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Construct



FOREWORD FROM MICHAEL CONWAY



WELCOME TO THE WINTER 2015/16 ISSUE OF *CONSTRUCT*. IT'S THE END OF ANOTHER REMARKABLE YEAR FOR THE COMPANY, AND 2016 LOOKS TO BE JUST AS EXCITING.

What a year 2015 has been for FM Conway!

In the past twelve months our company has grown by more than 40 per cent – a remarkable level of growth during what is still a challenging time for the construction industry.

We're pleased to have picked up some truly prestigious awards in 2015. In April, we were named 'Contractor of the Year' at the 2015 Building Awards – a wonderful accolade that few companies have the honour of receiving.

Shortly after, we won the 'Construction Recycler of the Year' award at the National Recycling Awards. Then, in November, we received three special commendations at the Mineral Products Association's Health and Safety Awards – a fitting tribute to the safety initiatives we've introduced to ensure our people go home safe every day.

On top of that, we also held our biggest ever annual staff event at Westminster's QEII Centre, with over 1,000 of our colleagues in attendance. It really has been an incredible twelve months.

I am so proud of everything we achieved last year, and my thanks go out to our hardworking colleagues and partners who have made this success possible. We must not, however, rest on our laurels. 2016 is going to be an exciting year, but a demanding one also. We need to keep up our focus and commitment in order to maintain our momentum going forward.

There will no doubt be challenges ahead, but there are also many opportunities for us to grow and flourish. If we continue doing what we do best and working with our clients and partners to take advantage of these opportunities, I'm certain there are more successes around the corner – for us and for our clients.

MICHAEL CONWAY
CEO FM CONWAY

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FM CONWAY'S TRANSPORT MANAGER PETER PARLE FEATURED ON BBC BREAKFAST IN SEPTEMBER, PROVIDING COMMENT AND GUIDANCE ON THE IMPACT OF THE TRANSPORT FOR LONDON (TFL) SAFER LORRY SCHEME.



FM CONWAY TALKS CYCLE SAFETY ON BBC BREAKFAST

The Safer Lorry Scheme, which came into force on 1 September 2015, made it mandatory for various safety equipment to be fitted to all vehicles over 3.5 tonnes operating in the capital. It is designed to make London's roads safer for vulnerable road users, in particular for cyclists.

As one of the leading companies in the construction industry when it comes to cycle safety, FM Conway was chosen to provide expert insight during BBC Breakfast's coverage of the launch of the scheme, with reporter Tim Muffett visiting our Dartford head office to interview Peter and see one of our fully cycle safe HGVs.

Discussing the changes on the national breakfast show, Peter said: "It is our duty to protect the wellbeing of the general public as well as our colleagues. FM Conway was among the first in the industry to modify its vehicles to make them safer to vulnerable road users – if the Safer Lorry Scheme encourages others to follow suit then it will be a welcome addition for our industry."

SUCCESS FOR FM CONWAY AT RICHMOND SOCIETY AWARDS

FM Conway was commended at the Richmond Society's annual awards in September for our regeneration of the Richmond Riverside area ahead of the Rugby World Cup – a project carried out on behalf of the London Borough of Richmond-upon-Thames.

The civil engineering and landscaping project saw us lay new granite paving slabs and install new lighting columns and refurbished street furniture.

Councillor Pamela Fleming, strategic cabinet member for environment, business and community at Richmond Council, said: "Richmond Riverside is a wonderful place to soak up the atmosphere of one of the most beautiful places in the borough. The improvement works are outstanding and have been very well received by residents, businesses, and visitors to the area. The award is thoroughly deserved and I'm delighted that the Richmond Society has officially recognised the team's hard work."



FM CONWAY APPOINTS NON-EXECUTIVE DIRECTOR

FM Conway has appointed former Miller boss Chris Webster as a non-executive director. Chris' new role will see him working with the board of directors and the business development team to drive the company's growth in key target markets.

Chris brings to FM Conway a wealth of experience in the management and strategic growth of large construction businesses. He was chief executive of Miller Construction for four years, overseeing a period of strong growth for the leading private construction business. Prior to his appointment at Miller in September 2010, Chris spent nearly twenty years at Amey; latterly as chief operating officer and a main board director.

