea when you are in the UK but when you land there with a notepad and PC, establishing yourself from scratch is an achievement.

The biggest change I have experienced in 40 years of working here is... the speed of communication. In 1976, there was no email or mobile and all that goes with it but we managed to get on.

The most important thing I have learnt in my career is... not to make assumptions and to think twice, or even three times before taking action. Being patient can solve a lot of problems.

The thing I will miss most about Galliford Try is... the people. It's always been a great place to work.

I will be spending my retirement... enjoying time with my grandchildren.

TIME OUT WITH MICKY AND CLUANIE

Dog-lover Micky Jones is the owner of kilt-sporting Cluanie who made the 'Ambassadog' finals in the search for Scotland's top dog. *Evolve* learns more from the Morrison Construction Foreman

Q What makes Cluanie special?

A He was recently shortlisted as a finalist in the 'Ambassadog' competition run by Visit Scotland to find the face – and paws – of Scotland. He's a typical small dog but has a huge personality very much like Scotland which is a small country with big character. We like to do lots of walking on hills, mountains beaches and lochs.

Q How did you come to enter the competition?

A We've done bits and pieces for charity and Cluanie has become a bit of a superstar in the local area. We've got a Facebook page and update it regularly with photos of our adventures. Folks shared the competition link with us and we thought why not?

Q What are Cluanie's other achievements?

A He first found fame as the Jack Russell who conquered Ben Nevis in a kilt. We've also conquered 62 Munros (Scottish mountains that are more than 3,000 feet tall). Cluanie received a medal last year as the only dog to complete the 26-mile Great Glencoe Challenge. He's also starred in the *Puppy School* programme on the gaelic BBC TV channel and appeared in magazines like *Trek and Mountain* and *Dog's Monthly*.

Q What is next for you and Cluanie?

A We're planning another ascent of Ben Nevis to raise money for Erskine Hospital and will again take part in the Great Glencoe Challenge in July and Great Wilderness Challenge in Wester Ross in August both in aid of the Highland Hospice. My colleagues at the Elgin Flood Alleviation Scheme have been very generous in their support and played a part in Cluanie's and my award as Highland Hospice fundraisers of the month for April. If you would like to donate, visit justgiving.com/fundraising/Micky-Jones5.



ICE FELLOWSHIP FOR JON

Jon Hodgins, Technical Director for Galliford Try Infrastructure, has achieved fellowship of the Institution of Civil Engineers (ICE) in recognition of his high level of knowledge, ability and experience.

Fellowship is the highest grade of ICE membership and is awarded to individuals who have reached the top level of the profession. Jon is one of only three ICE fellows currently working for Galliford Try.

"I ENJOY BEING A MENTOR TO THESE ENGINEERS AND SEEING THEM DEVELOP OVER THE YEARS"

To achieve the accreditation, Jon submitted his CV and a statement explaining how he fulfils the "attributes of a fellow" along with nominations by three sponsors who are existing ICE fellows. The benefits of fellowship include increased credibility within the profession and the opportunity to shape ICE policy.

Jon joined Morrison Construction as Engineering Manager in December 2000 - gaining chartered membership of ICE the following month - and was promoted to Engineer Director and, most recently, Technical Director with the Infrastructure Divisional Solutions business unit. As well as this role, Jon assists colleagues working towards professional qualifications from the ICE.

He said: "I enjoy being a mentor to these engineers and seeing them develop over the years. I can honestly say that my sense of satisfaction when three of our graduates became chartered engineers last year was at least as great if not greater than when I found out my application for FICE had been successful."

He added: "In order to gain a professional qualification from the ICE an engineer has to demonstrate that they are well rounded and competent and hopefully the breadth and depth of experience they need to demonstrate this will help them become the future leaders of this company."



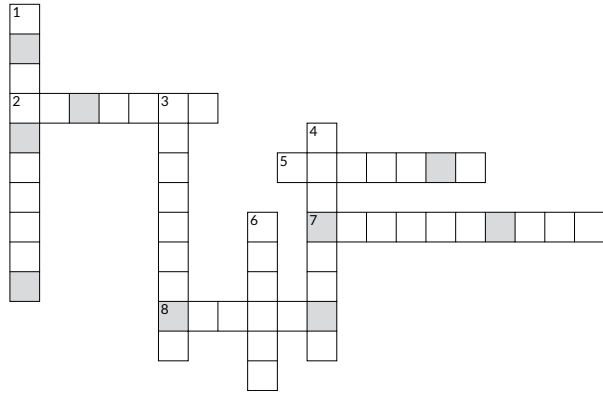
WIN £50 OF AMAZON VOUCHERS

For your chance to snap up the vouchers, tell us what the letters in the grey boxes on the crossword can be rearranged to spell:

-----.



Answers should be emailed to: evolve@gallifordtry.co.uk by Wednesday 31 August 2016. The winner will be selected at random from all correct entries.



Across

- The world's most remote inhabited island is ----- de Cunha (7)
- Crowdhill Green features one of the first show homes that use the Linden Homes ----- (7)
- The new ----- Transport Interchange is the gateway to the new Borders Railway (10)
- The number of CCS Awards the Group won (6)

Down

- The Data ----- Act outlines how we should manage personal data (10)
- Winner of 'Refurbished / Recycled Workplace of the Year'(9)
- Sue ----- is was a finalist for a WICE Award (8)
- The Housing Minister visited this development (6)

COMPETITION

CONGRATULATIONS TO...

Kristie Marvin, Accounts Assistant for Galliford Try East Midlands and Northern Home Counties

In the spirit of doing the right thing, and being ambassadors of Galliford Try, we asked you to nominate someone who you think has demonstrated our values of excellence, passion, integrity and collaboration.

Galliford Try Building Quantity Surveyor Darrell Twineham wrote in to put Kristie forward for the prize. Both received £100 of vouchers.



"I wasn't expecting that. It feels great to know that my work is appreciated and to be rewarded like this, thank you."

Kristie Marvin

Dear Evolve,

I have never met Kristie. I have spoken to her once on the phone.

Kristie has an exceptionally strong focus and has had an incredible positive impact on the cash position at Baysgarth. She's polite and customer centric. She's firm too.

Nothing is too small and whenever we have needed support she has been the person we have most relied upon.

If she isn't worthy of recognition no one is. She really is a complete credit to herself and an incredible asset to the business.

When I saw the opportunity to nominate someone, Kristie's name instantly came into my mind. I didn't hesitate.

Darrell Twineham,
Quantity Surveyor, Galliford Try Building

WORKPLACE OF THE YEAR



The major structural refurbishment of an iconic City building that was constructed by Galliford Try scooped 'Refurbished / Recycled Workplace of the Year' at the British Council for Offices London and South East Awards.

Alphabeta, a £44.2 million project for Resolution Property, was recognised as a "a bold and creative project", once again evidencing the Group's track record in the commercial sector.

Over the course of the 112-week programme, Galliford Try Building London & South East Commercial carried out a series of redevelopment works at the 11-storey building to create 20,400 sq m of vibrant and flexible office and retail space.

Challenges included working in a live environment, not being permitted to use a tower crane and receiving in excess of 250 variations from the client during construction.

Operations Manager Peter Vernon said: "Alphabeta is a striking project with contemporary internal finishes integrated into a varied existing building structure against the backdrop of many retained period features. It showcases the very best of what London has to offer."

The project has gone through to the next round of the awards during which it will be put forward for the prestigious 2016 BCO 'Best of the Best' prize.