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# Construct



## FOREWORD FROM MICHAEL CONWAY



AS OUR CITIES AND HIGHWAYS CHANGE, WE NEED NEW IDEAS, TOOLS AND SKILLS TO SHAPE PLACES AND NETWORKS FOR THE FUTURE.

Our towns and cities, as well as the roads that connect them, are dynamic, living spaces – forced to adapt and respond to the changing needs of the communities they serve. Nowhere is this truer than in London – a theme that features heavily in this issue of *Construct*.

Our expertise in the capital sees us work with over half of its local authorities to design, build and maintain their highways networks. This quarter, we've been delighted to announce our new partnership with Croydon Council. Of all the city's boroughs, Croydon is set to see some of the biggest changes over the next decade, through new investment by the council as well as major schemes such as the Croydon Partnership's new shopping centre.

This brings exciting opportunities for our business as we work with the council to deliver its core highways services, but also to provide technical support, design and consultancy to shape a network that will support Croydon's ambition.

It's a key example of how the role of a highways contractor has changed since FM Conway first started working in the capital in the 1970s. Working to maintain iconic locations and structures such as the Abbey Road crossing (page six) remains a major focus for us, but we're always increasingly tasked with new, inventive and creative briefs too.

On page eight we take a look at our installation of a new green space in the West End – offering a quiet area of repose from the hustle and bustle of the city which will surprise and delight workers, residents and visitors to the area. On page 14 we then tackle the trend towards creating 'smart' cities, making sure that our streets are better connected so that we can improve how we manage our resources.

It's all about understanding how our streets are used now in order to deliver resilient, future-proofed assets. Stepping beyond our work with the London boroughs, it's an approach we adopt through our partnership with the Rochester Bridge Trust (page 10) and also in our wider consultancy work (page 16).

These new tools and ways of working require new skills too – capturing the best and brightest talent. Through initiatives including our female-only work experience week (page 12) we are working hard to broaden our net and attract new cohorts to our dynamic industry, so that we can continue to build highways and public spaces fit for the future.

**MICHAEL CONWAY MBE**  
CEO FM CONWAY

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A JOB WELL DONE

## CELEBRATING KENT'S UNSUNG HEROES



A member of FM Conway's safety, health, environment and quality (SHEQ) team, Aaron Manning, has been recognised by the 2018 Family Business Place awards as one of 'Kent's Unsung Heroes'. The judges were impressed by his innovative approach to driving health and safety at the business and his ability to build relationships with fellow employees across all levels.

Colleagues praised Aaron's dedication to delivering the values of the business' People First health and safety campaign. He is committed to explaining health and safety principles as clearly and engagingly as possible. Aaron also regularly supports the introduction of new training tools and equipment, such as new manual handling devices for the term maintenance division, to ensure that the company's employees, partners and members of the public go home safe every day. Well done Aaron!



## LOOKING TO THE FUTURE AT A-ONE+ EVENT

As the pressures placed on our highways infrastructure continue to evolve, collaboration and a joined-up approach among supply chain partners is ever-more important. In June, FM Conway joined A-one+'s annual supply chain event for Highways England's Area 4 to present and share expertise on best practice in service delivery.

Part of the discussions focused on preparing the industry to manage potential future challenges around Brexit, including how this could affect construction's ongoing skills shortage. The group also considered how major infrastructure assets in Area 4, such as the Port of Dover and London Gatwick Airport, may need to be adapted to meet new trade regulations and their impact on road freight.

Nick Burman, business development director at FM Conway, explains: "It's a challenging but exciting time to work in highways as we invest in more sophisticated approaches to the design, manufacture and construction of our roads that ensure greater efficiency and resilience.

"Collaboration is crucial and the 'Forum for the Future' event held by A-one+ was a fantastic opportunity to learn from other businesses, as well as to share our expertise so that we can collectively shape a better experience for road users."

As part of the event programme, FM Conway also showcased the business' new hydroblaster vehicle, profiled on page 15 of this issue.



## PROMOTING ROAD SAFETY ON THE INTERNATIONAL STAGE

FM Conway has been championing best practice in road safety worldwide, after hosting a visit from the South African Cross-Border Road Transport Association (C-BRTA) in July.

The delegation visited Conway House to hear how international safety standards could be applied to help tackle its cross-border challenges, as well as meeting FM Conway's partners at Transport for London, the Fleet Operator Recognition Scheme (FORS) and the Freight Transport Association.

Dave Conway, FM Conway's quality and environmental manager – who is also chair of the BSI Road Traffic Safety group and head of the UK delegation to the international standards group for road safety, ISO/T241 – commented:

"The UK highways industry has developed a deserved reputation as an international leader in road safety, establishing processes and procedures but also focusing on behavioural change to instil a safety-first mentality across the sector.

"We were pleased to welcome the C-BRTA to the UK to share this wealth of knowledge and experience – helping to make sure that workers and members of the public stay safe on the roads."



