

# Watson & Hillhouse

*Unrivalled Service in Piling Equipment Supply Since 1972*



2016

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## Welcome - from the Managing Director

Welcome to the latest edition of the Watson & Hillhouse newsletter.

2015 was an exceptionally busy year for our hire business and 2016 has continued at almost the same level of intensity. Although activity slowed a little during the summer, it has now picked up again and we see a strong end to 2016. Going forward, whilst there may be a slow down due to Brexit we remain confident this will be short lived as there are a number of large projects in the pipeline.

The UK silent pile pressing market remains buoyant with specialist contractors continuing to invest in new equipment, which is always a good sign. Already in 2016 we have sold two model WP-150s and one model ZU-100 – our first in the UK! The Dutch market is now our biggest for the Z press with another sale in 2016.

We hope you enjoy reading this edition and look forward to your ongoing support.

*Phil Bell*



## NEW AGENCY

We are pleased to announce that we have signed an exclusive agency agreement with UK high pressure pump manufacturer, Hughes Pumps.

The jointly developed jetter model: Hughes-W&H HPS2200DC sound reduced piling water jetter will be offered alongside our Kowan Still Worker range of pile pressing machines.

Our territories cover the UK and Ireland as well as Europe including Russia, the Indian subcontinent, Australia and New Zealand.

The high performance jetter provides a maximum flow of 285 litres/minute @ 170bar from the Perkins 6 cylinder turbo charged Euro stage 4 diesel engine.

Other features include live pressure and flow display, monitoring and full synchronisation in line with the pressing force of the latest Kowan Still Worker machines. This ensures only the necessary volume of water enters the ground. The new jetter is now available for hire or purchase.





# NEW ADDITIONS

Following a very successful 2015, Watson & Hillhouse has recently made significant investments in new piling equipment. On the shopping list: Two new crane suspended vibratory hammers, three Still Workers, two hydraulic drop hammers and two new excavator mounted vibratory hammers - all of which will complement our current hire fleet.

## MID-RANGE VIBROS



With a rise in demand for mid-range vibratory hammers, we have added another PVE 20VM high frequency variable moment vibro hammer to our fleet. The 20VM is ideal for installing and extracting sheet piles, bearing piles, timber piles, tubular piles and temporary casings for rotary bored piles.

## LARGE RANGE VIBROS



We have added a PVE 82M to our fleet of large equipment, consisting of BSP CG hydraulic hammers and the crane suspended vibratory hammers. The 82M has a high power to weight ratio – it only weighs approx. 11 tonnes but has 2570 kN of centrifugal force. It can drive and extract sheet piles, H beams and large diameter tubular piles.

## MID-RANGE HAMMERS



With continuing high demand for mid-range hydraulic drop hammers, we have also added another BSP SL30da hydraulic hammer and a BSP CX 579 to our fleet for installation of sheet piles and bearing piles. The CX 579 is a new introduction from BSP, a CX hammer that can be configured in 5 tonne, 7 tonne or 9 tonne drop weight modes.

## STILL WORKERS

We have invested in three additional new Kowan Still Worker noise and vibration free pressing machines since the start of the year.

One model WP-150 was delivered on the 6th July and sold on the 7th. It was not expected to sell quite so quickly and a short hire had already been booked for it. The team at Kowan travelled from Japan to commission it and then it went straight out. On its return it was stripped and sent to the sprayers to be resprayed in the customer's colours (see over).

We have subsequently ordered another new WP-150 which is on its way.

We also ordered two model ZU-100's, one of which arrived in April and the other in August. The first unit was sold before it arrived, so another ZU-100 was ordered which will arrive later this year.

We are very excited about the new features on the WP-150 which will also be rolled out across the range. These

include: Kowan press-in monitoring system with live display option via a toughpad on the main unit, data logger, press-in limiter to protect the machine and much more.

To find out more, please contact Phil.



# STILL WORKER SALES

**Fussey Piling, Keltbray Sheet Piling, VolkerGround Engineering and Van 't Hek have all invested in new Kowan Still Worker machines so far in 2016.**

## Fussey Piling

For Fussey this was a further investment in the model WP-150, the original of which they first purchased way back in 2001 - the first WP-150 (which replaced the model TGM-130) to be sold to the UK! The latest model however, whilst retaining all the great facets of its predecessor, now has many new features (see previous page).



## Keltbray Sheet Piling

Keltbray Sheet Piling also decided to go with the tried and tested Kowan model WP-150 and now have three units in total, as well as a W&H water jetter plus one additional jetter on long term hire.



## VolkerGround Engineering

VolkerGround Engineering, having been very busy hiring Kowan Still Workers, particularly the model ZU-100, decided to invest in one at the beginning of this year. Whilst we have sold ZU-100's in The Netherlands, Germany, Italy and Russia, this is the first unit in the UK. A sign, we feel, that a market for pressing 'Z' piles is starting to open up.



## Van 't Hek

Dutch piling contractor Van 't Hek, bought their first ZU-100 after previously hiring their machines from us.

# WHAT'S IN IT FOR YOU?

Why do business with us? As our strap line says - unrivalled service. We started to run a survey to ensure that our customer service was at the high standard we expect. We also looked at last years figures and together they revealed some really interesting facts:

## Winning Feedback

Some of you will have taken part in our ongoing customer service survey last year. Everyone that responded to the survey was entered into a draw at the end of the year as a thank you (no matter whether the feedback was good or bad) to win a case of wine.