Andrew Hansen, chief operating officer, said: "As a business we've enjoyed phenomenal growth in recent years. Our order books are buoyant and we've won some big contracts recently as clients continue to recognise the benefits that our self-delivery model can offer.

"We are confident that with Chris' vast expertise and industry knowledge behind us, we can continue the strong and sustained growth of the business in the months and years to come."

CONWAY CONNECT IS NOW LIVE!

Our new intranet service, Conway Connect, is now available to all members of staff and provides a central hub for company communications and news.



FM CONWAY CELEBRATED ANOTHER INCREDIBLY SUCCESSFUL YEAR AND LOOKED FORWARD TO THE MANY OPPORTUNITIES AHEAD AT ITS 2015 ANNUAL STAFF EVENT IN WESTMINSTER.



FM CONWAY COMES TOGETHER FOR 2015 STAFF EVENT

Friday 2 October saw more than 1,000 FM Conway employees come together for the company's 2015 annual staff event at the prestigious Queen Elizabeth II Conference Centre in Westminster.

The day was a chance to review what has been a record-breaking year for FM Conway, in which our revenues rocketed by over 40 per cent and the business has gone from strength to strength.

Proceedings began with a keynote address from FM Conway chief operating officer, Andrew Hansen, who reported strong growth for the company thanks to major contract wins and key infrastructure investments over the past two years. With FM Conway now one of the south east's largest contractors, Andrew also underlined how important it was for the business to maintain its commitment to health and safety; keeping the wellbeing of its staff, its customers and the public front of mind in all its operations.

Indeed, health and safety was a key theme throughout the day, with a poignant interactive workshop by theatre-based

learning and development organisation AKT Productions bringing to life the 'Go Home Safe' message of our *People First* campaign.

The event also saw the unveiling of exciting plans for FM Conway's new headquarters in Sevenoaks, followed by a lively Q&A session hosted by chief financial officer, David Donnelly. Rounding off the day was the much-anticipated annual Pride of Conway Awards, hosted by central services director Joanne Garwood and operations director Mike Betchley. The awards celebrated the fantastic achievements of our staff and rewarded those who had gone the extra mile on behalf of FM Conway and its clients.

Andrew Hansen, chief operating officer, commented: "FM Conway continues to go from strength to strength. We now employ over 1,300 staff; all of whom are working extremely hard to keep this business, its projects and our clients moving in the right direction. It was a fantastic experience to be able to come together with all of our colleagues and celebrate another brilliant year."

It was a fantastic experience to be able to come together with all of our colleagues and celebrate another brilliant year.





“““

ANDREW HANSEN
chief operating
officer,
FM Conway

FM Conway continues to go from strength to strength. We now employ over 1,300 staff; all of whom are working extremely hard to keep this business moving in the right direction.



FM CONWAY HAS CARRIED OUT THE FIRST MAINTENANCE WORKS TO LONDON'S MILLENNIUM BRIDGE WITH THE HELP OF AN INNOVATIVE SUSPENDED CRADLE AND ROPE ACCESS SYSTEM.

Spanning 325 metres across the River Thames between the Tate Modern and St Paul's Cathedral, the Millennium Bridge has become a landmark London structure. Opening in June 2000, the steel suspension bridge now carries five to seven million people over the river every year.

The bridge's elegant, shallow design – created by a collaboration of leading sculptor Sir Anthony Caro, Arup and Foster + Partners – offers uninterrupted, panoramic views of the surrounding cityscape.

In October 2015, the City of London Corporation commissioned the bridge's first maintenance programme to address the effects of 15 years of wear and tear. FM Conway was contracted to repaint the main steelwork of the structure, re-condition the suspension cables with a special industrial coating, and polish and clean the steel handrails running along the bridge deck.

Although a scaffolding rig would normally be used to perform repairs of this nature to an elevated structure, the slender design of the bridge meant that it was unable to take the weight of a full rig. The solution came in the form of a specialist rope access system, supplied by CAN Structures.

