

# MTS NEWS

## Feature News: MTS Contracts Update



**We have recently reached the sixth anniversary of our current contract to deliver waste and recycling services to Southern Water.**

MTS were awarded a five year extension to the Southern Water contract in 2014, following more than a year of negotiations. That extension came in the third year of the contract and runs through until November 2021.

A key part of the service we provide to Southern Water is environmentally friendly waste recycling, which diverts waste from expensive and unsustainable landfill. In 2016, Southern Water announced that, with our help, it had **recycled 100% of waste for the first time.**

In 2016 we were awarded Tier One supplier status with **Severn Trent Water** for digester cleaning plus tanker and jetting services. A recently signed extension to the tanker and jetting contract now takes the duration of the contract through to the middle of 2020.

We have expanded our vehicle fleet and employee numbers across the Midlands to service this contract and now have a network of eight depots in the region. **Watch us in action, cleaning a pumping station for Severn Trent Water.**

We continue to service other key contracts, including sludge and cess treatment for South East Water, CCTV and sewer cleaning services for Cappagh Browne Utilities Ltd.

We are committed to the continued growth and development of MTS within the water utility industry.

## Testimonial

Thanks to Mike Sammons of Veolia who took the time to send this great commendation. Read more **customer testimonials** on our website.

Dear MTS,

I would like to thank you for sending out your A-Team to our blocked sewer line, and for the hassles around re-arranging works to allow the team the time to complete the job to a great standard.

The team over the 2 weeks and couple of days were:

Slawomir Pedzicki, Matt Humphries, Darren Rice, Darrel Watson plus Chris Hoadley and Mark Warner the CCTV men.

The team showed expertise and prowess and ultimately their competence in blockage busting, they kept us informed, explained what they were doing, how and why, and answered all of our 'stupid' questions.

They were a great bunch, good humoured and did have to endure some awful weather - well it is up north here (nearly anyway).

The team did MTS proud !!!!

So a big thank you the team, what a fantastic bunch, I would be over the moon to have them work for me.

Kind Regards,

Mike Sammons, Area Business Manager, Veolia, United Kingdom

## MTS business development team welcomes new faces

### We're delighted to introduce two new members of the MTS business development team.

Liz Bostock will be working to develop new opportunities in the Midlands, in addition to our existing contract work for Severn Trent Water. Liz is based in the West Midlands.

Jason Downer has joined the team to build business for MTS civil engineering works. These services include drain re-lining, repairs and replacement as well as installation of all kinds of septic tanks, cesspools and sewage treatment plants.

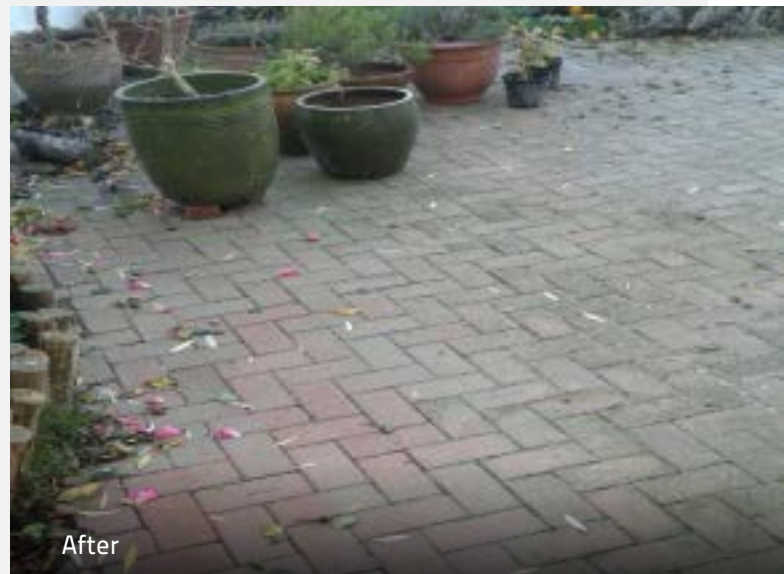
Chris Henderson, Sales Director, heads up the team and said; "I'm very pleased to welcome Liz and Jason to our team. They all bring extensive experience and expertise in the drainage and waste management industries."

Liz and Jason join the existing team which consists of:

- Peter Chidgey, business development in the West Thames area.
- Steve Johnson, business development in Kent, Sussex and Essex.
- Jim Johnson, customer liaison manager.
- Emily Little, business development assistant based at Stanley House.
- Jackie Hall, web and communications officer.



## Faversham blockage clearance and clean-up



### **An MTS team faced a tough job when a blockage in Faversham created complications and external flooding to two properties.**

Adam Potts and Harry Rice attended a severe blockage in Broomfield Road, which they were eventually able to clear. However, the waste and heavy silt moved further downstream causing a second blockage which in turn led to the localised flooding.

Andy McNeil and Colin Hammond were the clean-up crew who attended the following day and worked hard clear the contaminated areas, which took two days in total.

Ali Ahmet from the CCTV division replaced missing turf for the customer following the successful clear up.

The customer was very pleased with the results and praised the response and efforts made by MTS.

Scott Diamond, Fleet Operations Director at MTS said; "The guys worked hard on a tough job and produced an excellent outcome for the customer."

