



## Autumn/Winter 2019

### Newsletter

Dear all,

Thank you for taking the time to read the latest issue of our newsletter.

We have been very busy in the office as of late and would like to keep you in the loop! This newsletter contains the below:

- Secured Works
- Customer Care & Safety
- Drug and Alcohol Testing
- PPE
- New Timesheets
- Special Thanks
- Christmas Shutdown Dates

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## HERO AWARD

Back in September Colin Clarke demonstrated excellent first aid skills when he was suddenly faced with a man experiencing a heart attack. Colin performed CPR for 20 minutes until the paramedics arrived on site. We just want to say well done Colin, you showed great courage we are all proud of you!

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### 2020

Forecasted works for early 2020 is looking to be a busy period for us and we want to take this opportunity to reassure you that we are in a very strong position. We are continuing to secure works for next year such as DDS, Travel Lodge (Skillcrown), Penenden Heath (Faversham), Paddock Wood (Berkeley) therefore the future is looking bright!

We may be looking to take on more operatives as the workload will out demand our current labour force.

### Addition to the Fleet

On the back of securing the major projects we have had to purchase a 26 tonne lorry so that we can be more efficient with our deliveries and loads.

### Drug & Alcohol Testing

As you know from the text messages received, drug and alcohol testing on site is becoming more frequent by our clients. If you are found to breach the Drug and Alcohol Policy by testing positive, this will result in immediate removal from site with no return. The individual/s will not be permitted on any other All Access site as a consequence.

## Customer Care & Feedback

**Customer Care:** In order to keep up with the positivity we must ensure customer care & safety is priority. The more we keep our clients/customers happy by following rules and regulations without causing issues or damage, the likelihood is we will gain more work so please always remain mindful of the little things.

**Feedback:** We have seen such an increase in positive feedback; many of which have been for workmanship, H&S and positive attitudes - well done to all operatives who have personally received good feedback from clients/customers (this has been passed on to the teams involved) – please keep up the good work this has made a huge difference.

## **PPE**

We can't emphasize enough how important it is to be wearing your Personal Protective Equipment at **ALL TIMES**. We do appreciate those that do adhere to the policy.... Thank you!

PPE to be worn on site at ALL times:

- Hard Hat
- Safety Boots
- Fall arrest Harness and Lanyard
- Gloves
- Goggles (when applicable)

You must be wearing the correct footwear and Clothing especially as we are now entering winter months. Wet Weather clothing is a must especially with all the rain that is expected over the coming weeks.

**TIMESHEETS** – As you are all aware the timesheets have changed. As explained, please ensure you are noting down the client and site on or address for each site you have worked on (each day) and the hours worked. This must be completed correctly – no excuses. **The submission deadline each week is 10am on each Tuesday**

**SPECIAL THANKS** – A special thank you to the team working at Cooks Lane, Sittingbourne. We received feedback from the Engie's Client stating "Best Scaffold I have walked on in Years". Engie were so impressed they have offered to buy All Access Operatives breakfast! Enjoy it guys, its well deserved.

## **NOW, LETS TALK CHRISTMAS**



### **CHRISTMAS SHUTDOWN**

The last working day for operatives will be Friday 20<sup>th</sup> December 2019 and returning back to work Monday 6<sup>th</sup> January 2020.



*From all in the office we wish you a  
Merry Christmas and a Happy New Year!*