# NEW HIGHWAYS PARTNERSHIP TO SUPPORT CROYDON'S TRANSFORMATION

## FM CONWAY WINS MAJOR TERM SERVICE CONTRACT FOR THE LONDON BOROUGH OF CROYDON - ONE OF LONDON'S FIRST 'GROWTH ZONES'.

*"This contract win is testament to our expertise and strong position within the London market."*

**JAMES TALLON**  
term maintenance  
director,  
FM Conway

FM Conway has secured a highway service contract with Croydon Council, worth up to £130 million. The new partnership will see the business deliver highway maintenance services, public realm projects and professional services – including design, project management and technical support – across the borough's 725km public road network. The contract will run for an initial period of seven years, with the potential to be extended by a further three years.

The team's focus will be on supporting the council's £5.25 billion regeneration programme, enhancing and future-proofing Croydon's roads and public spaces to underpin the area's growth.

FM Conway will self-deliver services where possible, using its materials manufacturing facilities across London and the south of England, as well as deploying its in-house highways design, construction and maintenance capabilities. Working through the council's job brokerage service, Croydon Works, the company will also provide employment opportunities and training for local residents as well as funding community projects and training days for small businesses.

FM Conway's term maintenance director, James Tallon, commented: "This contract win is testament to our expertise and

strong position within the London market. It's an exciting time to be working and living in Croydon which, as the Mayor of London's first 'Growth Zone', is set to see significant investment in transport infrastructure and public spaces in the coming years.

"The long-term nature of the partnership provides the ideal opportunity for us to continue investing in our people, materials infrastructure and technology. Our existing Croydon asphalt plant provides a major advantage, allowing us to get material to site quickly and minimising vehicle movements on the road."

Councillor Stuart King, cabinet lead on environment & transport, said: "This new partnership will offer unique opportunities for our residents while delivering highway improvements.

"This contract will secure maintenance for our road network for years to come, keeping our highways to an excellent, safe and reliable standard.

"I welcome FM Conway's commitment to offering jobs and opportunities to the borough's residents. By supporting them into work and engaging proactively with the local community it won't just be Croydon's roads benefiting from this partnership."



## FM CONWAY EXPANDS ITS ASPHALT MANUFACTURING CAPABILITIES

THE NEWEST ADDITION TO FM CONWAY'S NETWORK OF ASPHALT MANUFACTURING FACILITIES AT ALDERSHOT HAS REOPENED AFTER A £3 MILLION UPGRADE PROGRAMME.

FM Conway has continued to grow its asphalt manufacturing capabilities with the reopening of Aldershot asphalt plant in August 2018 after a £3 million upgrade programme. The addition to the business' portfolio, which now totals six asphalt plants, will specifically serve the collect trade.

Aldershot asphalt plant was included in the business' acquisition of Berkshire Macadams in December 2016, and in late 2017 the business elected to replant the site with a modern Marini Toptower 2000. The new plant – which was manufactured in Alfonsine, Italy – was chosen due to its conservative footprint and innovative design.

Tim Metcalf, aggregate and asphalt executive director, explains: "After the old facility was demolished at the start of 2018, FM Conway's civil engineering division sprang into action to construct the new, modern plant. The plant started to arrive at Easter and was soon pushing upwards towards the skyline.

"Ablly managed by Mark Whelehan – head of operations (west) for FM Conway's aggregates and asphalt division – the business' consultancy, civil engineering,

surfacing and A&A divisions were all involved in the development of Aldershot asphalt plant, demonstrating FM Conway's strong cross-departmental collaboration."

The plant has four hot material storage bins with a mixing capacity of 120 tonnes per hour. Aldershot asphalt plant includes eight storage aggregate bays, which are fed using FM Conway trucks with materials from its supplier – Stema Northfleet. FM Conway's bitumen terminal at Imperial Wharf provides the 40/60 and 100/150 Pen binder required to produce the final asphalt product.

The new plant is the latest addition to the 'Conway Collect' family, which serves the ex-works trade. Rhiannon Morgan, commercial director of the aggregates and asphalt division at FM Conway, comments: "Our 'Conway Collect' plants are specially focused on meeting the needs of the local collect trade and offer target turnaround times of under 10 minutes – we also offer tea, coffee and Wi-Fi to contractors while they wait.

"Local businesses can also tip off their asphalt arisings at the Aldershot asphalt plant, meaning that asphalt can be recycled and reused."



*"The business' consultancy, civil engineering, surfacing and A&A divisions were all involved in the development of Aldershot asphalt plant, demonstrating FM Conway's strong cross-departmental collaboration."*

**TIM METCALF**  
aggregate and asphalt  
executive director,  
FM Conway



# MUSIC MECCA GETS A MAKEOVER

FM CONWAY HAS DELIVERED VITAL MAINTENANCE WORKS FOR ABBEY ROAD IN NORTHWEST LONDON, MADE FAMOUS BY THE ICONIC BEATLES ALBUM.