Originally designed for mountaineering and potholing, the system's flexibility and reduced weight meant it could be adapted to suit the bridge's unique design and allowed the team to safely access its supports and underside without endangering the integrity of the structure. Mobile towers were used to access the bridge's southern end, where there was sufficient space for them to be deployed.

The painting team – suspended below the bridge – pulled themselves along using a lightweight aluminium cradle system. They carried out minor repairs to the steel sections of the bridge before applying 300 litres of water and temperature resistant paint. After being cleaned with solvent to remove dirt and debris, a specialist wax aluminium coating sourced from Italy was applied to the steel cables to prevent corrosion.

The City of London Corporation was determined to maintain public access to the bridge at all times and minimise disruption.

Project manager Dave Otter explains: "The CAN cradle system is less obstructive than traditional scaffolding so pedestrians could continue to use the bridge throughout the maintenance works. Thanks to our long-term relationship with the London Borough of Southwark as their term maintenance contractor, we were able to work closely with them to safely manage the flow of people. We installed signage to navigate passers-by across the bridge while works to the handrails and sections of the main deck were completed."

"By liaising with the Port of London authority and the Environment Agency, we were also able to keep the navigable water lanes underneath the bridge open. We obtained a special licence to carry out the maintenance works and had to notify the Port Authority whenever the team moved between the bridge spans. A safety boat, which remained beneath the structure throughout the project, prevented any collisions between passing river traffic and our operatives suspended below the bridge."

Inclement weather presented a number of challenges for the team. In particular, extra care had to be taken when using the cradle system. Working closely with CAN Structures, the site team maximised periods of good weather, using weekends to make up delays. A good relationship with the Port Authority meant that licences and approvals could be obtained quickly at short notice when conditions improved.

Jagdeep Bilkhu of the City of London Corporation commented: "The repainting of the bridge had to be carried out by hand and the quality of the finished works was extremely good given the access considerations and weather."

The funding for the project came from the privately managed Bridge House Estates, meaning that the City of London was able to carry out the refurbishment at no cost to the tax-paying public. The project was safely completed ahead of the Christmas period ensuring that the bridge could resume its place at the centre of London's New Year celebrations – looking its best for the occasion.

The quality of the finished works was extremely good given the access considerations and weather.

JAGDEEP BILKHU
City of London
Corporation





MILLENNIUM BRIDGE GETS A MAKEOVER

EARLIER THIS SUMMER FM CONWAY DELIVERED A PROJECT TO INCREASE CAPACITY AT MAIDSTONE UNITED FOOTBALL CLUB'S GALLAGHER STADIUM, LOCATED AT THE HEART OF THE KENT TOWN.



BUILDING TEAM SPIRIT



We finished on time and it has been a rewarding experience for the staff and supporters of Maidstone United FC. We are all very grateful.

“““

TERRY CASEY
co-owner,
Maidstone
United



Thanks to the hard work of our team the project was completed on time, with the last few seats being fixed into place just hours before the first match of the season was due to start!



Founded in 1897, National League South team Maidstone United Football Club has resided in its present home, the Gallagher Stadium, since July 2012. Riding high on their recent promotion, in 2014 the club began to look at increasing the capacity of its 2,226 seat stadium to more than 3,000 to accommodate extra demand for tickets.

Maidstone United awarded FM Conway a £400,000 contract to extend the main east stand and construct new board director and presidential suites and a new south turnstile.

When the Gallagher Stadium was first built in 2012 construction teams were able to work outwards from the pitch-side, making the build process much simpler. However, to prevent damage to the pitch, FM Conway's extension of the east stand had to be undertaken from James Whatman Way, the road behind the stand. This presented several logistical challenges. All of the materials for the build had to be lifted in, including 200m³ of concrete for the new foundation pads, while maintaining the free-flow of traffic along the road.

Perhaps the greatest challenge for our team was completing the build in just 12 weeks before Maidstone United's first home match of the 2015 season. Project manager John Briggs explains: "We were working to a very tight deadline, which was complicated by limited access to the site and the need to survey the east stand before we could start works. With no fabrication plans for the main stand, we had to survey the existing structure and draft drawings before work could commence. The steelwork for the new extension was then matched as closely as possible to that of the original structure."

