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Construct



FOREWORD FROM MICHAEL CONWAY



WELCOME TO THE AUTUMN 2017 ISSUE OF CONSTRUCT. THE PAST THREE MONTHS HAVE SEEN SOME EXCITING DEVELOPMENTS FOR OUR BUSINESS.

FM Conway has entered into a new partnership with highways surfacing specialist, Toppesfield. It supports our ongoing growth across the UK and, in particular, the expansion of our aggregates and asphalt team. Find out more about what this means for both businesses' customers on page four of this issue.

Our work to research and develop new materials and methods of construction continues to reap dividends, and this quarter we've completed a pioneering project with Transport for London (TfL) on the A40 in west London (see pages eight and nine).

FM Conway has been working in close cooperation with TfL to push the boundaries of recycling in the highways sector and establish new, more efficient ways of working. Our latest scheme with them has the potential to transform the way we build and maintain roads in London and beyond, offering benefits for transport operators and the travelling public by controlling construction costs, reducing the carbon footprint of projects and building a more resilient network that meets the challenges of the future.

I say it often but, for me, good people remain the key to this ongoing innovation and growth - whether that's a talented apprentice challenging traditional ways of working, a partner supporting our innovation programme or a local enterprise group helping us to build stronger links with our fellow Kent businesses.

That's why we continue to prioritise our corporate social responsibility programme. You can see a full overview of this on pages 14 and 15. Some of the highlights include investing 5,500 days in the learning and development of our staff last year and donating more than £110,000 to local charitable causes.

Ultimately, this investment underpins the success of our business, giving us access to the talent pools and community support networks we need to grow and develop. With changes on the political and economic stage continuing to shape our industry, it's a culture and approach that will set FM Conway in good stead to weather the challenges ahead.

MICHAEL CONWAY MBE
CEO FM CONWAY

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NEW HR DIRECTOR TO LEAD EFFORTS TO CLOSE THE SKILLS GAP

FM CONWAY HAS PROMOTED EXPERIENCED HR PROFESSIONAL AND FELLOW OF THE CHARTERED INSTITUTE OF PERSONNEL AND DEVELOPMENT, LIZ GARVEY, TO ACT AS ITS NEW HR DIRECTOR.

Liz has been a driving force behind investment in our skills programme.



JOANNE GARWOOD
central services
director,
FM Conway

Liz joined FM Conway as head of HR in 2011 and previously held senior roles at a leading housing association and digital commerce specialist, Pitney Bowes.

In her new position, Liz will oversee the company's diverse skills and training programme with an emphasis on attracting a broad talent pool to the business and developing its in-house learning and development programme to tackle the construction skills gap.

Joanne Garwood, central services director at FM Conway, commented on Liz's promotion: "Liz has been a driving force behind investment in our skills programme and in her new role will now take full charge of our strategy to recruit, train and retain the best talent."



TRIO OF AWARDS FOR FM CONWAY

FM Conway has scooped a trio of leading industry awards which recognise design excellence and health and safety best practice. CONWAY AECOM - FM Conway's joint venture with AECOM - together with client Transport for London (TfL) have secured the prestigious New London Award for transport and infrastructure for the delivery of the capital's east-west cycle superhighway (CS3).

The partnership received the top award in recognition of how CS3 has transformed the way people move around London, encouraging more sustainable use of the capital's road network. The £58.8 million project was commended for its high-quality architectural and technical design.

FM Conway has reaffirmed its commitment to health and safety best practice with a Gold Medal win at the Royal Society for the Prevention of Accidents' (RoSPA) 2017 Health and Safety Awards, marking its sixth consecutive gold award.

The company's rail team has also continued to display outstanding site and safety management, winning a Quality Benchmark Award for its Lillie Bridge Depot site where FM Conway is constructing a new Signal Equipment Room (SER) on behalf of TfL. The award follows the team's BEACON site safety and welfare award earlier this year for displaying excellent health, safety and welfare culture.

INSPIRING THE NEXT GENERATION

Three of FM Conway's rising stars - finance apprentice Rebecca Schreur, the company's apprentice of the year, Anthony Augustine and surfacing supervisor Allen Abbott - visited St Thomas the Apostle School in Peckham, South London this summer to tell young students about the exciting career opportunities on offer in construction.

The visit was well received by the aspiring pupils and the business also recently held a successful work experience week, with 10 young adults joining the company to learn about its operations across London and the south of England.