*“We work closely with Westminster to assess maintenance requirements across the City, proactively rescheduling repair works to maintain routes for vehicles and pedestrians.”*

Abbey Road in St John’s Wood, London holds a special place in many music lovers’ hearts. Home to the renowned Abbey Road studios, the street and its zebra crossing were made famous around the world when they featured on the Beatles’ eleventh studio album of the same name. Over the years, Abbey Road has also welcomed music legends including Pink Floyd, Amy Winehouse and Queen, drawing visitors from far and wide to see the music mecca for themselves.

FM Conway was recently engaged by Westminster City Council to deliver crucial resurfacing works for Abbey Road to ensure it can continue welcoming fans – and safely allowing them to cross the road – for years to come. As the council’s term maintenance contractor, FM Conway delivers planned maintenance services for Westminster’s roads as part of an integrated asset management approach.

Contracts manager Liam Horn comments: “We work closely with Westminster to assess maintenance requirements across the City, proactively rescheduling repair works to maintain routes for vehicles and pedestrians.

“Abbey Road was identified as one of the roads in the St John’s Wood area that needed surface renewal and we programmed the work as part of a wider local project, planned to minimise disruption for the public.”

The team laid a hot-rolled asphalt mix, which was produced at FM Conway’s Heathrow asphalt plant and designed to maximise durability. Any highway arisings recovered from the site were returned to the plant for re-use as recycled content on other highway projects.



**LIAM HORN**  
contracts  
manager,  
FM Conway

*“Some fans were temporarily alarmed as they watched the musical landmark disappear before their eyes but they can now rest assured that Abbey Road will remain part of the musical landscape for decades to come.”*



Careful planning was vital to deliver the works safely at such a high-profile location. The team ensured that stakeholders were notified early about the works, with additional signs located in the local area so that residents, business owners and tourists could plan ahead. Further engagement was also undertaken with neighbouring institutions including Lord's Cricket Ground and the Hospital of Saint John and Saint Elizabeth, so that any disruption was kept to a minimum.

Liam adds: “People travel from all over to come and see Abbey Road and we knew that we'd be working in close proximity to the public while the works were ongoing. We phased the project to deliver the Abbey Road section of the programme as efficiently as possible and deliver the crossing renewal last to avoid disappointing fans.”

The surfacing gang also worked in partnership with FM Conway's traffic management division, who planned comprehensive road and footway diversions and provided extra traffic management operatives to marshal pedestrians around the site and keep them safe.

The team couldn't resist the opportunity to add their own take on the much-loved Beatles album cover, with FM Conway's own fab four re-enacting the crossing shot. “Beatles fans or not, we couldn't pass up this opportunity!” says Liam. “Our work takes us to some fantastic locations across London and we're proud to have played a small part in the Abbey Road story.

“Some fans were temporarily alarmed as they watched the musical landmark disappear before their eyes but they can now rest assured that Abbey Road will remain part of the musical landscape for decades to come.”



# A WEST END HAVEN



FM CONWAY HAS INSTALLED A GOLD MEDAL-WINNING RHS CHELSEA FLOWER SHOW GARDEN IN LONDON'S WEST END TO CREATE A GREEN, RELAXING SPACE IN THE CAPITAL.

When the hustle and bustle of city life gets too much, a calm, green space can provide much-needed respite for London's residents, visitors and workers. Working closely with Westminster City Council (WCC), the New West End Company (NVEC) and The Portman Estate, alongside the Baker Street Quarter Partnership and the Marble Arch Business Improvement District (BID), FM Conway set out to create an oasis of calm in the heart of the capital.

The business was appointed to install the Wild West End Garden along Old Quebec Street in Marylebone, just off of Oxford Street. Created by renowned designer, Kate Gould, the garden was exhibited at the 2018 RHS Chelsea Flower Show where it scooped a coveted Gold Medal under the 'Space to Grow' category.

The garden was sponsored by the Sir Simon Milton Foundation, NVEC, The Portman Estate and Wild West End with the intention that after the show, it could be moved to London's West End to improve air quality and provide a rich habitat for wildlife and a peaceful area for local residents, businesses and visitors.

FM Conway's service development manager, Alan Kraven, explains: "We wanted to help bring a taste of the flower show to the West End. Our role was to re-create the garden on Old Quebec Street, making it fit for public use, where it will be in place for 18 months as part of ongoing efforts to provide more green space in the area through the Wild West End scheme."







The garden is designed to capture the spirit of a traditional London square, with an enclosed seating area surrounded by vertical green walls and a variety of evergreens and deciduous plants. The plants were specifically chosen for their ability to help remove pollution, and include acers, Chinese dogwood trees and seven-son flower trees.

The FM Conway team needed to ensure that the garden in its new home could withstand the elements and prolonged public use.

“The gardens at Chelsea Flower Show are only designed for temporary use. It’s more about creating a piece of theatre than building a durable structure,” Alan explains.

FM Conway worked closely with the project partners to advise on design changes and installation requirements, drawing on the expertise of its in-house structures team.