Terry Casey, co-owner of Maidstone United, wrote to FM Conway to thank the team for their efficiency and professionalism: "Your team always made us feel as if we were the most important clients that they had ever dealt with. It was a high profile job and the eyes of thousands of our supporters were upon us."

"The project managers on site demonstrated excellent communication skills and they were always ready to explain how the project was unfolding. We finished on time and it has been a rewarding experience for the staff and supporters of Maidstone United FC. We are all very grateful."

As Maidstone United look to continue their rise up the football leagues, FM Conway has now been awarded a further contract for works on the north turnstile to meet the National League South's fan segregation requirements.





IN 2014 FM CONWAY DEVELOPED AN INNOVATIVE MOBILE APP AS PART OF A WIDER CAMPAIGN TO INCREASE NEAR MISS REPORTING. ONE YEAR ON, THE APP HAS REVOLUTIONISED HEALTH AND SAFETY BEST PRACTICE ACROSS THE BUSINESS.

NEAR MISS APP HITS THE TARGET



This new technology has been hugely successful with operatives. In September alone we received 1,100 near miss reports through the app.



As part of FM Conway's People First programme – a company-wide campaign to keep health and safety front of mind for all our staff – we have been working to make near miss reporting as accessible and easy as possible.

Near miss reporting is the act of feeding back on anything that could have caused an accident, allowing potential hazards to be dealt with before staff, supply chain partners or members of the public are harmed. Reports are sent to our Safety, Health, Environment and Quality (SHEQ) team who then coordinate the relevant parts of the business and task them with tackling the potential danger. This is a process that could ultimately save someone's life.

Last year the SHEQ team, led by director Andrew Cox, revamped near miss reporting to raise awareness and simplify procedures. Staff can now report near misses by text, telephone or freepost report cards.

However, by far the most common method of reporting is through our new near miss smartphone app. A remarkable 90 per cent of all near misses are now received via the app.

Andrew Cox explains: "Near miss reporting is vital to making sure that everyone continues to go home safe at the end of the day. Based on feedback we had

received from staff, we wanted to develop a system that would fit in with the way our operatives work and make it as quick and easy as possible for them to get in touch. By using a smartphone app, paperless reports can be sent in from anywhere and at all hours of the day or night. Reports can also be posted anonymously if required.

"This new technology has been hugely successful with operatives. In September alone we received 1,100 near miss reports through the app."

The app is being continuously developed to fully exploit the benefits it can offer. It now includes photo and video upload options and a live dashboard is being created to keep staff informed about the status of open near miss reports. The SHEQ team are also looking at including different language options to improve accessibility for operatives who are not native English speakers.

"The advantage of this technology is that we can continue to develop it and add new functions as we learn more about how operatives use it," says Andrew. "Based on the success of the near miss app we are already starting to think about how similar interactive technologies could benefit other areas of the business."

The SHEQ and the IT team's collaborative work to develop the app was recognised at this year's Pride of Conway Awards.

FM CONWAY PUTS PEOPLE FIRST FOR THE LIGHTHOUSE CLUB

FM CONWAY HAS RAISED £7,149 FOR THE CONSTRUCTION INDUSTRY CHARITY, THE LIGHTHOUSE CLUB. THE FUNDS WERE RAISED AS PART OF THE COMPANY'S PEOPLE FIRST HEALTH AND SAFETY AWARENESS CAMPAIGN.

One pound was donated to the charity for every near miss report received between April and October 2015, whether sent by phone, text or via the new reporting app. Andrew Hansen, chief operating officer at FM Conway, presented a cheque for the money raised to the charity at FM Conway's recent annual staff event.

The Lighthouse Club provides emergency financial and welfare support to members of the construction industry community and their families during times of crisis.

In line with the aims of FM Conway's People First campaign, the charity in particular strives to promote initiatives aimed at improving health and safety on construction sites.

Andrew Cox, SHEQ director at FM Conway, commented: "The Lighthouse Club does great work to promote health and safety awareness throughout the construction industry and supports members of our community who have suffered as a result of accident, injury or bereavement. It is a cause that is extremely important to us as a company and we are very proud to have been able to support it."