FM CONWAY PARTNERS WITH TOPPESFIELD

NEW RELATIONSHIP WILL TARGET
STRATEGIC ROAD NETWORK

FM CONWAY HAS ENTERED INTO A NEW PARTNERSHIP WITH SURFACING SPECIALIST TOPPESFIELD AS THE BUSINESS LOOKS TO EXTEND ITS GEOGRAPHICAL REACH AND BUILD ON ITS CAPACITY TO DELIVER SURFACING WORK ON THE STRATEGIC ROAD NETWORK.

Toppesfield's national reach and capacity complements our strong client base in surfacing, term maintenance, civil engineering and consultancy across London and the south of England.



MICHAEL CONWAY
chief executive officer,
FM Conway

FM Conway has acquired a minority stake in Toppesfield, which provides road surfacing and associated services for clients on major projects across the strategic networks.

This partnership will greatly benefit FM Conway's ongoing expansion in its Aggregates and Asphalt business, as well as providing significantly more confidence in Toppesfield's supply chain.

Michael Conway MBE, chief executive officer at FM Conway, said that the new partnership with Toppesfield would help deliver better outcomes for both businesses' customers:

"Toppesfield's national reach and capacity complements our strong client base in surfacing, term maintenance, civil engineering and consultancy across London and the south of England, as well as our ongoing investment in our materials business.

"On the back of this new partnership we look forward to working to support both businesses' clients across strategic and local frameworks to build a safe and resilient network that delivers a reliable, comfortable experience for all road users."



KEEPING THE COUNTRY'S INFRASTRUCTURE RUNNING

FM CONWAY UNEARTHES THE PAST AND PROTECTS THE FUTURE AT PARLIAMENT SQUARE

FM Conway has completed over one kilometre of utility ducting networks around Parliament Square, making sure that this prestigious part of London keeps its lights on whilst meeting the challenges of working in a high-security environment.

Project manager Mark Sluce explains: "Through our role as term maintenance contractor for Westminster City Council, FM Conway was appointed to deliver an essential £2.4 million programme of utility works around Parliament Square. The works involved trench excavation down to a depth of 1.2m along Parliament Square, Parliament Street, Bridge Street and St Margaret's Street. We then created utility chambers using a specialist plastic ducting system for housing telecom and power cables. These chambers were secured with concrete before reinstating the carriageway with FM Conway's proprietary materials."

Working in one of London's busiest tourist hotspots and in the shadow of the Palace of Westminster posed unique challenges as Mark explains: "We had to quickly adapt for a range of special or unforeseen circumstances, namely a snap election and 17 events including the Women's Cycling Tour and a state visit by the King of Spain – not exactly your run of the mill job!

"This called for rapid reactive programming and works phasing. We had to have a very close relationship with all relevant stakeholders, including Transport for London, the Metropolitan Police, London Underground and the Greater London Authority, to prepare for these events and minimise disruption."

Extra vigilance

Security concerns had to be carefully considered while planning the works and extra precautions were taken to secure the utilities network.

"The security of our site and storage compounds was carefully monitored to prevent unwanted interference or access," says Mark. "We called on our cleansing team's expertise, using their specialist mobile CCTV system to check the new ducting network for irregularities. This surveillance helped to reassure our client of both the quality of our work and eased anxieties over the potential for security breaches.

"We also procured specialist manhole covers from Portugal and Spain which were installed at 50m intervals to provide access to the network. The unique design of these covers prevents unauthorised access, adding another level of security."

Unearthing the past

Although the high-profile nature of the site proved challenging, the team unearthed some exciting discoveries. Mark comments: "During our excavations along Parliament Street we exposed a row of medieval houses. It was an incredible find; the Museum of London was called to carry out an archaeological excavation and we mapped the site using GPS to ensure it was flagged for future works.

"Parliament Square was a unique and rewarding job and the roads of Westminster are now secured and fit for purpose."



We had to quickly adapt for a range of special or unforeseen circumstances, namely a snap election and 17 events including the Women's Cycling Tour and a state visit by the King of Spain – not exactly your run of the mill job!

“”

MARK SLUCE
project manager,
FM Conway

SMART WORKING ON THE A249

COLLABORATIVE WORKING BETWEEN FM CONWAY, SHEPPEY ROUTE LTD AND HIGHWAYS ENGLAND IS DRIVING BENEFITS FOR ROAD USERS IN KENT.

Thanks to FM Conway's self-delivery approach, we were able to deliver the works in-house in less than a fortnight.

