

The answer's 'yes'; now what's the question?

Finding it very hard to say 'no' when customers ask us to provide a service wins new business, says **Phil Codd**, maintenance services contract manager on the Corus site.

And that's why he's branched out into training loco drivers to work on the company's site.

This has been achieved with the assistance of Transafe Training Limited, based at Immingham and Kirton Lindsey.

Colin Kavanagh, training manager, worked closely with Corus and Hanson to write the bespoke manual and deliver the training.

With re-written training manuals approved to the 'ITSAR' national standard, Phil has set up a rolling programme of training with a five-man team constantly in place.

The first four drivers trained under the new arrangement qualified towards the end of last year, and will work alongside Corus employ-



ees in and around the plate mill.

"This set-up underwrites the Corus rail transport activity, and therefore the company's processes, by making sure there is always a pool of qualified loco drivers available.

"If any vacancies arise, then there are always people available with the right skills to fill this vital role anywhere except on hot metal routes," he added.

"If any are absorbed into Corus, then we shall replace them with new blood on a 'rolling programme'. The first four to 'pass out' after having spent time as shunters, and doing on-the-job training were **Ryan Burton**, **Amin Uddin**, **Callum Dexter** and **Gary Clarke**, who were presented with their certificates by **Chris Wimhurst**, Manager Transport and Shipping with Corus, watched by **Terry Larder**, the Corus Manager Rail at Scunthorpe.

Praise for jobs well done

Chairman **Joe Wright** has recognised the contribution made to our company by a trio of employees in his annual awards.

The safety award goes to **Mick Moore**, Manager Blast Furnace Services area. His area has more potential hazards than any other Hanson area of operation, with its molten iron and slag, red hot refractories, and 24 hour operation throughout the year.

It's recognised that against this background a huge effort is required to make sure everyone stays safe - and Mick's gone one better by leading a team that's performed to a higher standard than the company's already good accident frequency rates. And as if that wasn't enough, he is finding time to study for a BA in business management at Hull University.

The staff award was won by **Simon Cooling**, Manager Safety and Quality.



There were awards for **Mick Moore** (left) and **Simon Cooling**.



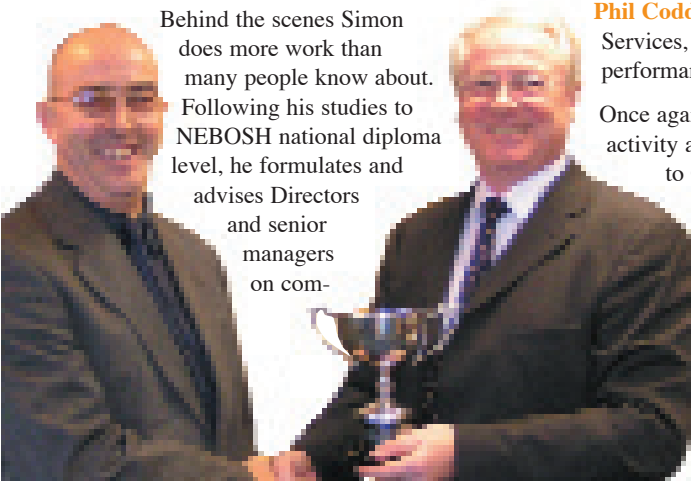
pany policy for all safety, environmental, and quality issues.

On top of all this, Simon assists senior managers with presentations, and documentation for tenders, helps everyone out with their computer problems, ensures that all required information is recorded, and the documentation is in place, and finds time to police all our systems.

In his own time, he is a senior official with the local area safety group, and is also studying at Hull University towards his specialist diploma in environmental management.

Phil Codd, Manager Maintenance Services, left, wins the award for financial performance

Once again Phil has increased his areas of activity and the services that he provides to Corus. He has controlled the costs of his operations, whilst still satisfying and exceeding his customers needs. Phil accepted the award, and reminded those present that he would not have been successful without the support of his 'right hand' men **Dave McNeil** and **Marten Wilson**.



Behind the scenes Simon does more work than many people know about. Following his studies to NEBOSH national diploma level, he formulates and advises Directors and senior managers on com-

New role for Ray



Congratulations to **Ray Shelley** on his recent promotion to the position of Manager Coke Ovens.

Ray started with Hansons in March 2003 as a driver, but after many years experience in building project management, he was able to take on a supervisory role in June of the same year.

Ray is a keen D.I.Y. man at home, when he gets time. He is a married man with four children and five grandchildren.

Eric Rands



We are sorry to report the sudden death of **Eric Rands** on Tuesday February 8th. Eric, right, who was 70, spent his early working life at Redbourne's ironworks and joined Hansons in 1983 when he was made redundant. He worked mainly at the Blending Plant for the 16 years until his retirement.

After National Service he spent some time with the Civil Defence movement, where he assisted at the scenes of many rescues and searches for missing people - most notably at the Aberfan disaster in Wales. He leaves a wife, two sons and two daughters.