MAINTAINING BRITAIN'S BUSIEST TOLL ROAD



FM CONWAY HAS RECENTLY COMPLETED A PROJECT TO RESURFACE THE DARTFORD CROSSING FOLLOWING THE INTRODUCTION OF THE NEW ELECTRONIC DART CHARGE PAYMENT SYSTEM.

Connecting the M25 across the Thames between Dartford in Kent and Thurrock in Essex, the Dartford Crossing is one of the country's busiest roads. It is estimated that around 50 million vehicles cross this section of the river every year.

FM Conway was sub-contracted by Balfour Beatty to carry out the resurfacing of this vital section of Britain's strategic road system, as part of a vast redevelopment project to remove the existing toll booths at the crossing and replace them with a new remote payment system.

Being such a prominent part of Britain's road network, it was imperative that traffic could continue to use the crossing while the modification works were carried out. Phased road closures were implemented to deliver the works during quieter periods, such as at night. Outside of these periods,

the flow of traffic was altered and semi-permanent barriers installed to protect the FM Conway team working on site.

Kevin Collins, contracts manager at FM Conway, explains: "We had to meet challenges from the start, keeping pace with design updates and accelerated programme requirements. We were responsible for infilling technology corridors and trenches, dug to lay the new cables for the remote payment scheme. We laid over 26,000 tonnes of asphalt, a considerable amount for a project of this size.

"Illustrating our continued commitment to self-delivering projects, we completed the resurfacing works using our own CCTV system, drainage crews and fleet of sweepers, planers and sprayers. The materials we used were produced at our Erith asphalt plant."

We completed the resurfacing works using our own CCTV system, drainage crews and fleet of sweepers, planers and sprayers.

KEVIN COLLINS
contracts manager,
FM Conway

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FM CONWAY HAS INVESTED IN TWO CUTTING-EDGE MERCEDES-BENZ ECONIC VEHICLES, DESIGNED TO KEEP LONDON'S ROADS SAFER FOR ALL.

EYES ON THE ROAD

Our investment in the new Mercedes-Benz Econic trucks marks the next significant step towards making the capital's roads safer for all.



FM Conway is continually updating its fleet to ensure that all vehicles meet the latest safety requirements in terms of design and equipment. As part of our ongoing efforts, we have recently invested in two pioneering Mercedes-Benz Econic tipper-grab trucks.

The innovative design of the new vehicles offers major safety advantages for both drivers and vulnerable road users. Thanks to a large panoramic windscreen, a fully-glazed kerbside door and a low seating position, the new Econic significantly expands the driver's field of vision in comparison to conventional HGVs, making it much easier for them to spot cyclists and pedestrians.

The first of their kind being used in the capital, the FM Conway low-entry tipper-grab vehicles are eight-wheelers with a rear steer axle. This modified wheel configuration helps to prevent disruption to surrounding traffic by reducing the Econic's turning circle in contrast to normal eight-wheeled construction vehicles.

In addition, the Econic's low-entry cab - with two steps rather than the traditional four - minimises the risk of access and egress

injuries, while through-cab access allows both drivers and passengers to enter and exit safely on the vehicle's non-traffic side.

FM Conway's transport manager Peter Parle commented: "We are proud to be at the forefront of road safety initiatives in the construction industry. It is crucial that the industry does what it can to reduce any risk posed to vulnerable road users, while also making sure that our drivers go home safely.

"As well as giving our drivers the opportunity to attend regular training sessions, it is our duty to ensure that our vehicles meet the latest safety standards. Our investment in the new Mercedes-Benz Econic trucks marks the next, significant step towards making the capital's roads safer for all."

One of the vehicles will be joining the FM Conway fleet, helping to support its highways and public realm projects across London. The other will be joining CONWAY AECOM - FM Conway's joint venture with AECOM - responsible for delivering the London Highways Alliance Contract (LoHAC) in the north west of the capital on behalf of Transport for London (TfL).





DRIVING BEST PRACTICE

THE TRANSPORT TEAM HAS IMPLEMENTED AN INNOVATIVE NEW AWARD SCHEME TO SHOWCASE THE ACHIEVEMENTS AND SKILLS OF FM CONWAY'S DRIVERS.