“”

TOM McCONNELL
senior contracts manager,
FM Conway

FM Conway has been delivering a £12 million, ten-year operation and maintenance contract with Sheppey Route Ltd on the A249 in Kent. Sheppey Route Ltd is the Design, Build, Finance and Operate (DBFO) contractor that manages the road on behalf of Highways England. Encompassing the Sheppey Crossing, it is an important transport link for residents and businesses and the main option for traffic travelling from the Isle of Sheppey towards the M2, M20 and beyond. With 30,000 drivers using the A249 each day, a streamlined and efficient approach to its maintenance and upkeep is vital.

One year into the partnership, collaborative working between the contract's key stakeholders and an innovative approach to delivery has been critical to meeting the needs of the public. Following a major incident on the route, one of FM Conway's first tasks has been to improve safety measures. Tom McConnell, senior contracts manager at FM Conway, explains:

“Working closely with Highways England and Sheppey Route Ltd, we installed average speed cameras along the A249 between Grovehurst and Queenborough to improve safety for drivers. We refreshed the road markings on the crossing, increasing the length and width of the centre lines to give drivers better visibility in adverse weather conditions.

The A249 DBFO Team works with numerous departments within FM Conway to overcome difficult situations.

“”

TOM McCONNELL
senior contracts manager,
FM Conway



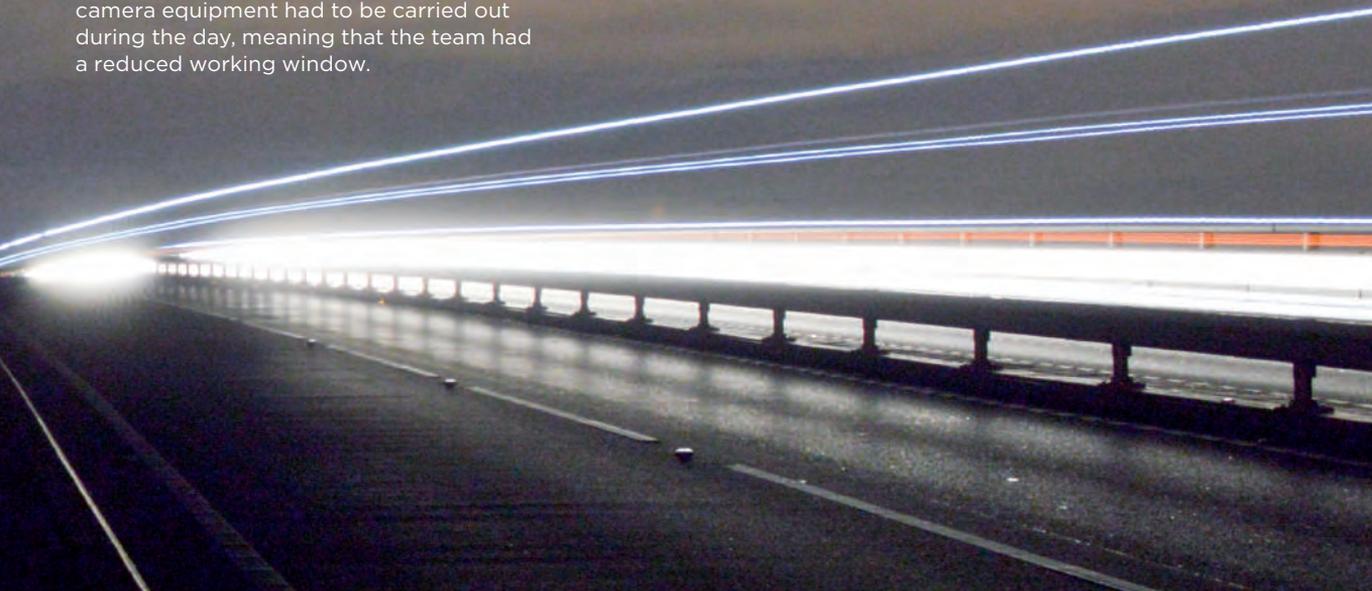
“Thanks to FM Conway’s self-delivery approach, we were able to deliver the works in-house in less than a fortnight, using the combined expertise of our term maintenance and surfacing teams to drive cost and time efficiencies. Our traffic management division carried out the closures for the works.”

The A249 passes close to wetlands of international importance, a national nature reserve and sites of special scientific interest (SSSI), posing challenges for the delivery of highways work:

“Due to environmental restrictions imposed by the sites close by, the delivery team had to be respectful of local wildlife. Night works, for example, aren’t permitted during the bird nesting season from March until July,” says Tom. “This presented challenges for the safety upgrade works – the installation of the average speed camera equipment had to be carried out during the day, meaning that the team had a reduced working window.”