Jason Critchell, works manager at FM Conway, explains: “We used our knowledge of delivering other public realm installations in the City of Westminster, like the new Chinatown gate, to advise on the best approach. We reviewed material choices for the garden, switching products for more resilient ones which could also be more easily maintained and cleaned. For example, we reconstructed the garden using marine ply, which provides better moisture resistance, in place of the standard ply originally specified within the design.”

A major part of the process involved constructing a sturdy central structure for the garden’s main pagoda. Jason and his team worked with streetscape architects Project Centre to coordinate the fabrication of a new steel framework off-site. This was then welded together by the team in situ on the street.

“Our traffic management division supported the project while the works were ongoing, making sure that pedestrians and other road users were segregated to keep them safe,” adds Jason. “The street will only be accessible to pedestrians while the garden is in place, so the team also installed new signage around the area to divert traffic. We also put in place planters at either end of the road to close it off to vehicles.”

The garden was officially unveiled during the summer and now provides a restful haven for visitors. It will be open throughout the day and into the evening.

Steve Wong, placemaking manager at NVEC, commented: “This project wasn’t a simple case of lifting and shifting an existing garden from Chelsea Flower Show. Much of the garden was indeed delivered to site, but needed to be completely reconfigured with a mix of newly fabricated parts and materials sourced from FM Conway or local suppliers. The FM Conway structures team were wonderfully astute at meeting this small but challenging build, working right up to the night before opening to get the project completed.”

Catherine Brice, highways and public realm programme manager at WCC, added: “Visitors and local residents can now enjoy the outdoor space that the garden area offers. Carefully chosen plants bring environmental benefits which help to remove pollution alongside encouraging biodiversity.”

“The collaboration in delivering this project has been excellent. I would encourage everyone to visit this peaceful oasis in the heart of London’s West End.”

*“The collaboration in delivering this project has been excellent. I would encourage everyone to visit this peaceful oasis in the heart of London’s West End.”*

**CATHERINE BRICE**  
highways and public realm programme manager, Westminster City Council

# TAKING CARE OF ROCHESTER'S HISTORIC BRIDGES

FM CONWAY'S STRUCTURES DIVISION IS PROTECTING THE PAST AND PREPARING FOR THE FUTURE OF ROCHESTER'S BRIDGES.

*“To reduce the impact on motorists, the RSME exercise was scheduled to coincide with essential, planned works to the bridge.”*

**PETER MOORE**  
contracts manager,  
FM Conway

The final bridge to cross the River Medway before it empties into the North Sea, Rochester Bridge has provided vital infrastructure links towards the capital from as early as 43 AD.

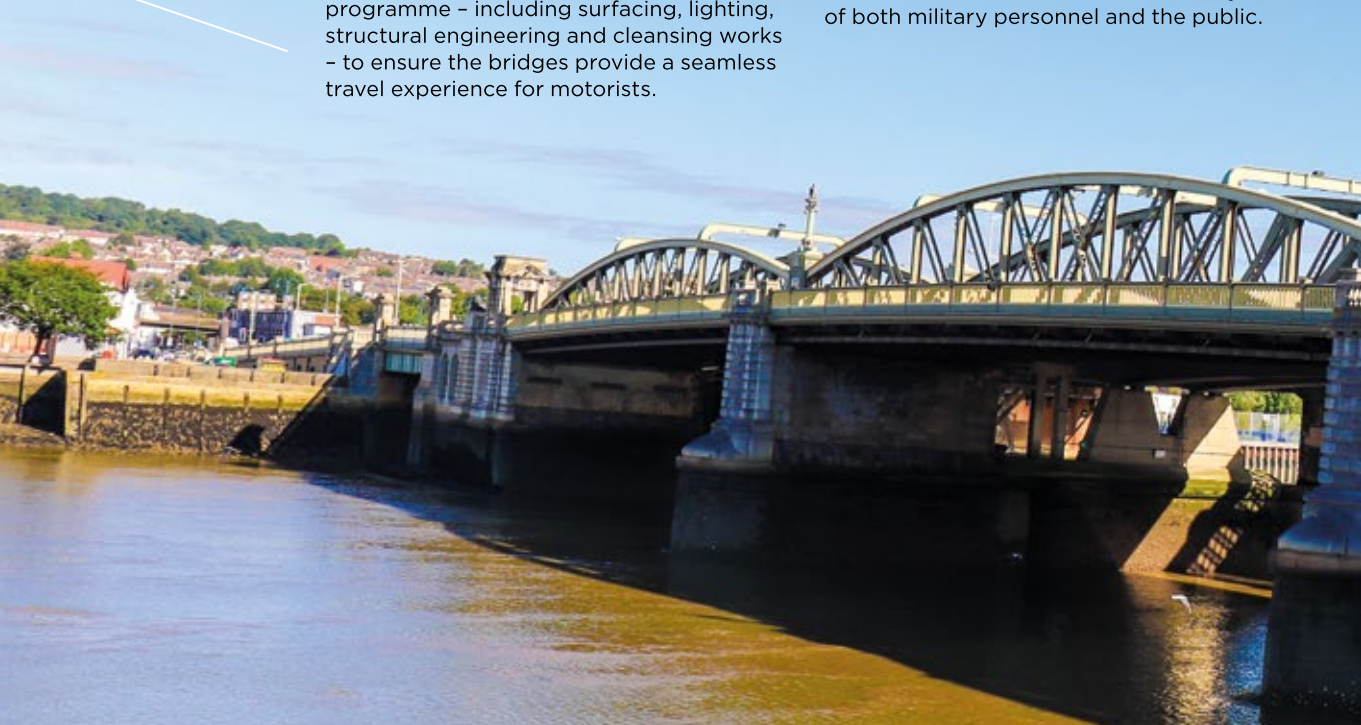
However, despite being commonly referred to as a single bridge, the Rochester crossing is in fact made up of four different structures – the Old Bridge, the New Bridge, the Service Bridge and the Railway Bridge. In partnership with the Rochester Bridge Trust, FM Conway has been working to keep three of the four bridges, the Old, New and Service bridges, in top condition.

