

ARLA AYLESBURY LIAISON GROUP MEETING

NINTH MEETING

6.30pm Tuesday 3rd December 2013

ATTENDEES

- Cllr Carole Paternoster – AVDC
- Cllr Clive Carlile – Buckland Parish Council
- Cllr Daniel Hillier – Weston Turville Parish Council
- Cllr Barry Bachelor – Tring Town Council
- Mr John Carter – The Red House
- Mr Steve Mitchell – Aylesbury Town Council
- Mr Tom Ross – Drayton Beauchamp Parish Meeting
- Cllr John Watson – Aston Clinton Parish Council
- Mr Alan Sherwell – Local resident
- Mrs Sue Gillingham – Local resident
- Mrs Nichols – Local resident
- Mr Evett – College Farm
- Mr Brian Adams – Stoke Mandeville Parish Council
- Mr Chris Bradley - Arla
- Mr Tim Evans – Arla
- Mr Jakob Nielsen – Arla
- Miss Victoria Walker – Beattie Communications

Apologies

- Cllr Phil Yerby
- Cllr Bill Chappell

TE welcomed attendees to the meeting.

1. ACTION POINTS FROM LAST MEETING

- 1.1 VW clarified that the towpath design is being undertaken by Rebecca Dengler at BCC. This should be completed in spring so construction will commence after that. It was queried if the towpath will still be open during construction.

ACTION POINT – VW to clarify.

- 1.2 Mr Carter queried if the design will take on board the Canal and River Trust guidance. VW to contact Rebecca and ask for clarification and invite to next meeting.

ACTION POINT - VW to email Rebecca Dengler and cc Mr Carter and ask for more information.

- 1.3 TE clarified that the towers would not have illuminated lights.

2.0 UPDATE REGARDING PROGRESS ON SITE

- 2.1 JN explained that the dairy had recently secured an AVDC award for outstanding design which the team is very proud of. The construction of the dairy is virtually complete and there are some snagging works underway. The team has completed the interior installations and are continue to progress the planting.

- 2.2 CB explained that the site is now live and is delivering 150 million litre run rate of milk. Arla has now recruited more than 200 people, reaching the target for this phase of the project. Leading up to the Christmas period the dairy will reach 200m litres and will start the Cravendale filter line. CB clarified that this is approximately a quarter of full capacity. Arla is distributing bulk product at the moment to the depots in Bristol and Hatfield which is around 15 outbound deliveries a day.

- 2.3 Arla has designed a bespoke vehicle which can collect milk from the dairy and then on the return journey rather than being empty it is also designed to carry the finished product to the retailer. This improves efficiency, reduces the number of vehicle movements and reduces carbon in line with the aims of the project. This is unique and Arla has won approximately 10 awards for this flagship project. A fleet of these vehicles is being used on the site at the moment.

- 2.4 *Q) It was queried that Arla vehicles have been seen on village roads in Long Marston.*

A) CB explained that a number of vehicles are delivering direct to store so will have some vehicles using local roads in order to deliver to retailers as well as using local roads to collect milk from farms. As every vehicle (Arla vehicles and contractor vehicles) has a tracker fitted all of the movements can be viewed and it flags up any vehicles not using pre-agreed routes so that this can be discussed with the driver.

It was suggested that Arla explains where the retailers and farms are located in the minutes to ensure this message can be disseminated. **ACTION POINT - CB**

- 2.5 *Q) In Aylesbury there have also been complaints regarding Arla lorries in residential roads.*

A) There was a period when both Tring Road and Oakfield Road were closed, particularly from 6pm onwards and vehicles were diverted. As all vehicles were diverted, Arla vehicles also had to follow the diversion as well which used residential roads. It was agreed that if vehicle registrations can be taken and the time/date and given to Victoria she can then look

into this in future. Her mobile number is 07876 548498 or email:

Victoria.walker@beattiegroupp.com

- 2.6 Arla is supplying seven retailers in the area at the moment, including Asda, Tesco, Sainsburys and Aldi. The ambition is to serve as many local retailers as possible so this may increase and there will be a small number of vehicles delivering to individual stores each day and they may have to use local roads to access the stores.

3.0 ROAD IMPROVEMENTS

- 3.1 TE clarified that the Oakfield Road junction is practically complete. He apologised for the weeds but there has now been new planting of grass seed and trees recently and in the coming weeks so this will improve.

- 3.2 Bedgrove junction is currently having night time working. This will be completed next week and the aim is to finish this junction by the 9th December.

- 3.3 *Q) Sue Gillingham queried the litter in Buckland Road as it remains a problem. Contractors have left rubbish and there is some packing material which is blowing into the hedge.*

A) Following the meeting, JN went out with the contractors to ensure this is cleaned up and the net is in place under the security gate. The current netting around the emergency gate is only a temporary solution and will be replaced with a proper permanent solution.

- 3.4 *Q) Mrs Gillingham queried the replacement of the dead trees, there is one near the canal bridge can this be looked at as well as the concern is that now the whips are in place it looks as though they may not get in to replace them?*

TE confirmed he will ensure that dead trees will be replaced.