“The A249 DBFO Team works with numerous departments within FM Conway to overcome difficult situations like this, such as implementing a convoy system for white lining renewal carried out in mid-2017. Due to the lack of a suitable diversion route and the A249’s importance for drivers, the team could not close the relevant section of carriageway using lane closures.

“Convoy working is a complex approach which requires expert communication on site to make sure the travelling public and our workforce are kept safe at all times. Thanks to the coordination between our teams, we were able to complete the works both safely and with minimal disruption for the travelling public.”





FM CONWAY AND TFL COMPLETE PIONEERING HIGHWAYS PROJECT

FM CONWAY AND TRANSPORT FOR LONDON (TfL) HAVE SET A NEW BENCHMARK FOR RECYCLING IN THE HIGHWAYS INDUSTRY WITH A LANDMARK PROJECT ON THE A40.





**HERBERT
MICALLEF**
highways
technical
manager,
TfL

Aggregate and bitumen are finite resources. We need to look to more sustainable alternatives if we're going to continue providing a high-quality surface network for London's road users now and in the future.

Asphalt recycling does happen but so far the highways sector has been slow to accept it as best practice for work on both the strategic and local networks.



HERBERT MICALLEF
highways technical
manager,
TfL

FM Conway has been working with Transport for London to deliver an innovative project on the strategic road network in west London.

The company has laid an asphalt surface course containing 50 per cent high PSV recycled aggregate on the A40, resurfacing over 20,000 metres. The project marks a pivotal shift in the way that roads are built and maintained in the UK. It is the first time that a surface course mix – used for the top layer of a road – containing such a high proportion of recycled material has been laid on a strategic route outside of trial conditions.

Until now, standard practice has been to limit the recycled content of surface courses for motorways and A-roads to around 10 per cent. The A40 project follows a successful trial carried out by FM Conway and TfL in 2016 to lay a high-recycled asphalt mix on the A1.

TfL's highways technical manager, Herbert Micallef, said that making asphalt recycling standard practice would bring benefits for the public and highways operators: "Asphalt recycling does happen but so far the highways sector has been slow to accept it as best practice for work on both the strategic and local networks. FM Conway and TfL are changing this, bringing benefits for both road users and network operators.

"Aggregate and bitumen are finite resources. We need to look to more sustainable alternatives if we're going to continue providing a high-quality surface network for London's road users now and in the future."

As well as supporting more sustainable use of materials, the A40 works saw FM Conway introduce an innovative laying technique to speed up delivery and cut costs for TfL. In contrast to traditional methods, which see surfacing materials laid in two layers at a depth of 100mm, the new material was laid in one go at a depth of 70mm, expediting the resurfacing process and allowing road users to get back on the A40 more quickly.

The material also incorporated FM Conway's own designed and manufactured Polymer Modified Bitumen (PMB). The use of PMB can significantly improve the durability of highways assets by improving their resistance to rutting and cracking.

Tim Metcalf, Aggregates and Asphalt director at FM Conway, commented on the importance of the project: "Our trial with TfL last year proved that high-recycled surface course materials are both able to perform and are environmentally sustainable. The project on the A40 takes this work to the next level, using insights from the trial to make recycling standard practice on the strategic network.

"Using the roads as our quarry cuts costs, reduces carbon footprint and transport movements," he added. "It's a resource and time-efficient approach and we'll be working with customers and partners to help embed it across the industry."

FM CONWAY'S CIVIL ENGINEERING TEAMS HELP PUT ABBEY WOOD ON THE MAP

ABBNEY WOOD IS SET FOR A DRAMATIC TRANSFORMATION WHEN A NEW CROSSRAIL STATION OPENS, AND FM CONWAY IS HELPING TO PAVE THE WAY.



Throughout the project the design has been led by a desire to create a high-quality village-style environment.



PAUL WILLIAMS
contracts manager,
FM Conway

A bright future for Abbey Wood

Abbey Wood in the London Borough of Bexley is seeing a series of projects come forward in connection with a new Crossrail link, opening at the end of 2018. The Elizabeth line will create a direct route between Abbey Wood and central London in only 25 minutes, opening up huge opportunities for investment and regeneration.

FM Conway is leading a major series of structural and public realm works that will help put Abbey Wood on the map as a thriving neighbourhood with great connections.

