



## RoSPA Gold number 7

**Lanes Group has achieved its seventh consecutive Gold Award in the RoSPA Occupational Health and Safety Awards 2016.**

The accolade qualifies Lanes to receive a Gold Medal for achieving five or more consecutive Gold Awards.

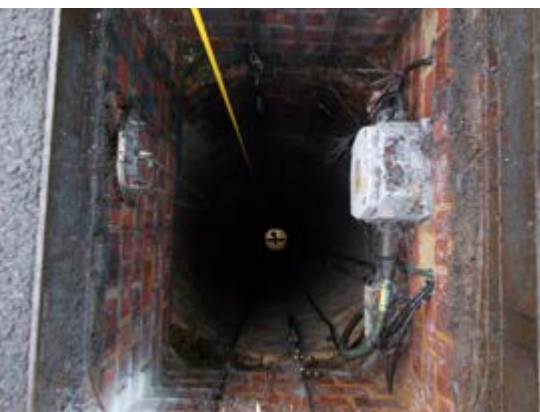
The awards, presented by the Royal Society for the Prevention of Accidents, are the UK's most prestigious occupational health and safety accolades.

Lanes Group Managing Director Wayne Earnshaw said: "This can give our customers, staff and the public

confidence that we are serious about safety, and are continuously looking at innovative ways to improve our performance."

Health, safety, and wellbeing, initiatives introduced in the last 12 months have included development and introduction of a vehicle maintenance app, an industry-leading HGV camera system, and a programme to introduce defibrillators in depots.

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## Smile! It's a 360 record

**Sector: Utilities Location: Brighton**

**A Lanes team has carried out its deepest ever survey of a sewer ventilation shaft using our revolutionary Panorama SI camera.**

It took less than an hour to complete a full inspection survey of the brick-lined shaft on Brighton seafront, even though it was 900mm wide and 21.5 metres deep. The IBAK Panorama SI camera, thought to be the only one of its kind in the UK, generated a 360° high resolution image and a three-dimensional scan of the shaft under the A259 Marine Parade in Brighton, East Sussex.

Paul Purton, from Cappagh Browne Utilities, which commissioned the survey, said: "A confined-space entry wasn't feasible. The Panorama SI was the optimum solution, both in terms of results achieved and cost-effectiveness."

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## 200m UV liner record

**Sector: Local Authority Location: Caerphilly**

**Lanes has installed its longest ultra violet light-cured pipe liner to date in a deep culvert considered at high risk of collapse.**

The liner, which was 202 metres long and weighed 8 tonnes, was installed in a surface water culvert for Caerphilly County Borough Council, in South Wales. The 750mm diameter concrete pipe under a park in Blackwood had been found to be badly cracked at a number of places along 150 metres of its length between two manholes.

Carl Bugler, Senior Assistant Engineer for the county borough council, said: "The Lanes Group team did a tremendous job. They had to overcome some major technical and operational challenges to complete the lining project within the two-week window that was open to them."

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## Browse Our Drainage & Wastewater Services

### Drain Services

Blocked Drains, Drain Cleaning  
Drain Unblocking, Drain Inspections  
Drain Jetting, Drain Repairs  
Drain Relining, Drain Jet Vacuumation  
Emergency Drain Service

### Sewer Services

Blocked Sewer, Sewer Inspections  
Sewer Rehabilitation, Sewer Renovation  
Sewer Repairs, Sewer Relining, Sewer Desilting  
Structural Coating, Sewer Jet Vacuumation

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Home Buyers Drain Survey

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Planned Rail Maintenance

### Testing Drains, Pipes & Sewers

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Pollution Control, Drain Interceptors

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## Bottom up improvement

**Sector:** Construction **Location:** Glasgow

**A housing association has commissioned Lanes to deliver a comprehensive package of drainage services to support a £27m 3-year programme that is revitalising an entire community.**

River Clyde Homes has commissioned Lanes Group to deliver all drainage cleaning, repair and rehabilitation services needed to refurbish 667 properties in Broomhill, a neighbourhood in Greenock, Scotland. River Clyde Homes Project Officer Brenda Gibson said: "Lanes Group is doing a lot of very good work for us. They are always very flexible, plus their communication with us and residents is excellent." Chris Fairbairn, one of the Area Development Managers for Lanes Glasgow, said: "Our teams share the excitement of the housing team and the residents in achieving something special that will make a huge difference to thousands of people."



## Backing Broomhill

**Funding for information leaflets and fun activities for children are just two ways Lanes Group is supporting the wider Broomhill community while its teams are working in the area.**

The company takes seriously its efforts to help where it can, and is working closely with River Clyde Homes to do just that, says Lanes Area Development Manager Chris Fairbairn.

He said: "The transformation being carried out in Broomhill goes beyond housing improvement into projects that will truly regenerate the community, and will want to help that process."

That has led to Lanes providing funding for an Easter fun day at which local children could creative, making Easter bonnets – and, of course, receive an Easter Egg treat. River Clyde Homes Project Officer Brenda Gibson said: "Lanes has been very helpful and generous in its support for our wider community activity."