Valued at £300,000 per annum, FM Conway's structures division has been delivering an integrated asset management programme – including surfacing, lighting, structural engineering and cleansing works – to ensure the bridges provide a seamless travel experience for motorists.

## Fighting fit

With parts of the Old Bridge dating back to 1856, ongoing planned maintenance forms a major part of FM Conway's day-to-day works. However, it's not all routine – in June 2018 FM Conway supported the Royal School of Military Engineering (RSME) to carry out a mock demolition exercise.

Peter Moore, contracts manager at FM Conway, explains: “The RSME occasionally use Rochester's Old Bridge as a location for training exercises, simulating a controlled demolition at a strategic crossing in a war zone. Though these are training exercises – and there are fortunately no live devices – rigorous planning and coordination ahead of the event was still vital to ensure the safety of both military personnel and the public.





*“During ground excavation works on the Rochester Esplanade, the team unearthed a hidden shaft tunnelling under the soil.”*

“To reduce the impact on motorists, the RSME exercise was scheduled to coincide with essential, planned works to the bridge.

“The traffic management team closed a single lane, allowing the RSME to safely perform the explosives training away from passing traffic while accommodating our workers as they performed crucial structural checks. By working in tandem with the RSME, we were able to minimise overall disruption to motorists.”

#### **Uncovering Rochester’s Victorian past**

Although FM Conway has worked on Rochester’s bridges over the past four years, the team continues to uncover hints to Rochester’s long and colourful history. Peter continues: “During ground excavation works on the Rochester Esplanade, the team unearthed a hidden shaft tunnelling under the soil.

“Rochester Castle, which dates back to the 1080s, overlooks the river and old pathways and roads used in the medieval or Victorian period are sometimes exposed during maintenance work. The shaft wasn’t marked on any of the area’s maps so working alongside an archaeologist and Arcadis – who provide support for major structural works – we further excavated the shaft to uncover a Victorian arch and a short flight of stairs. To speed up the investigation of the site, Historic England ran a full scan of the area so a 3D digital reconstruction of the chamber could be developed off-site. This allowed our teams to reinstate the footway, minimising disruption to the public.”

“Now, the passageway has been recorded for future works ensuring Rochester’s past will be protected and preserved for centuries to come.”





Attendee at  
the 2018  
female work  
experience  
week

*"This experience has given me a better insight into what I want to do when I leave school and even what type of school I want to be attending."*

FM CONWAY IS TAKING A DIVERSE APPROACH TO TACKLING THE SKILLS GAP.

# INSPIRING FUTURE

The skills shortage poses a major risk to the future of the construction industry. According to the Construction Industry Training Board's latest projections, 158,000 jobs need to be created over the next five years to service forecasted industry growth.

There is no silver bullet solution to plugging the gap and FM Conway is investing in a diverse training and recruitment programme to attract people of all ages and backgrounds into its business.

## Women in construction

A critical part of this approach includes opening up opportunities for women to enter the construction workforce. Deborah Underwood-King, corporate social responsibility advisor at FM Conway, explains: "Women are underrepresented in our sector. We risk missing out on a major pool of talent unless we can do more to challenge outdated stereotypes and demonstrate the exciting career possibilities that construction offers women."

FM Conway is working to attract, retain and develop female talent at all levels of its business but an important part of this work includes engaging young women as they are considering their future education and employment options.

Deborah continues: "We run a series of work experience weeks for secondary school students to illustrate to them how broad and rewarding a construction career can be. In 2018, we held our first ever all-female week as part of a targeted effort to tackle preconceptions that construction is a man's world."

Apprentices working on FM Conway's London Highways Alliance Contract were tasked by Michael Conway, FM Conway's CEO, to consider how more women could be brought into construction. This – alongside FM Conway's research into how to inspire young women in schools – informed the concept for the week.