Providing a warm welcome

The new station itself is due to open in October 2017, initially operating for Southeastern rail trains before all services become operational when Crossrail opens. Working with the London Borough of Bexley, FM Conway is leading the restoration and improvement of the Harrow Manorway flyover, which will be the entry point to the new station.

Paul Williams, contracts manager at FM Conway, explains the scale of the task:

“Flyovers are not traditionally the most welcoming of structures and in this case the late 20th century structure has needed a comprehensive overhaul to make sure it provides a safe and attractive entrance to Abbey Wood from the station.”

A major part of the works has been the replacement of the concrete and steel parapets on either side of the flyover – a highly technical task where the team has had to shutter and pour concrete at height. The most obvious change for users of the flyover, however, will be the transformation of the public space, as Paul notes:

“As part of the project, our civil engineering construction team is creating new footways along the flyover with better drainage, as well as a new set of traffic lights and a toucan crossing into the station to ensure that access is as easy as possible for pedestrians.





“““

**PAUL
WILLIAMS**
contracts
manager,
FM Conway

A major part of the works has been the replacement of the concrete and steel parapets on either side of the flyover – a highly technical task where the team has had to shutter and pour concrete at height.

“We’re also installing two new bus shelters and converting an old bus stand into a cycle shelter to build better connections for those taking onward journeys to and from the station.”

A village environment

These improvements are being reflected across the wider town centre, with the train station works acting as a catalyst for further projects. FM Conway is working with the London Borough of Bexley and developer Peabody on the broader Harrow Manorway corridor, providing a range of works from surfacing through to paving and landscaping to improve the neighbourhood’s main thoroughfare.

The team is working to create an attractive environment for residents and commuters around and underneath the flyover, introducing new lighting as well as trees, soft landscaping and benches. Paul explains:

“Throughout the project the design has been led by a desire to create a high-quality village-style environment that encourages people to stop and enjoy the area, rather than simply passing through. This is seen in the material we’re using, from durable but attractive granite setts outside the train station forecourt to York stone paving and high-quality lighting designs.

“Working with Bexley Council and Peabody, we’ve been able to bring in our expertise from across the business to deliver a really exciting scheme”, Paul continues. “Our civil engineering divisions have been tasked with widening footways and creating areas of soft landscaping. Our paving team is then using our self-supplied concrete and materials to put together the scheme supported by our surfacing division which will lay the final asphalt layer in the carriageway. Finally, our lighting team is closely involved with support from our consultancy arm, supplying advice on the use of energy-saving LEDs which maximise light levels while being energy efficient too.”

Building on successes

The final project by FM Conway in the area will begin in the new year – creating new taxi ranks and drop-off areas which connect to the lower level of the station, beneath the flyover. Beyond this, however, Paul is confident that Abbey Wood will continue to see further projects taken forward on the back of the current phase of works:

“It’s a very exciting time to be working in this part of London”, he comments. “Crossrail is set to really transform the area and we’re looking forward to seeing Abbey Wood continue to grow and change once the new station gets up and running.”

PORT OF DOVER IS BACK IN SHIP-SHAPE

EFFICIENT PLANNING PROVES THE KEY TO REGENERATING THE “GATEWAY TO EUROPE”.

With over 12 million passengers passing through each year, the Port of Dover, more colloquially known as the “Gateway to Europe”, is Europe’s busiest ferry port. The port also serves over 2.5 million road haulage vehicles annually.

High traffic volumes had started to take their toll on the main approach routes to the dock: the A20 and the A2 Jubilee Way. The strategic road network near the transport hub, managed by A-one+ on behalf of Highways England, required resurfacing to continue to provide visitors to the port with an exceptional customer experience. FM Conway was subcontracted to carry out the works by A-one+.

With the port active round-the-clock, any disruption created by the upgrade works needed to be kept to an absolute minimum. The project was restricted to a narrow working window with three 24-hour road closures over three consecutive weekends.

Liam McGoldrick, senior contracts manager at FM Conway, explains:

“The Port of Dover is a major national infrastructure asset and we knew that there was no room for error if we were to complete the project within the set timeframe. Planned like a military operation, we agreed the parameters of the scheme with A-one+.



“The scope of works was comprehensive. In addition to resurfacing the A20 and A2 with high-friction material, it covered drainage jetting and gully maintenance for the roads, lighting works and the replacement of all defective iron work with our guaranteed iron guard resin systems. We were also tasked with roundabout chevron maintenance and the renewal of the light aggregate material for three arrestor beds, which help bring vehicles to a halt if there are any mechanical failures.”