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Construction company from Grimsby joins us under the Hanson banner

Building for a stronger future

A long-established Grimsby-based building company has come under the Hanson banner to broaden still further the skills and services we can offer to our clients.

The move is the largest-ever Hanson acquisition, and will make us a significantly larger company with a turnover approaching the £20m mark.

The company is Quickfall Construction, which has been operating from a base in Grimsby for more than 30 years, and has been renamed Hanson Quickfall.

With about 60 employees, the company is involved in all kinds of construction projects, including new build, renovation, and insurance work.

It's intended that Hanson will take on all of the Quickfall employees who want to stay.

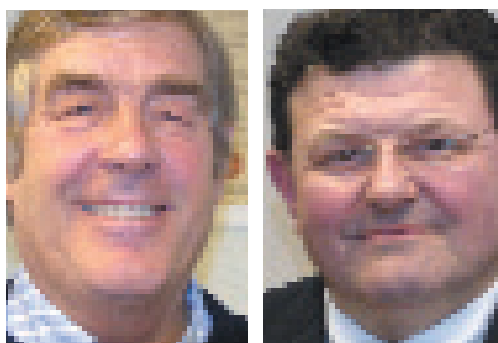
Hanson Managing Director **Peter Marsh** said Hanson identified a need for additional skills in the building sector, and had been on the lookout for a suitable company to come on board. He is certain that Quickfall is a perfect match.

"Having them on board will complement the heating and electrical division we established a couple of years ago, allowing us to offer clients the full range of building skills with just one point of contact."

But he was also keen to stress that the new moves did not mean a change in focus for Hanson.

"We have a number of very satisfied clients who rely on us for a range of highly-specialised services that we have traditionally supplied, and on which our company is founded.

"We have no intention of moving away from those areas, in which we remain strong; the arrival of



New men on the team: Mick Quickfall, left, and George Colk.

Quickfalls will simply allow us to offer similar standards of quality and service to a broader range of clients.

"Bringing Quickfall under the Hanson umbrella does not signal a move away from our traditional areas of strength; it's about opening up new areas of opportunity," he added.

A new manager with experience in the building sector has been appointed, and joined Hanson in mid-February. He's called **George Colk**, and his role will be to maximise the contribution made by the Quickfall employees.

Working alongside him will be **Mick Quickfall**, whose expertise will be vital in generating new business.

"These are exciting times for both businesses, offering enormous opportunities for all concerned," added Peter.

Inside

The building of a building business: a company profile of Quickfall.

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– Peter Marsh,
Managing Director



Mick Quickfall: Building on family values

The building industry is in **Mick Quickfall's** blood. Having watched his parents build the family business, he took it over with his brother Martin almost two decades ago.

And he believes the union of Hanson and Quickfall will create the opportunity to take 'family firm values' into the world of big business, especially now that Quickfall is 'on the up'. He said: "We are on an upward curve at the moment; we're getting better all the time."

Quickfall's has always been a family business, well-known in its native Grimsby.

"But Hanson have a different kind of experience. The company's traditional work is not the same as ours, but they're used to handling bigger budgets. By contrast, we're a family firm and we've not evolved."

That's why the arrival of George Colk is so

significant. "Having George on board will bolster our position; he will be able to show us a different way, and talk to potential major clients in their own language, which is what's expected," said Mick, a director of the Federation of Master Builders.

Mick's role within the new organisation will be as business development director, seeking out opportunities to move into more lucrative business areas.

"The good thing about being business development director will be the luxury of time to demonstrate the benefits of 'open partnering'; developing transparent, honest, relationships with clients to mutual benefit," he said.

"The alliance between our two companies will enable us to encourage clients to 'think building; think Quickfall,'" he said.

Quickfall's always set great store by its standards of serv

A reputation for q

Since its foundation 30 years ago by Jack and Zelma Quickfall, the company that bears the family name has set great store by its desire for quality, service and reliability.

Mick and his brother Martin became controlling directors when the business was incorporated as JGA Quickfall and Sons Ltd in 1987.

The next major milestone came in 1998 with the acquisition of another Grimsby-area building contractor, which allowed for enhanced facilities and an increase in workload.

The business also enhanced its reputation for professionalism and quality to that of a credible company bidding for substantial contracts.

As a result it became highly experienced in new build, renovation and extension work in the house-building sector on its own account, for private owners, and for housing associations.

"From its inception as a general building contractor the company has gradually shifted into the role of service provider, and is now contracted to several of the country's leading insurance compa-



nies," said Director Mick Quickfall.

"As a result we brought in-house all related building industry trades.

"That made it easier for us to manage, so we had on hand our own electricians, plumbers, joiners, plasterers and decorators alongside the ground-work specialists and bricklayers we might be expected to employ."

It was a move which served to significantly broaden our client base, which has been important, believes Mick. "We have never had all our eggs in one basket," he said.

"I have no doubt that Quickfalls will be able to work very well alongside the experts already employed in similar disciplines by Hansons."

With a growth in client base came a growth in geographical area too.

