

# GREENMILL TRADE BULLETIN

## INSIDE ISSUE #16

### ► FORS & European Deliveries

What Silver accreditation means for our drivers and your deliveries.

### ► Unlocking your People Strategy

Adrian Bates on why your employees are the backbone of your business growth.

### ► New Products in the Greenmill range

From time-saving pre-lagged copper coils to our latest outdoor fuse spur.

### ► Customer Testimonials

Some of the really nice things that customers are saying about Greenmill.

## FORS and European Deliveries made easy with Greenmill

By Grant Higgins - Head of Transport



All our vehicles are FORS Silver accredited. The Fleet Operator Recognition Scheme (FORS) is a voluntary accreditation scheme for fleet operators which aims to raise the level of quality within our fleet operations, and to demonstrate that we are achieving exemplary levels of best practice in safety, efficiency, and environmental protection.

When we initially had Bronze accreditation, this confirmed that we employed good practice and complied with the requirements laid out by the FORS standard. This includes demonstrating dedication to driver and vehicle safety, combined with improving

operating practices through effective monitoring of fuel and tyre usage. To get FORS Silver accreditation we needed to provide evidence that our vehicles are fitted with the relevant safety equipment i.e. near-side vehicle camera to increase the visibility of the blind spot, and rear camera solution to increase the visibility of the rear blind spot, plus many more.

All drivers must complete professional development road-risk training, which includes 3.5 hours of practical on-road training with a bike, to raise awareness to cyclists. Fuel, emissions, air quality and anti-idling is a big part to FORS Silver. We need to be committed to the understanding and management of operational performance levels and the

impacts on the environment. We monitor, manage and review fuel consumption, emissions and environmental impact, and ensure that activities will consider the health and quality of life of all our employees, customers, suppliers and the public.

More and more sites within the big cities in the UK require a minimum of Bronze FORS to deliver to their sites. All our customers need to do is request our details and we can send over the driver's name, reg, make, model and FORS number, so that they can book into the site. We will then deliver in the time slot that has been provided.

### European Deliveries:

Greenmill are now receiving more and more requests for deliveries within the EU.

With the wealth of experience and knowledge I have, after passing my CPC (in transport management in road haulage), I have gained both national and international contacts and connections within the transport sector. As a result, we are now well placed for arranging deliveries into the EU (since Brexit, it has been more challenging to deliver to the EU).

We will need our customers EORI number for the European country the work is being undertaken in. This will enable us to finalise the customs paperwork and allow for a smooth transaction and delivery process. Economic Operators Registration and Identification number (EORI number) is needed for us to import the goods into the EU. Without it we would not be able to deliver the goods.

## The Path to Success: Unlocking your People Strategy for Sustainable Growth



By Adrian Bates  
Principal People Director  
at People Puzzles  
[www.peoplepuzzles.co.uk](http://www.peoplepuzzles.co.uk)



**Achieving successful business growth is what we all aim for. And for many companies, your employees are the backbone that help you get there. So, dedicating time and focus on your People Strategy each year is important, because the way you recruit, train and retain your team can have a significant impact on your bottom line.**

It should begin with your business strategy – your plan for achieving specific business goals. Your People Strategy then focuses specifically on the human resources you will need to achieve those goals.

So how do you begin to unlock your People Strategy? By asking some big questions.

Check out the below top 10 questions you should ask your leadership team, to help develop your people strategy for the year ahead.

- 1. Why does my business exist?**  
Capture this in one sentence, it will help bring clarity to the business if everyone on the senior team, and through the business, knows why they come to work every day.
- 2. What delivers competitive advantage?**  
Have a look at your core business and what you are good at. Who are you doing this for and what do they get out of it?
- 3. How do we measure our value?**  
What does success look like? How do you know that you have a viable
- 4. What do we need to do to succeed this year?**  
The answer to this question changes each year. Debate this question with your senior team to nail it down to 3-5 big goals.
- 5. Are the senior team aligned to deliver this plan?**  
When your senior team are aligned you will make better quicker decisions. When your team are able to engage in healthy conflict, you'll be able to debate, disagree, be heard and come together as a group and move forward.
- 6. Do we have the right leadership capability in the business?**  
Be honest about who you have, what they are capable of, what you can afford right now and what you need to be successful.
- 7. Are we arranged so everyone can do their best work?**  
Sometimes the problem is the structure and design of the organisation as a whole. It's important to understand workflows, have clear lines of communication and accountability, and free people up to do their best work.

business? Are you focused on revenue, or do you have other ambitions for the business? How will you know when you have achieved it? These are fundamental to driving business performance and ensuring you are focusing decisions on the right things.

- 8. Do we have the right people on the right seats?**  
The right person covers experience, skills, attitude and fit. The right seat means looking at what they are doing, how they fit in and what they're going to deliver. Use a structured approach to work through your whole organisation, to help sort out any problems that you find.
- 9. Can we attract and keep the right talent?**  
Is your employee proposition sufficient to attract, nurture and retain the best talent in the market? Are you recognising their achievements, and giving them sufficient challenge and support so they can perform at their best?
- 10. Will our culture and values drive success?**  
Values are meant to be truths about how you can expect to be treated and how you are expected to behave. It can help make the hiring (and firing) process much easier.