With such a complex schedule of works, and only seven days to plan them, precise coordination between FM Conway’s teams was vital to minimise delays and guarantee both worker and public safety.

Liam continues: “FM Conway delivered the resurfacing works using asphalt material from our plant network to streamline the project and ensure reliability of supply. All the arisings from the scheme, including asphalt, light aggregate and gully waste, were tested and recycled at our facilities to cut the project’s environmental impact.

“The scheme was carefully synchronised to both speed up delivery and prevent any clashes of our teams on-site to protect their health and safety.”

Slick traffic management minimised disruption for road users while the restriction of noisier works to daytime hours ensured residents could sleep soundly at night. FM Conway kept the Port of Dover regularly informed about the progress of the works so that it could plan activity around them.

Liam adds: “Thanks to our meticulous planning and good working relationship with A-one+ and the port’s key stakeholders, we were able to finish our works within the tight timeframe and the Port of Dover is now a fit welcome for anyone visiting our shores.”

The Port of Dover is a major national infrastructure asset and we knew that there was no room for error if we were to complete the project within the set timeframe.

“““

LIAM MCGOLDRICK
senior contracts
manager,
FM Conway



INVESTING IN THE FUTURE

FM CONWAY IS COMMITTED TO ACTING RESPONSIBLY AND SUSTAINABLY ACROSS ALL AREAS OF ITS OPERATION AND HAS BEEN REVIEWING ITS SOCIAL IMPACT OVER THE PAST 12 MONTHS.

As a business, we have a responsibility to our clients, employees, local community and the wider environment. Corporate responsibility is woven into our culture and has been since the beginning.



SHARON FIELD
head of corporate social responsibility,
FM Conway

A commitment to ongoing investment in its social value programme and a robust approach to corporate responsibility has been at the heart of FM Conway's success. It underpins the company's self-delivery ethos, which relies on an open and collaborative approach across the company's teams, sharing best practice with supply chain partners and regular investment in its infrastructure, processes and employee development.

FM Conway regularly reviews its corporate social impact and has been assessing its investment over the past 12 months. The company's head of Corporate Social Responsibility (CSR), Sharon Field, explains why a commitment to CSR remains critical to the business' growth and development:

"As a business, we have a responsibility to our clients, employees, local community and the wider environment. Corporate responsibility is woven into our culture and has been since the beginning. FM Conway has family values at its heart, not just in terms of its ownership but in its whole ethos as a company. Fairness, inclusion and respect starts at the very top - Michael Conway, for example, champions our apprenticeship programme."

Continually measuring and improving FM Conway's social impact as a company is fundamental to its unique self-delivery approach which is built on developing the resources and capacity it needs to deliver a sustainable service.

Sharon comments: "An investment in CSR is not just about acting ethically, it is also fundamental to our self-delivery model. We're committed to using our own teams to deliver projects wherever we can to bring reliability and efficiencies for customers - that relies on strong links with the community to encourage people to pursue a career with us and create the diverse talent pool we need to grow, as well as regular investment in the education and wellbeing of our staff so that they can flourish whilst delivering great work. Environmental sustainability sits at the heart of our business and is intrinsic to self-delivery. It's why we continue to invest in materials innovation and lead the highways sector on recycling."

The business is now setting its targets for the year ahead. Boosting investment in skills is a key focus for 2018, with the business establishing a commitment to create one apprentice place for every 25 employees. "It's about investment in people and our long-term success as a business," says Sharon. "We need diverse individuals who are willing to develop so we may continue providing a good service for our customers. 'Great people, great work' remains our mantra."



500K TONNES
OF RECYCLED AGGREGATE
SUPPLIED TO SITES
NATIONWIDE



5,500 DAYS 
INVESTED IN THE LEARNING
AND DEVELOPMENT OF OUR
PEOPLE DURING THE LAST YEAR

35 APPRENTICES
CURRENTLY WORKING
ACROSS THE BUSINESS



£112,286 DONATED
TO LOCAL CAUSES BY THE CONWAY
CHARITABLE FOUNDATION



250,000 TONNES
OF ASPHALT RECYCLED FROM ROADS
IN LONDON AND THE SOUTH EAST



SOCIAL VALUE DISTRIBUTION

WELLBEING AND GYM
£846,388

HEALTH AND SAFETY
£125,174

WORK EXPERIENCE
AND INSPIRE SCHOLARSHIPS
£37,777

APPRENTICESHIPS
£1,992,759

COMMUNITY
£260,497

CONWAY
CHARITABLE TRUST
£50,584

ENVIRONMENT
£620,047

TOTAL IMPACT
£3.93m





OVERCOMING CHALLENGES

FM CONWAY UPGRADES A KEY INTERSECTION ON LONDON'S NORTH CIRCULAR.