"Our research revealed that a lack of awareness and female role models were inhibiting factors in girls viewing construction as a viable career choice," Deborah explains. "This was something we hoped to address with our work experience weeks."

Ten young women attended the first all-female week. They visited different divisions across the business, with a focus on showcasing operational roles. A particular highlight was a visit to FM Conway's live site at Berkeley Square and Old Bond Street where the group met site supervisor, Meg Bailey.



# TALENT

*“What we’ve learnt is that businesses need to be creative about how they address the skills shortage.”*

**EMMA SMITH**  
learning and  
development advisor,  
FM Conway

Deborah adds: “Meeting female role models from across our company challenged the students’ preconceptions about the industry and they are now in a position to make more informed career choices. As a result of the week, one student is now actively seeking a degree apprenticeship, despite having never viewed it as an option previously.”

#### **Developing new skills**

Engaging young adults is the first step to getting the next generation to think seriously about a construction career but it’s important to maintain this interest as they progress through their studies. FM Conway’s Inspire scholarship programme aims to do just this.

Funded by the business, the initiative offers undergraduate students studying construction, civil engineering and materials related degrees the opportunity to gain valuable industry experience at the business and a £1,500 annual sponsorship to support their university studies.

Four students are currently participating in the programme – Manisha Sidhpura, who is studying civil engineering at the University of Nottingham, Tom Rutherwood, a quantity surveying student at Nottingham Trent University, Harry Rushworth, a civil and structural engineering student at the

University of Sheffield, and Joshua Dixon, studying civil and structural engineering at the University of Leeds.

Each individual is allocated an FM Conway mentor who provides careers and technical advice. The students also complete paid work placements in between their studies, allowing them to move around different teams and gain a rich variety of hands-on work experience. The students completed their most recent placement over the summer.

Learning and development advisor, Emma Smith, who coordinates the programme, says: “At FM Conway, our focus is on self-delivering projects wherever we can, using our own in-house teams to drive efficiencies and provide excellent service for our customers. Building up a sustainable pipeline of talent is vital to maintaining this ambition in the long-term.

“What we’ve learnt is that businesses need to be creative about how they address the skills shortage. A mix of initiatives aimed at as wide a talent pool as possible is crucial. We’ve already seen great success from our Inspire programme and one of our recent graduates, Ollie Molloy, will be joining us in September as a graduate quantity surveyor.”

# A SMARTER APPROACH

FM CONWAY IS TAKING A DATA-LED APPROACH TO HELP CUSTOMERS BUILD CONNECTED NETWORKS AND ASSETS AS PART OF THE WIDER PUSH TOWARDS SMARTER CITIES.

*"We can combine real-time and legacy data to shape more efficient buildings and spaces that support the needs of 21st-century cities."*

**ASHLEY BATEUP**  
head of technology  
and strategy,  
FM Conway

The industry's latest buzzword – 'smart cities' – is a hot topic for local authorities, businesses and asset owners, but what makes an asset, or city, smart?

Ashley Bateup, head of technology and strategy for FM Conway's smart cities team – part of the lighting division – is helping clients answer this question and implement best practice. He explains: "The smart cities agenda is about creating connected places and a more intelligent approach to our built environment using data analytics.

"By using new low-cost sensors and wireless communications, such as Narrow Band, we can combine real-time and legacy data to shape more efficient buildings and spaces that support the needs of 21st-century cities. This can help reduce costs and drive new revenues for our clients, such as smart parking schemes."

## Driving business insights

FM Conway is working with local authorities to futureproof their assets and create more connected, intelligent spaces, using the 'smart cities' approach as a framework.

Ashley comments: "We're currently working with Westminster City Council to install a smart LED street lighting system across the borough.

"We're deploying sensors which allow us to monitor the health of the lighting infrastructure and collate operational data

on other key assets, such as drainage and highways. Using a cloud platform, we can analyse this information in real-time to plan ahead and proactively manage the asset, minimising the need for ad hoc repairs and interventions. This saves the council money and reduces unnecessary vehicle movements and emissions – a key issue for London boroughs."

Over time, FM Conway and Westminster aim to build a holistic picture of how services are delivered, reshaping the way they work together around this.

## We practice what we preach

FM Conway has experienced the benefits of a digitised asset management approach on a smaller scale at its headquarters, supporting the business' efforts to embed innovation and sustainable working across the company.

Ashley said: "We've installed a connected lighting system alongside other sensors at Conway House. The insights that these data-gathering systems provide help us to optimise our energy use, reduce maintenance costs and better understand how the building is used by employees.

"We're now able to monitor and manage our building in a completely different way. In total, the system has reduced our operational costs by over 40 per cent since 2016."

# FM CONWAY CONTINUES TO INVEST IN VEHICLE FLEET WITH PIONEERING HYDROBLASTER



FM CONWAY UNVEILS BESPOKE HYDROBLASTER VEHICLE AS IT SPEEDS INTO THE AVIATION AND MOTOR SPORTS MARKETS.