The scheme is an important way of acknowledging the dedication and skill of our drivers and the indispensable role they play in our business.



Introduced by the FM Conway transport team in December 2014, the Professional Drivers Recognition Scheme is open to approximately 200 drivers across the business and recognises their continued contribution to the success of FM Conway.

Drivers progress through a series of awards – bronze, silver and gold – by improving their skills and demonstrating their commitment to best practice. They are required to attend courses ranging from fitness to driver competency, submit regular near miss reports and, in the case of the gold award, go above and beyond their daily duties on a regular basis. Applicants organise the tasks themselves and then present their completed record cards to transport manager Peter Parle for verification.

As they advance to the next level, drivers are awarded increasing weekly bonuses. Silver and gold award holders also wear silver or gold hard hats to display their achievements to their peers.

Peter Parle explains: “Since the scheme was introduced over 800 courses have been completed by our drivers. We have seen a significant improvement in near miss reporting and a decrease in tachograph infringements.

“The scheme is an important way of acknowledging the dedication and skill of our drivers and the indispensable role they play in our business.

“Congratulations to the 100 drivers who have now attained silver awards, and especially to Graham Sparrow, Steve Armstrong, James Kinsella, Davinder Daheley and Harry Glazebrook who have now achieved the highest gold award.”

INSPIRING FUTURE

FM CONWAY'S *INSPIRE* SCHOLARSHIP PROGRAMME SUPPORTS THE CAREERS OF ASPIRING ENGINEERS AND CONSTRUCTION PROFESSIONALS. FOUR UNIVERSITY STUDENTS ARE CURRENTLY RECEIVING FINANCIAL ASSISTANCE AND CAREERS GUIDANCE UNDER THE SCHEME.



This year's scholars are already making real progress. Their mentors are helping to guide them through their studies and we are looking forward to watching their careers grow.



The construction industry is at present facing one of its worst skills shortages in recent memory. To help tackle the crisis, in April 2015 FM Conway launched its *Inspire* scholarship programme in partnership with the Construction Industry Training Board (CITB) to sponsor the development of future industry professionals.

The programme provides support for young people – sourced through the CITB and FM Conway's partner education institutions – to study a construction-related degree or engineering at university, hopefully with the opportunity to join the company full-time after graduation. Under the scheme, students receive £1,500 per annum to assist with educational costs and, perhaps most importantly, also have the chance to learn from construction professionals and gain industry experience.

The scholars are encouraged to build a relationship with FM Conway employees from the start of their enrolment in the *Inspire* programme.

Each individual is allocated an FM Conway mentor who provides careers and technical advice. The students also complete three 10-week placements in between their university studies, which allow them to move around different teams within FM Conway and gain a rich variety of hands-on work experience.

This year's scholars are Andrew Delahunty, a civil engineering student at the University of Newcastle; Thomas Rutherford, a quantity surveying student at Nottingham Trent University; Oliver Molloy, a quantity surveying student at Nottingham Trent University; and Joshua Dixon, a civil engineering student at the University of Leeds. The four students recently visited FM Conway's headquarters in Kent for an induction day, giving them the chance to meet their mentors and the scheme's sponsor, FM Conway's chief operating officer Andrew Hansen. They will return during summer 2016 to complete their first placements with the company.

Liz Garvey, head of HR at FM Conway, explains: "The government recently announced a number of proposals that will help young people take their first steps into a new career. However, it is vital that individual companies also do their bit to tackle the current skills shortage. We aim to use internal teams instead of sub-contractors on our projects wherever possible, so attracting young people to the industry through our *Inspire* scholarship scheme and other skills initiatives is a critical part of helping us to achieve this goal.

"This year's scholars are already making real progress. Their mentors are helping to guide them through their studies and we are looking forward to watching their careers grow and flourish."

TALENT



CONGRATULATIONS SHAE!

FM Conway apprentice and graduate of the London Highways Academy of Excellence (LHAE), Shae Henriques, has been highly commended in the 'Most Promising Apprentice' category at the recent Civil Engineering Contractors Association (CECA) Southern Awards.