The project involved readjusting the carriageway depths, as the northbound lanes and southbound lanes were constructed at different heights.



GRANT LEMMON
contracts manager,
FM Conway

Running from Chiswick in west London to Woolwich in the east, the A406 North Circular is renowned as one of the UK's busiest A-roads and a vital infrastructure link for the capital.

FM Conway was appointed as the principal contractor tasked with improving traffic flow on the critical route at its junction with Brentfield Road. The key project objective was to speed up journeys for motorists and bus passengers by constructing new lanes that would allow buses to cross the intersection from the north to merge with traffic heading south. The scope of works included over 4,000m² of carriageway resurfacing and over 1,000m² of footway resurfacing.

The team found themselves facing a series of challenges to complete the project within a short timeframe.

Grant Lemmon, contracts manager at FM Conway, explains: "The project involved readjusting the carriageway depths, as the northbound lanes and southbound lanes were constructed at different heights. This meant that we had to lift and re-lay the drainage as well."

The team's carefully planned programme faced a potential set back after discovering a series of power cables beneath the road which had not been previously identified within the project scope. Grant continues:

"As we know the exact location of utility networks can often be an issue, but in this case the challenge was compounded by the new carriageway depths, forcing us to divert and lower the cables."

Despite the setbacks, the resurfacing works were completed within a short 48-hour operating window over the Easter weekend to minimise disruption for motorists and major businesses nearby, including Ikea.

FM Conway self-delivered the full cycle of resurfacing works, including taking the planings back for recycling and supplying the company's own recycled asphalt for the new surface, and Grant puts the success of the project down to close collaboration across the team.

"Despite the earlier challenges on the project adding to our time constraints, the fact that we were able to fully self-deliver the resurfacing works meant we did not have to rely on external contractors, giving us greater control over the programme when we needed it."

The final part of the project was the installation of a community area and public viewing point, but again the FM Conway team had their work cut out for them.

"The site was a former petrol station and needed major remediation work," explains Grant, "including decontamination of the ground as well as the removal of both asbestos and Japanese knotweed, requiring full excavation to make it safe for public use. We then installed a Sustainable Urban Drainage (SUD) system to support the longevity of the new public area."

Despite the challenges, the project has been a huge success – providing not only a better experience for motorists, but a fantastic new community area for residents as well.

FM CONWAY BOOSTS MATERIALS FLEET



FM CONWAY HAS INVESTED £1 MILLION IN FOUR NEW VOLUMETRIC MIXER VEHICLES FOLLOWING THE ONGOING SUCCESS OF ITS FLOWING SCREED MATERIAL, METROFLOW.



FM Conway's new Scania Reimer mixers will deliver the material to residential sites across London and the south of England. The vehicles were specially selected for their larger silos, which means they can produce the higher volumes favoured by the residential market, as well as for the sophistication of their onboard software system which determines the correct moisture ratios and flow rates for the product.

The volumetric mixers also feature a range of safety measures, including a low-level cab and a glazed side door, to boost driver visibility and help protect vulnerable road users like cyclists.

FM Conway's recycling operations manager, Alex Harris, explains the benefits of the new trucks:

"Sales of Metroflow have been steadily growing since its launch in 2016, reflecting the major productivity benefits it brings for our customers. Metroflow is capable of being laid over ten times faster than traditional sand and cement-based screeds, and can receive foot traffic within 48 hours – allowing other trades to access floors quickly.

"These new vehicles will ensure that we can continue to meet customer demand, providing a reliable and cost-effective delivery option for customers by operating and owning our own plant."

Metroflow is capable of being laid over ten times faster than traditional sand and cement-based screeds.

“”

ALEX HARRIS
recycling operations manager,
FM Conway

A DAY IN THE LIFE OF A DRIVER

FM CONWAY HAS LAUNCHED A HANDS-ON TRAINING PROGRAMME FOR ITS HGV DRIVERS AS PART OF THE BUSINESS' DRIVE TO CONTINUALLY IMPROVE SAFETY FOR BOTH DRIVERS AND THE WIDER PUBLIC.

Delivered by specialist training provider Pertemps, the programme sees drivers partnered with expert trainers who join them on their daily routes delivering material to and from the company's live sites. The trainers assess driver behaviour and share expertise on how to manage real-life challenges on the road.