If some of these questions sound daunting, and you're not sure how to start, please feel free to contact us on **020 3633 6830** or visit [www.peoplepuzzles.co.uk](http://www.peoplepuzzles.co.uk) to chat through how we can help.

## NEW Products added to the range

### Class 'O' Pre-Lagged Copper Coils



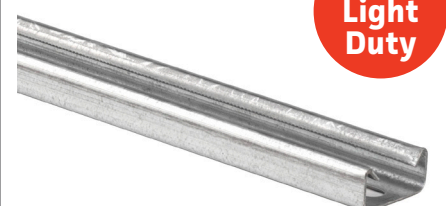
- ¾" Copper coil x 20m (13mm Pre-Insulated)
- Meets UK Building and Fire Safety Regulations
- Nitrile Butadiene Rubber (NBR) Class O rated insulation
- Easy installation. No glue, tape or messy powder
- Using pre insulated coils achieves pipework installation in less time than conventional methods

### 6m Heavy Duty Slotted Channel 41x21mm



- Pre-galvanised
- 2.5mm wall thickness
- 11mm slots
- Used with channel accessories to build frames for the support/suspension of electrical and mechanical services

### 6m Light Duty Slotted Channel 41x21mm



- Pre-galvanised
- 1.5mm wall thickness
- 11mm slots
- Used with channel accessories to build frames for the support/suspension of electrical and mechanical services

### 22x15x22mm Copper PressFit Reducing Tee



- Conforms with BS EN 1057
- Fitted with EPDM seals (O-rings).
- WRAS Approved
- Max working pressure: 16 bar (PN16)
- Working temperature range: -10°C to 110°C
- Press profile: M

### Nitrogen Purge Tool c/w Adjustable Dial



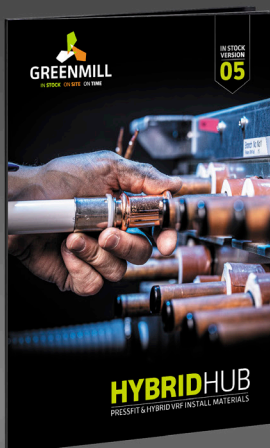
- The Nitrogen Purge Tool is a quick and easy way to purge copper pipes with nitrogen.
- Accurately regulates flow and volume for purging or brazing
- A simple 3-click position dial to quickly switch between Braze, Purge or Off
- Connect standard 1/4" refrigerant hoses to tool and you're ready in seconds

### Outdoor IP66 Rated Fuse Spur Isolator with Neon Light



- Weatherproof IP66 13amp Fused Spur with Neon for use outdoors, comes with a lockable lid
- Dimensions: L 11 x W 11 x H 8.1cm
- Cable entry size: 20mm
- Cable entry position: 3 sides have 1 entry, 1 side has 2 entries and back has 1 entry

# NEW Hybrid Hub Supplement Issue 5



Our latest Issue 5 Hybrid Hub supplement brings Greenmill's comprehensive range of Hybrid and Pressfit install materials together into a handy, pocket-sized catalogue. Spread over 40+ bumper pages, the supplement is one of the few catalogues to feature both RLS (Rapid Locking System) and Conex >B< MaxiPro, the UK's two leading braze-free pressfit systems.

There's a whole range of pressfit fittings (in all popular sizes) for both systems. Plus tools, jaw sets, accessories and pressfit ancillaries. Because we are hybrid specialists, we want to make sure that we have everything you need for your HVRF installs. Which is why we stock the STÖRNCH range of Barrier and Copper Press install materials. From Hybrid Barrier Pipe (including 20mm OD), to Copper Press

fittings and hybrid water supply materials. And it's all available from stock, with next-day delivery as standard. Plus, if you're looking for a bit of guidance, you'll also find our free HVRF installation guides towards the back of the supplement. And if you need anything else, get in touch with the Greenmill team. Request your copy or download now at: [www.greenmillac.com/hybrid-hub-issue5](http://www.greenmillac.com/hybrid-hub-issue5)

**IN STOCK  
ON SITE  
ON TIME**



**ON-TIME  
DELIVERIES**



**IN-STOCK  
IN-FULL**

“

The delivery that we get from Greenmill is the reason why we switched, it's absolutely spot on all of the time. They are exceptional to deal with.

Luke at Airway AC Ltd.

“

Greenmill have the right products in stock and deliver to the site on time. They're reliable and easy to deal with. They're a breath of fresh air to the industry.

Jamie at Coolair Equipment

“

Greenmill has helped us tremendously, I know I can rely on these guys - one email, one phone call, one WhatsApp message, I know my goods will be delivered on time the very next day. I have my full confidence in them. Knowing that Greenmill can provide the service that I expect, to deliver the goods on time, is priceless.

Ed at Summer Air