*“The vehicle’s versatility means that it is suitable for a wide range of works, including general and planned maintenance, deep clean procedures or emergency work.”*

**ANDREW JACKSON**  
business  
development  
manager,  
FM Conway

Not many vehicles can be labelled ‘one-of-a-kind’ but the business’ new bespoke Hydroblaster fits the bill.

As part of FM Conway’s commitment to delivering innovation in its fleet, the business has developed a multi-purpose vehicle which can work across a variety of sectors to help improve the overall condition of road surfaces. Designed to effectively remove the surface coating of roads using a high-pressure water-jetting system, the vehicle’s unique functionality sets it apart from the rest of FM Conway’s fleet.

Andrew Jackson, business development manager at FM Conway, comments: “Most vehicles use wire brushes or chemical solutions to clean roads, which can be damaging to the surfaces and impact the roads’ lifespan.

“We wanted to develop a vehicle that would be able to remove the top membrane of road surfaces – such as line markings, graffiti, chemical and fuel spillages or rubber – effectively and sustainably. The Hydroblaster doesn’t use any hazardous chemicals and is environmentally-friendly – using only pressurised water, the vehicle is able to scour away the debris from road surfaces and collect the remaining waste.”

This innovative solution to cleaning road surfaces has helped the business tap into new markets and has already attracted interest from airports and even from Silverstone – the home of British motor racing.

Andrew Jackson continues: “What really sets the Hydroblaster apart is its innovative health and safety features: the entire vehicle is computerised, meaning operators’ concentration isn’t split between handling the water-jetting system and driving the Hydroblaster, and there are no manual attachments.”

The vehicle has been fitted with a ‘Raptor’ unit to allow the Hydroblaster to clean small, inaccessible areas, such as courtyards and alleyways, despite its size. Andrew Jackson explains: “The vehicle’s versatility means that it is suitable for a wide range of works, including general and planned maintenance, deep clean procedures or emergency work.

“Despite its unique functionality, FM Conway is looking at ways to broaden and refine the Hydroblaster’s specification. We’re looking at ways to recycle and reuse the collected waste water within the water-jetting system to further mitigate the vehicle’s environmental impact.”



# 5 MINUTES

...ON THE CONSULTANCY DIVISION

**WITH JOHN HOLLIDAY**  
CONSULTANCY DIRECTOR, FM CONWAY

*“Collaboration is essential in our sector and we’re equally at home working as a specialist consultant alongside a wider team, or separately to our existing frameworks.”*

**JOHN HOLLIDAY**  
consultancy  
services director,  
FM Conway

**Q** What is the role for the consultancy division at FM Conway?

**A** Our consultancy team works across our core business areas in highways, public realm and infrastructure projects. We advise clients on how best to design, build and maintain their assets – bringing our track record of 50 years of delivery and innovation to bear.

Our briefs are often broad but rooted in acting as an intelligent partner, from advising local authorities over trends and practical solutions to the design and build of public realm projects, to working with operators on the national network to build and maintain durability in road structures.

**Q** What pressures are customers facing?

**A** A major driver for our services is to respond to pressure on local authorities and strategic highways operators to maximise resource and efficiency in delivering their road programmes.

Our emphasis is on providing workable solutions to design and structural challenges, making sure that assets are fit for purpose, but not over-designed. Crucially, this approach is informed by our expertise in delivering the works through our operational teams – from building roads to managing network assets including tunnels and bridges.

It means that we can advise objectively on what’s required now, but also understand how materials and structures will behave over the course of their lifetime – helping our clients to build in greater resilience and maximise the investment that’s being made.

**Q** How do you work with clients?

**A** The nature of our work means that we adopt a flexible approach to how we support clients.

In many cases we’re brought in as a key part of a wider contract. Our recent new term maintenance role for Croydon Council is a great example of a ‘next generation’ contract in that design and build consultancy is integral to the brief. It means that we’re helping shape the road network on paper and in practice, so that we can work in closer partnership with the Council.

Collaboration is essential in our sector and we’re equally at home working as a specialist consultant alongside a wider team, or separately to our existing frameworks. On the strategic network, for example, we are working with A One + in Highways England Area Four to look at asset design and maintenance works needed to boost the longevity of existing structures.





## **Q** How does FM Conway work with stakeholders?

**A** Inevitably, cost isn't the only consideration behind design. A major factor in our work is the need to minimise disruption to the travelling public too, making careful stakeholder engagement and planning essential.

A good example from my previous role as contract manager at CONWAY AECOM, is working with Transport for London on schemes such as Staples Flyover. Rather than a long programme of works causing low-level disruption over a prolonged period, we instead opted for a shorter but more intense programme to restore joints in the structure that utilised night works and two whole-weekend closures to get the job completed.

The approach meant that good communications and traffic management became essential to support the design solution, with our team undertaking a wide-reaching campaign to residents and motorists across the region to tell them in advance about the closures.