Transport logistics manager Steve James explains: "We constantly review our training and road safety protocols to make sure that we're delivering the best possible support for our drivers and promoting best practice to keep them and the travelling public safe. Classroom teaching is a key part of this approach, but it needs to be backed up by real-world experiences – particularly in a global city like London – which is why the coaching that Pertemps offers is a great addition to the training we provide in-house."

The key objectives of the specialist training include collision reduction when parking and reversing, increasing awareness of pedestrians and improving fuel efficiency.

"We're already seeing positive feedback from the drivers who've taken part so far and we're now looking at extending the training to drivers based at our depots across the south east," added Steve.



CONWAY PEOPLE

EMPLOYEES OF THE QUARTER

CONGRATULATIONS TO EVERYONE WHO WAS NOMINATED: NICK HOWARD, RYAN MACKIE, JESSE HIGGINS-PAGE, COLIN PHILLIPS, JADE MOULE, PAUL MARTIN, TERRY JARVIS, ALISHA CHAHAL, CRAIG YOUNG, DALE CHENERY, DARREN HARLEN, ELAINE HOOPER, GEORGIA KITNEY, IULIAN BARBU, JAZ KANDOLA, LEANNE BENNETT, LIZ CHASTEAUNEUF, LOUISE BOND, MARTIN O'CONNOR, MUHAMMAD IKRAM, NICK MULLIGAN, PAUL CEREXHE, PETER MOORE, SCOTT DAVIS, STACIE SINFIELD-COATES, STEVE CHILDS, STEVE SMITH AND TONY CONROY.

OUR TEAM OF THE QUARTER

OUR TEAM OF THE QUARTER IS THE **A&A SALES & ORDERS CUSTOMER SERVICE TEAM** WHO HAVE BEEN RECOGNISED FOR WORKING BETTER TOGETHER: SATINDER WEBSTER, CAROL BURROUGHS, LEANNE BENNETT, MICHAEL HILLS, ASHLEIGH MOLONEY-JOYCE, CLAIRE SAUNDERS, JADE BELL, NANCY MOORE, KAROLINA MICHALAK AND NORNA SQUIRES.

↘ TARAN OMER - surfacing



TARAN'S COLLEAGUES SAY:

"The dedication to his job and attention to detail shines through and he makes a constant effort to uphold the best standards on site."

"Always focusing on the client's needs and that of the FM Conway business."

"For his commitment and ownership to deliver a programme of works in a professional manner."



↘ JAMES COOK - civil engineering



JAMES' COLLEAGUES SAY:

"He has set up a first class site to meet Berkeley's requirements which is likely to become a benchmark for FM Conway's future health and safety standards."

"He's working under extreme pressure but continues to produce top class work with a smile on his face."

"He gives his all for the company with really good project outcomes and client relations."



↘ MARK SLUCE - Westminster



MARK'S COLLEAGUES SAY:

"He always goes above and beyond his own duties by carrying out tasks on behalf of others whilst at the same time managing his time effectively to ensure he is always on top of his own responsibilities."

"Working with Mark has allowed me to know so much more about construction, to feel supported and to feel part of a team."

"He shows dedication and enjoyment of his job."





A JOB WELL DONE

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“Please pass on my thanks to the team that carried out the excellent resurfacing works to the Westleigh Avenue roads and pavements in Putney. The team worked really hard throughout the entire project and it has paid off – the roads are now much safer for cyclists and the pavements look wonderful!”

Anna Sadler at the London Borough of Wandsworth thanks Ben Suggett, Villius Paulionka and their team.

“”

“Some friends and I were sat at a café watching a team of FM Conway workers opposite us on Gloucester Road – and what a smashing team they were! It looked like an operation run with military precision. All the staff were very pleasant and upbeat and there was absolutely no faffing about, it was all go. The team were great ambassadors for FM Conway and whoever was in charge of the works also did a great job!”

A member of public thanks the term maintenance team for the Royal Borough of Kensington and Chelsea.

“”

“Many thanks to the team at FM Conway for all your hard work in preparing Westminster’s roads for the RideLondon event. Super-human efforts were in play as the team worked through an extensive list of jobs quickly and efficiently. We really appreciate how much additional pressure these events put on everyone and we are all extremely grateful for your continued support, advice and assistance.”

Naomi Chant at Westminster City Council thanks the contract team for its work on the Prudential RideLondon event in August.

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**PEOPLE
FIRST**
GO HOME SAFE

Construct

AUTUMN 2017



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