## Southern Water and MTS celebrate bathing water quality results



**The 2017 bathing water season ended on 30 September and Defra's classification results are based on four years' of weekly sample data.**

There are 83 designated bathing waters in the Southern Water region, of which 53 achieved "excellent" status.

25 bathing waters were "good" and five were "sufficient". For the first time in at least five years, there were no "poor" bathing waters in the region.

MTS is proud to have supported this achievement with 478 successful wet well cleans completed safely and under budget.

The 2018 bathing water season begins in May and we anticipate resuming wet well cleaning for Southern Water in February.

## Second perfect 100% Achilles audit score for MTS

**The Achilles UVDB Verify audit assessed our management systems for Safety, Health, Environmental and Policy practices and procedures.**

The faultless result recognises MTS as a top supplier to the utility industry and places the company on a par with leading UK firms.



## MTS rescue team passes spot-check with flying colours



### **An MTS high risk rescue team recently had the chance to display their skills in an unannounced spot-check of their abilities.**

Our rescue teams are fully qualified with City and Guilds Level 3 Award in Emergency Rescue and Recovery of Casualties from Confined Spaces: Water. They are also certified for First Aid and stretcher rescue.

The MTS rescue team under scrutiny were working at the Southern Water Black Rock site on behalf of CMDP. CMDP is a joint venture between Costain and MWH (a global water and natural resources firm).

As Southern Water's delivery partner at Black Rock, CMDP wanted to ensure that the MTS rescue crew could successfully carry out a series of practice scenarios without advance warning.

In order to demonstrate evacuation techniques, the team was called upon to respond to three simulations - "man down with an injury", "man down with gas inhalation" and a "casualty with a spinal injury".

CMDP were pleased with the standards shown in the practice sessions and have expressed their confidence in the abilities of the MTS rescue team at Black Rock.

## Car fire heroes

Derek Baskett & Duane Hartley, assisted Kent fire brigade on the night of Friday 10 November, in extinguishing a car fire on the A2 while travelling back to the yard.



Derek (left) and Duane

## Photo competition winners



Darrell Watson is October's winner with this photo (left) of MTS working at the docks at London City Airport, with a Chinese refuelling ship in the background.

Darren Mallet wins the November £50 voucher with his shot of a Disab in action (right).

## Wellbeing at MTS

**The Medway Big Splash 2018** takes place at Medway swimming pools on Saturday 20 and Sunday 21 January. It's a weekend of aquatic activities for the whole family. As well as the usual pool parties, diving, synchro and lifeguarding there will be some new activities including kayaking, sea survival, AquaTots and distance badges.

Are you doing **Dry January** after an over-indulgent festive period? The good news is that last year 79% of participants saved money, 62% enjoyed better sleep and more energy and 49% lost weight. That's in addition to the health benefits of giving your body a break from alcohol.

**Cancer Research UK** is asking everyone in the UK to wear a Unity Band to show their support for World Cancer Day on 4 February.

**Safer Internet Day** takes place on Tuesday 6 February 2018. The 2018 theme, "Create, connect and share respect: A better internet starts with you" is a call to play your part in creating a better internet for everyone, in particular the youngest users out there.

If you're looking to get more physical activity into your life, why not sign up for the **Workplace Challenge** either as an individual or a team? You log your physical activity and compete with other teams/workplaces. If you work in Kent **sign up for the Kent Workplace Challenge here.**

## Staff survey – what we're doing

You told us that your preferred wellbeing topics are:

- Getting more physical activity into your life;
- Managing stress and
- Weight management.

We'll be focusing on these topics in our 2018 programme. Watch this space for more updates on how MTS is responding to your survey feedback.

## Well done and thank you

### **Iver North, Thames Water**

Rob Hawkes, Marvin Simon, Alan Hutcheon (Jock) and Shaun Holmes.

### **Abingdon STW, Thames Water**

Nick Dench and Bob Marshall.

### **William Street, Rainham, CBUL**

Stuart Waters, Martin Cackett, Darren Peters and Tony Lane.

### **Maple Lodge STW, Thames Water**

Steve Bellis and James Nutley.

### **East Hyde STW, Thames Water**

Ant Reed, Lewis KIRRAGE, Julian Holmes, Carlo Farina and Frazer West.

### **Nursery Road, Nutley WPS, Southern Water**

Doug Knight, tanker driver from Goddards Green depot.

### **Maple Lodge STW, Thames Water**

Julian Holmes.

### **Jefferstone Lane, New Romney, Southern Water**

Craig Woodcock, Perry Yendell, Jason Diamond, Stuart Semple, Steve Horn and Vince Field.

### **Thames Road, Barking, Thames Water**

Kim Quinnell, Fraser West, Gary Wright, Ant McNally, Andy Gibbs, Andy Lambkin, Terry McPhail, Adrian Mitchell, Charlie Webb, Simon Mills, Bob Large.

### **Hampshire/Kent CBUL and Southern Water contract team**

Southern Water thanked the MTS Hampshire team for helping them to achieve a score of 4.63 out of 5 for wastewater services in their latest OFWAT survey. OFWAT spoke to 200 customers who contacted Southern Water in the week commencing 23 October regarding their customer service experience. This is the third wave of surveys where the wastewater service has shown continued improvement. The MTS crews were thanked for all their support and for ensuring customers are kept up to date on the work carried out.