Chris Fairbairn said that, while the Lanes teams are in the area to improve drainage systems, they are always on hand to help local people in other ways if they can.



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## Cleaning NHS drain arteries

**Sector:** Public sector **Location:** Bristol

**Bristol Royal Infirmary has used Lanes drainage expertise to investigate the health of drainage arteries running through and under its buildings.**

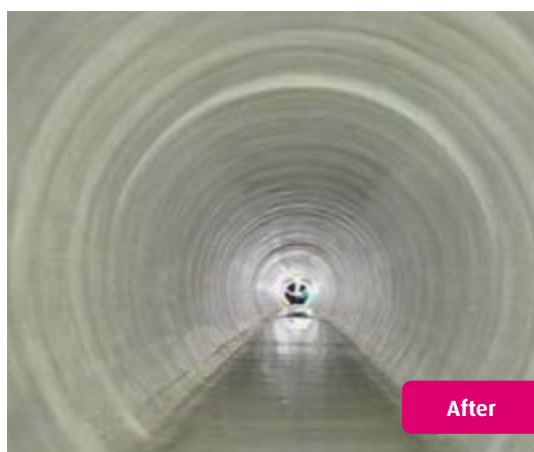
As part of an £8m refurbishment programme, we carried out a comprehensive drainage survey across the site. A significant amount of the CCTV survey work was done at night to avoid disrupting patient care.

Keith Farley, Assistant Director Estates Projects (Interim) at the foundation trust that runs the hospital, said: "Lanes Group has worked well with our teams, and will provide survey data that will be very useful for planning our refurbishment of the KEB, as well as future drainage maintenance across the whole site."

**Read more >>>**



**Before**



**After**

## UV makes light of chemicals

**Sector:** Commercial **Location:** Newport

**In a double UK first, the Lanes Reline Division has carried out its first project to rehabilitate a pipe using a chemically-resistant ultra violet liner.**

Three liners, all cured with ultra violet (UV) light, with a combined length of 200 metres, were installed at a plant run by Solutia UK, part of Eastman Chemicals, in Newport, South Wales.

It was also the first time Lanes supplier Reline Europe – a world leader in pipe relining systems – had supplied

a UV liner to provide chemical resistance in the UK. Solutia UK Engineering Manager David Davies said: "The UV lining solution identified by Lanes was ideal for us, given our production schedule. The lining team was well drilled, and clearly aware of safety requirements in a challenging situation."

Lanes Business Development Manager Damian Tranter said the success of the project demonstrates the resilience of UV liners and their viability across the chemicals industry."

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## Health and Safety Zone



### FORS safety success

**Lanes Group has achieved, through re-auditing, the Bronze accreditation for its UK transport fleet under the Fleet Operator Recognition Scheme (FORS).**

The company first achieved FORS Bronze in 2014, and successfully passed its annual audit in March – demonstrating that it sets nationally-recognised safety and operational management standards. The FORS scheme is operated by Transport for London, but is increasingly used by fleet operators across the UK to benchmark standards. During March, five different independent assessors audited five Lanes depots, in Eastleigh, Hampshire, Rainham, Essex, Leeds, Middlesbrough and Sheffield, with all five achieving FORS Bronze accreditation.

Paul McParland, Health, Safety Quality and Environment Manager for Lanes Group, said: "This gives our clients assurance about the quality they can expect from Lanes Group vehicles, drivers and operational systems."

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### Praise for road collision duo

**Two Lanes engineers showed quick thinking in going to the aid of a motorcyclist lying injured in a road after he was involved in a rush-hour collision with a car.**

Excavation Engineer Dan Perry pulled his pick-up truck across the carriageway to protect the motorcyclist – while his assistant, Carl Treen, went to help the stricken rider.

Dan called 999, then the pair stayed at the scene. Their vehicle continued to protect paramedics as they worked on the injured man, and police investigated the collision in Minworth, Birmingham.

**Lanes Birmingham** Regional Manager Steve Dipple said: "It was an act of kindness for Dan and Carl to help, and also a reflection of their professionalism."

All Lanes field workers undergo first aid training as part of the company's rigorous approach to health and safety.

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## Strictly customer excellence

**Sector: Utilities Location: Slough**

**By day Michael O'Leary is a Lanes customer champion. But when the lights go down, and the glitter ball starts to spin, he sheds the PPE and takes on the cha-cha-cha – to become a dance champion.**

Michael works for the Lanes Utilities Division, making sure the wastewater maintenance service it delivers for Thames Water always merits top marks.

In his spare time, though, it's a quickstep into his other passion, ballroom and Latin dancing. He and his dance partner, Cheryl Davies, are the current advanced ballroom dancing champions in the UK Closed Championships.

Now they are training hard with an ambition to compete in the Open World Championships in Disneyland Paris in December.

Michael says: "Dancing is about challenging yourself and setting goals. At Lanes we're doing that all the time to try to deliver excellent customer service. You could call it the Thames Water Waltz!"