- 3.5 *Q) Cllr Paternoster queried if Arla was having any issues with the anaerobic digester. There have been a couple of complaints regarding the smell between the canal and the dairy.*

A) CB explained that it is working very well and there haven't been any issues. It is an entirely sealed system. During the seeding there would have been an issue but now it is operational there should not be any issues. CB suggested that if there are any future concerns please pass these to Victoria so we can assess whether it is from the Arla site or a neighbouring site.

- 3.6 *Q) Cllr Carlile queried the bunding as some of the acoustic fencing is missing, is this due to the settling of the bunds? There are some areas which have sunk and you can see through this, along the bypass you can also see through.*

- 3.7 JN confirmed that the bunding is now completed and the planting will actually cover the fence. **ACTION POINT- it was agreed Arla would look at where the gaps are and whether more boards are due to be erected. The gap between the fence and the bund will closed with top soil as part of the planting process.**

- 3.8 Q) In terms of the transport improvements at one of the junctions both lanes say straight ahead, yet once through the lights you need to be in the right hand lane in order to turn right. Vehicles are then trying to cut in. Is it possible that on these two lanes coming out of Aylesbury the one on the left can have an arrow on the road for left hand and straight ahead, and the one on the right needs to have an arrow to show that lane is right hand turn only. **ACTION POINT VW TO Liaise with BCC.**

4.0 TRANSPORT

- 4.1 Shift patterns have now been devised in line with the fatigue index which maximises colleague welfare. This has shown that shifts of 6.30am – 6.30pm provide the optimum solution and also avoids the peak hours. Arla is comfortable this is the right decision but is open to feedback regarding this. There is also a day shift for a small number of the administration team and they are usually on site by 8am.
- 4.2 Arla is also currently working with its colleagues to look at the shuttle bus pick-up times and locations. This should be agreed in the New Year.
- 4.3 Delivery and collection vehicles are fitted with Iso-track which gives live satellite positioning of all vehicles. This looks at route scheduling. It also enables Arla to look at the history of vehicle movements as well as the programming route schedules so vehicles know which route to take.
- 4.4 It also helps to understand driving style, providing all vehicle acceleration and braking patterns. This is then used in driver training to encourage improvements. Arla also incentivises drivers as well and has a driver of the year competition which colleagues have bought into. If embraced in the right way it adds value to the driver as well as the company. CB clarified it isn't about big brother but it's about improving the company, the driver's experience and ensuring we are a good neighbour.
- 4.5 Q) Cllr Carlile queried the night time manoeuvres on site where it has been agreed that beepers on site. Will visiting vehicles also have these turned off at night?
- 4.6 A) CB said that yes all vehicles are given clarity regarding our rules. Arla runs a red, green and amber system; if a driver is given a red card they are not allowed to return to site. Contractor driver induction is undertaken.
- 4.7 Q) What times are the beepers turned off?

ACTION POINT – VW to confirm.

5.0 RECRUITMENT

- 5.1 Arla has now recruited 209 direct employees, but there are more being recruited every day and a further 70 should be working for Arla by March 2014.
- 5.2 More than 70,000 hours of training have now been delivered for this team so far. Feedback from colleagues regarding training and working for Arla has been exceptional. Arla has just

held an annual barometer; this is an annual Arla-wide survey. CB will have the first feedback at the end of the year and will take into account comments as the team continues to recruit.

5.3 CB highlighted that he is delighted with the exceptional calibre of individuals helping us to deliver which has developed a fantastic culture on site. He is very pleased with the input from local employees in helping to achieve this. More than 85% of the recruits to date have been from the local area, others are employees who have moved into the area and have become locals.

6.0 ANY OTHER BUSINESS

6.1 Q) Mr Ross queried if this group would remain in situ and if further meetings were required.

A) CB explained that in the New Year he would like to keep lines of communications open and it would be a group which has an on-going dialogue. He would like to introduce to more of the site team in the New Year as well such as the operations manager Jo Taylor and members of her team for quality, health, safety and environment and also the communications manager who will be reaching out to the local schools. CB said he is flexible as to how that communications structure best works.

6.2 It was agreed that a date is put in the diary in this format to ensure we've achieved a steady state and then at that meeting can discuss and agree how best to move forwards.

6.3 Q) Cllr Paternoster explained that a lot of local community groups are asking if Arla will give tours to the dairy to groups and how will this work. Mr Sherwell added that there are a lot of schools who would like to get involved as well. Cllr Carlile added that the tours of the dairy were really well received and very informative.

A. Arla will have a resource in place to look at each request. From February 2014 the viewing corridor will be complete with lots of interactive video. The communications manager will be on site in the New Year and we will put everyone in contact with them at the next meeting or if requests are sent to Victoria Walker she will liaise with the Arla team in the interim.

6.4 The video corridor will include farm to finished product as well as information about the farmer cooperative. The interactive information can be geared to each age group and linked to the curriculum. Arla also has a local farmer interested in offering farm tours as part of this educational experience.