The names were put into a hard hat and drawn out by our hire controller, Scott. The winner was Karen Berridge, plant controller, from William Davis a house builder based in the Midlands.

We are delighted to say that we scored consistently high scores. Some respondents took the time to give a little extra feedback in the comments section and we are pleased to share a small selection with you:

**"I always receive good back up support from W&H which is why from choice I always use you. Keep up the good work".**

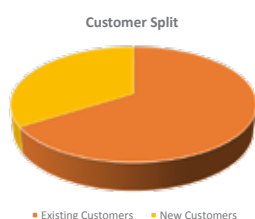
**"The equipment supplied was first class. W&H has provided, and continue to do so, excellent service to us on this project".**



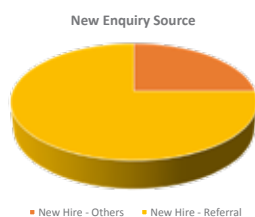
**"Our requirement for a vibro hammer came very late. Our plant was sorted very quickly with advice being given freely on possible alternatives to the items requested. First Class service".**

## In 2015...

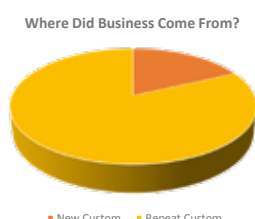
We delved into our 2015 figures to see where our business was coming from. It was interesting to see that the majority of our customers come back to us. Not only that, but they are happy to recommend us.



**...34% of our customers were new to us**



**...82% of our income was from repeat custom**



**...75% of new hire business was from referrals/word of mouth**

## Preferred Supplier Agreements

If you hire a lot of your piling equipment and would like a supplier that gives a first rate customer service with the added bonus of discounted rates, talk to us about a preferred supplier agreement.

The more you hire from us, the bigger the discount we are able to offer. If that sounds of interest, please talk to Scott (scott@w-h.co.uk) or Neil (neil@w-h.co.uk) on 01473 748652 to learn more - it could be the best business decision you make today.



## GALLERY

The chaps in our hire department have been busy of late. Here's a small selection of jobs that our equipment has been undertaking this year.



*Our equipment installing sheet piles along the River Thames*



*PVE 2316VM, fitted with casing handling brackets, driving tubular piles*



*PVE 38M installing sheet piles to repair a failing sea wall*



*BSP CX85 hammer, fitted with acoustic shrouding, installing sheet piles*



*Crane suspended OMS OVR S-50 extracting sheet piles*



*PVE 2319VM, fitted with casing handling brackets, driving tubular piles*



*BSP CG300 driving tubular piles*



*PVE 20VM driving sheet piles*



*BSP CG300, with acoustic shrouding, driving tubular piles*

# Constructionline

**We are pleased to say that we are members of Constructionline.**



Constructionline is a procurement and supply chain management service that gathers, evaluates and continuously monitors company information. This is done via a number of questions that are in line with the BSI construction procurement standard PAS 91.

For us it means we shouldn't have to fill in as many supplier questionnaires. For buyers, the chore of scrutinising suppliers' data and keeping it current is made simpler and they can be confident that approved contractors and suppliers, like us, reach the relevant industry standards.



*The newly introduced BSP CX579 installing sheet piles to create a cofferdam*



*BSP SL30da installing sheet piles*



*WP-150 pressing in piles very close to a building*

## CHAS



**We are pleased to be CHAS accredited.**

Our health and safety officer, Ricky, has been working through the assessment which has now been awarded. This means our health and safety arrangements are to an acceptable industry-wide standard.

Our accreditation helps us to maintain that standard year on year and assists our customers too by minimising the lengthy process of contractor assessment in relation to health and safety standards.



# THANKS TO OUR EMPLOYEES

Once a year, we like to thank our staff for all their hard work by taking them all to Newmarket Nights for an evening of horse racing and music.

This year we were entertained by 90's pop/rock band, Tears For Fears with their well known hits such as: *Everybody Wants to Rule The World* and *Shout*.

The verdict? Everybody, young and (not so) old had fun - the general consensus being, it was one of the best Newmarket Nights they'd been to!



## RYAN MATTICKS-A CUT ABOVE



There are not many people who would enjoy getting seven bells knocked out of them - not even for charity but Ryan, who is a member of the workshop team, took part in the Ultra White Collar Boxing in aid of Cancer Research in April.

Ultra White Collar Boxing enables people with no previous boxing experience to participate in the 'manly art of self defence' in a safe and enjoyable environment.

Ryan had eight weeks of training and was matched with an opponent based on weight, fitness, ability & age. Unfortunately Ryan (left) lost by a very small margin but he managed to raise a respectable £205 for Cancer Research. Well done Ryan!

## ALL CHANGE



It's all change in the workshop management team. Paul Lee (left) has spent 14 years managing our workshop activities as operations director. In that time he has made a major contribution to Watson & Hillhouse but, despite working for 55 years all told, he's not ready to retire yet. However, he is reducing his hours. He will still provide technical support to workshop operations, as well as undertaking a wide range of special projects as our technical consultant – which he looks forward to with enthusiasm.

Taking over from Paul is Joe Manning (right) who joined Watson & Hillhouse as an apprentice technician in 2005. He has been a highly valued member of the workshop but for the last year he has been undergoing intensive training and is now in the hot seat as operations manager.

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