Since joining FM Conway in August 2014 as a term maintenance apprentice, Shae has shown a consistent dedication to his work and has acted as an ambassador for FM Conway's apprenticeship scheme at a number of high-profile events in the capital.

Shae was also recognised as FM Conway's 'Apprentice of the Year' at the Pride of Conway Awards.



CONWAY PEOPLE

EMPLOYEES OF THE QUARTER

CONGRATULATIONS TO EVERYONE WHO WAS NOMINATED: CAROLINE CAWLEY, ERIC PLAICHE, ERMAL SHPATI, MARK WHELEHAN, MICHAEL THOMAS, JEMMA BOND, SHELLY PANESAR, NEIL STEWARD, VASILE LUCUT, CLAIRE SAUNDERS, DANIELLE CROWLEY, DEAN WATSON, FRANCESCA COSTANZA, GARY INWARDS, ISLAM RAMA, JACOB BUNTING, JAMES ASKER, JAMES COOK, JO MCCARTHY, JONIDA DALLAKU, LOUIS FAULKNER-DORTON, LOUISE CORCORAN, MALCOLM NOAKES, MARK WATERS, MATT DAHMEN, MATT STOCKDALE, NDRICIM PASHAI, NEIL BRABINER, PAUL MARTIN, PHILIP HATTON, RAINER APPLETON, RENE CASTILLO, ROB GLASSON, SHARON BOWDERY, SIMON RUTHERWOOD & THE WORKSHOP.

↘ MATT STANLEY, Resource coordinator



MATT'S COLLEAGUES SAY:

"He's worked tirelessly on the plant audits all while doing his day job and taking on new projects"

"He starts and finishes his day whenever the job states and never complains"

"Matt throws himself into any task given"

"He always takes full ownership and uses his own initiative to develop the tasks further"



↘ WENDY MULLIGAN, Lighting coordinator



WENDY'S COLLEAGUES SAY:

"For picking up the role in Lighting in no time. She's been a real asset to the team and is already making a difference"

"I think she's the glue holding the operational team together and someone who we couldn't function efficiently without"

"Wendy helps every member of the team with their workload as well as completing her own with precision, dedication and care. Truly remarkable"



↘ NICK FEATHERSTONE, Surfacing foreman



NICK'S COLLEAGUES SAY:

"Nick is an extremely hard working, dedicated team player who constantly exceeds targets and always tries to help out members of the team where possible"

"He is a real asset, not only to the division but to FM Conway"

"Nick is diligent and has transformed the quality of work and reporting"



COMPLIMENTING CONWAY

"I am writing to let you know how much I appreciate the hard-working individuals who are working on road maintenance on the pavement in front of my three stores. I have never seen men with such a great work ethic and positive attitude; they are nice workers who care about the safety of pedestrians and road traffic. I want to credit Mr Deac Dannut Florin, Mr Feier Vasile and Mr Vasile Paul especially for their outstanding work strategies and care towards other workers and their surroundings. They show great teamwork and communication skills with everyone, from pedestrians and road users to the shops around them."

A member of public thanks Deac Dannut Florin, Feier Vasile, and Vasile Paul – Hammersmith & Fulham team.

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"I visited the site at Union Grove yesterday to sort out your parking suspensions and I must say the quality of work so far is of a very high standard and the works area is also very tidy."

A client commends the conscientiousness of the Lambeth team.

"Both Mark and Jimmy were excellent and made sure that everything was completed and finished to a high standard. It was great to see that even when it looked like it was going to hammer down with rain the boys were rushing around to ensure the works were completed."

A client thanks Mark Cason, Alfie O'Connor, James Weatherill, Ian Junior Dennis – Merton team.

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"We wanted to tell you how pleased we are, as residents of Bulwer Street, with the new pavements that have been laid - done to a large extent by Toader Zele and Iacob Zele. We are so impressed with the skill of the entire team and the organisation of the whole job. The site was always kept tidy and the finished product is greatly appreciated by us and our neighbours. Please pass on our compliments for their work."

A member of public thanks members of the Hammersmith & Fulham team working at Bulwer Street.

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**PEOPLE
FIRST**
GO HOMESAFE

Construct

WINTER 2015/16



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