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**Ricky Pidgeon shows off his new Fitbit – with plans to use it to help him monitor his fitness.**

### Stepping out for health

**Seven Lanes Group staff who took part in a fitness experiment to shed light on who has the highest activity levels completed 362,308 steps between them in one week – equivalent to walking more than 181 miles.**

Colleagues from across the UK, including office staff, field workers and a board director, took part in the Lanes Pedometer Challenge in support of the British Heart Foundation.

Pedometers were used to calculate how many steps each member of staff took, with a view to revealing the activity rates of colleagues with different roles during a working week.

The results and experiences were carefully judged to award one participant with a special prize – a Fitbit, a fitness training aid worn on the wrist.

The winner was Rail Division Drainage Engineer Ricky Pidgeon, who said: "Now I have the Fitbit I will have a go at wearing that as well. Anything that encourages you to look after your health has to be a good thing."

The other participants were Marketing Officer Vicky Smith, who recorded the most steps, CCTV Drainage Engineers Chis Dakin and Scott McGregor, Technical Director Andy Brierley, Sales Team Leader Jenny Jenkins, and HSQE Manager Tonni Butson.

Tonni said: "It's good to positively challenge your activity rates no matter how fit and healthy you think you are. It all helps improve your health and happiness."

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Eastleigh Regional Manager Matt Griffith with the CityFlex jet vac tanker, which is ideally suited to working broadband cabling.

## From fatbergs to photons

**Sector: Commercial Location: Hampshire**  
Our drainage engineers have swapped sewer pipes for digital ducting to help create the UK's superfast broadband network.

Lanes Eastleigh has spent 10 months supporting broadband installer Avonline, by cleaning more than 12 kilometres of cable ducting. A jet vac tanker jetting hose was then used pull through a rope used, in turn, to pull through the new fibre optic cable.

Avonline, working for BT Openreach, had found some data pipes had become particularly badly silted up during flooding. Jonn Cramman, from Avonline Broadband, said: "The Lanes personnel were excellent. I heard nothing but praise for the support they provided our field teams."

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## Lanes cuts road costs

**Sector: Highways Location: Swansea**  
High-powered sewer cleansing technology has helped control costs associated with an important new road scheme in Swansea.

Lanes Cardiff used its new JHL recycling jet vac tanker to clear more than 100 tonnes of silt from a 200m storm drain during the building of the 1.7km Morfa Distributor Road. The project was completed in just 10 days.

Mark Morris, Site Agent for main contractor Richard T Jones, said: "We were impressed with the technology and the conscientious approach taken by the Lanes personnel. All other alternatives were unacceptable due to safety, additional cost and time pressure."

"By working with Lanes, we met our project deadlines and could pass on significant cost-savings to our client, Swansea City Council, which was an excellent outcome."

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## Investing for service

Lanes has invested more than £600,000 in new specialist drainage vehicles for the Cardiff depot in the last 12 months – giving customers greater service capability and creating new jobs.

The number of drainage engineers at the depot has nearly doubled. South Wales Area Development Manager Dave Lewis said: "Our aim as a depot is to exceed customer expectation. It's an approach that is paying off because we have a very good record of winning repeat business."



Cardiff depot Operations Manager Martin Bell, left, hands over the keys for the new recycler jet vac tanker to Jet Vac Engineer Neil Harry.

## All aboard for drain service

**Sector: Transport Location: Manchester**  
Construction of a vital second Metrolink tram line through the heart of Manchester is being supported by CCTV drainage surveys and sewer cleansing work delivered by Lanes Group.

Teams based in Eccles are carrying out the work along the 1.3km Second City Crossing, which will significantly increase capacity of Greater Manchester's tram network.

Richard Spicer, Site Agent for MPT, the consortium building the 2CC line, said: "We value Lanes Group's ability to effectively and efficiently fit in with our work plans on what is a complex construction project in a live environment."



"The survey and mapping data is essential for design optimum sewer connections and ensuring underground assets are not adversely affected by the tram line."

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## Remember – watch this

Lanes operations manager Tony Moore is calling on TV viewers to watch a Channel 4 film, featuring his granddad as he served in The Forgotten Army during World War Two.

He hopes the documentary about a British Army campaign, called Calling Blighty, to send messages from the troops fighting in the Far East to families back home, will raise awareness of the sacrifice they made.

Tony, who works at Lanes Leeds, describes the hour-long documentary as an emotional rollercoaster. At a media viewing arranged by Channel 4, which he attended, even the journalists cried.

Tony's grandfather, Frank Miller, served with an elite special forces brigade, called the Chindits. He was one of thousands of soldiers filmed in 1945 and 1946, giving personal messages to their loved ones, in the 70-year-old equivalent of a Skype call.

Tony's mother, Alma, remembers going to a cinema and seeing her dad's message when she was five. It was the first time she had seen him other than in a photograph.

Tony, who also served in the Army, said: We have a copy of my granddad's Calling Blighty message, which I can pass on to my grandchildren. He won't be forgotten in our family.



Top, Frank Miller, who served in the Chindits in India and Burma; bottom, main picture, Frank with Alma; inset, Tony Moore, with mum Alma today. Tony is urging people to watch Calling Blighty.

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