## **Q** How are urban design trends affecting your work?

**A** The role of streets and public spaces is to respond to trends in our everyday lives and we're seeing big changes to urban design as a result.

In London, health and wellbeing has driven an increased focus on greening the city. This doesn't just mean traditional parks, but the introduction of small parklets which offer a break from the hustle and bustle of the capital - a place to meet and socialise, or enjoy a quiet lunch break during the working day.

Another key theme is connectivity, but not simply in terms of getting people from A to B. The introduction of smart networks and wifi spots in public spaces and parks are increasingly important to how we plan and design our urban areas.

At the same time, we need to remember the importance of keeping safe while enjoying our city. The current terror threat means that there is a renewed emphasis on hostile vehicle mitigation measures, especially around key sites.

Fortunately, design trends have moved on to meet the challenge and whereas thirty years ago we may have seen the introduction of formidable-looking barriers, the focus is now on softer interventions. Areas of raised paving, carefully planned planting or discrete bollards mean that we can provide the necessary security, while making sure that the city doesn't feel like a fortress.

# CONWAY PEOPLE

## EMPLOYEES OF THE QUARTER

**CONGRATULATIONS TO EVERYONE WHO WAS NOMINATED:** ANDREW ROSCOW, MATT CERRONE, MELISSA CHARLES, ABBIE MCDOWALL, RICARDO CRIMINALE, KEVIN VEASEY, LEIGH HARRIS, NICK DRAPER, PHILIP YAU, JASON WARD, ABDI AWALE, LEE FULLER, PAUL MARTIN, ED ANSCOMBE, LORNA TURNER, AARON CLARK, VICTORIA HILLARY, KIERAN RUSH, COLIN RIVETT, THE WORKSHOP TEAM, THE PLANT HIRE TEAM, THE BUSINESS SUPPORT TEAM AND THE INDUCTION TEAM.



**JOE  
JARVIS**  
civil engineering



### JOE'S COLLEAGUES SAY:

*"We are currently working on site at Paddington for the civils department and the project has been challenging since day one – everyone has pulled their weight, but especially Joe. Joe has always been very dedicated to his role, he is always the first person here and the last one out the door, due to the project demands he has worked even harder."*



**ASHIK  
BHUIYAN**  
term maintenance



### ASHIK'S COLLEAGUES SAY:

*"Ashik has been a revelation since he joined a contract that has proven to be very challenging. He has made numerous improvements and has built strong client relations, which have contributed to a significant upturn in performance. He is always enthusiastic and energetic in his work, and nothing is too much trouble for him if he can help."*



## TEAM OF THE QUARTER

OUR TEAM OF THE QUARTER IS THE **SECURITY IMPLEMENTATION TEAM IN WESTMINSTER:**  
ALEX SAMPSON, MICHAEL RIORDAN, MICHAEL RUSSELL AND CIARAN PHELAN.



### THEIR COLLEAGUES SAY:

*"They have successfully installed Constitution Hill, Queens Walk, Queen Anne's Gate and Petty France – all to programme and all signed off. They undertook all the steel fixing, shuttering, concreting, bollard installation and paving."*



## SPECIAL AWARDS

**GO TO PAUL CHRISTMAS, JASON CLARK AND JACK CALLAWAY** – ALL FROM THE CIVIL ENGINEERING TEAM – FOR DEMONSTRATING ADMIRABLE BEHAVIOUR IN TIMES OF DIFFICULTY FOR OTHERS.



# A JOB WELL DONE

*"A group of FM Conway employees came to our aid at Leicester Forest East Services this evening and fixed the door lock on our vehicle. I felt a bit stranded with my disabled husband, assistance dog and three kids but they were true heroes!"*

**Rees Underwood from Essex Highways** thanks Jamie Laker and Graham Barnet in the water and drainage management team.

*"I am writing to pass on my thanks for the manner in which you and your staff, including those who attended the surfacing works in Longlands Road, assisted me in reducing site noise after a request from a resident, who has a daughter with a serious medical condition that can be badly affected by loud noise. We managed to greatly minimise any excess noise by excellent co-operation on site and by providing daily updates to the resident about each day's schedules. This enabled the resident to move his daughter out for the days when we were working directly outside his house.*

*"I believe that you and your staff should be rightly proud of your efforts as I am of mine and my staff's contributions. Well done to all those involved."*

**John Stevens from the London Borough of Bexley** thanks the surfacing team (Steve Hilton, Jason Young, Dale Baldwin, Conor Baldwin, Joss Hamilton, Jordan Broughton, Liam Horton, Frankie McKenna).

*"Last month I fell at Petty France and broke my ankle. Two of your employees came cover from the FM Conway site to help me. They kindly helped me off the side of the road so I could lean against a wall and offered to take my scooter and keep it safe, so I didn't have to worry about taking it to hospital with me. Thank you to the guys who helped me, it was very much appreciated!"*

**A member of the public** thanks Alex Sampson & Michael Riordan in the Westminster team.





**PEOPLE  
FIRST**  
GO HOME SAFE

# Construct

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