Whilst retaining many of its original clients, the company also undertakes contracts from industrial, commercial, private clients and local authorities as well as insurance companies throughout Lincolnshire, South Yorkshire, and the East Riding.

Major clients include four local authorities, several housing associations and household name insurance companies, sporting and leisure venues, and other building companies – the latter pleased to rely on Quickfall to uphold their own reputations.

But in spite of involvement with major companies, the small repair work on which it was founded has always remained of value – because it's invaluable to clients.

Attention to quality has always been a preoccupation with Quickfalls, and that care shows in the

George Colk: Brings global experience

George Colk is a Scunthorpe-area man with an impeccable pedigree in the building industry.

For the last four years he has been Senior Building Services Manger for a leading multi-national construction company, working on multi-million pound projects including The Deep at Hull, the Yorkshire Building Society callcentre in Bradford, and more recently, the 32-storey Bridgewater Place development in Leeds.

From his earliest days with a Sheffield-based firm, George has worked for high-profile clients like Rolls-Royce, British Rail, and BT.

His first overseas job came in 1990, when he went to Johannesburg as site manager supervising installation of a \$7m gas kiln project.

He was back in South Yorkshire after that, but

went overseas again in the early nineties, working on high-profile prestige projects for similarly high-profile clients.

His work included being construction manager for the 400-bedroom West Bay Lagoon Hotel in Doha, Qatar; site manager at the prestige Jebel Ali Shooting Club; and then he spent four years at Chicago Beach, home to the 7-star Burj Al Arab Hotel.

Firstly he was site manager working on the central plant compound, which included 5km of underground pipework, and then went on to supervise 1,500 men as construction manager for mechanical services on the hotel itself, currently the world's tallest at 321 metres.

Other jobs in the UK include work at London's Canary Wharf, where he worked on the 41-storey landmark headquarters of HSBC.



Service and reliability quality

organisations to which it belongs, and will bring with it into the Hanson portfolio.

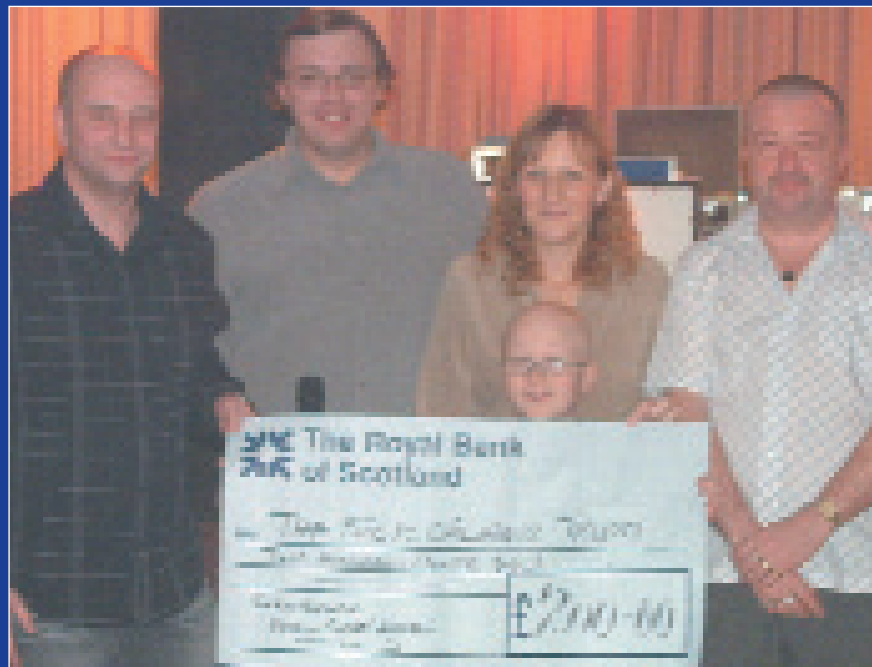
The organisation is a member of the Federation of Master Builders, the NHBC, and the National Warranted Builders' Organisation. And that means its work, no matter if it's new or refurbishments, has a 10-year guarantee. It is also a member of Construction Line, a public/private national quality partnership.

Furthermore, it has its own customer care policy statement, and operates a formal 'record of complaint' system to ensure the customer never fails to be completely satisfied.

Mick, a figurehead with a reputation with existing clients, believes the union with Hanson will provide a platform for significant growth.

"We need to establish customer confidence in more profitable areas and develop more customers in those areas," he said.

"There is the potential for a considerable amount of work in Yorkshire, and in the Doncaster area in particular. We just have to grab some of that."



Hanson helps families through tough times

The Sick Children's Trust is £200 richer thanks to the generosity of Hanson Support Services and its employees.

Michael Moore, Blast Furnaces Area Manager, left, presented the cheque on behalf of Hanson with **Shaun Parker**, right, Casthouse Co-ordinator. Jane Clixby received it along with her husband Paul on behalf of the trust.

Jack Clixby, their son, was also present, who has been helped by the trust, which supplies accommodation for families whilst their children are undergoing treatment at hospitals away from home.