

INSIDE THIS ISSUE

04 / Bexley's midnight runners race into action

06 / Renewing street lighting on London's major roads

12 / Building a skills legacy for Conway's young talent

18 / Five receive Employee of the Quarter awards



SPRING 2015 | www.fmconway.co.uk

Construct



FOREWORD FROM MICHAEL CONWAY



WELCOME TO THE SPRING 2015 ISSUE OF *CONSTRUCT*. WE'RE ALREADY A QUARTER OF THE WAY THROUGH THE YEAR, AND IT'S SHAPING UP TO BE ANOTHER GREAT YEAR FOR FM CONWAY.

2014 was a busy and exciting year in which we significantly improved the infrastructure of our business; opening a second, state-of-the-art asphalt plant in Heathrow, and building our first bitumen terminal in Gravesend.

If last year was about investing in our infrastructure, then 2015 is all about investing in our people.

The health and safety of our employees, both new and existing, remains a top priority for FM Conway. People First was hugely successful last year, with our campaign around 'near miss' reporting having a significant positive impact on our reporting and response to incidents that could cause potential harm. This must remain our core objective for 2015 as our projects get larger and our teams get busier.

Our commitment to apprenticeships is even stronger than before. We will be doubling the number of apprentices in the business by the end of this financial year. At a time when the skills shortage is one of the most pressing issues facing the highways industry and the construction sector in general, this commitment is just one step toward ensuring that we are doing everything we can to bring bright new talent into this business and our industry.

We have also launched a brand new scholarship programme called Inspire. Delivered in partnership with the CITB, we are providing scholarships to three promising young school leavers to enable them to secure a degree in engineering, while at the same time gaining valuable experience working at FM Conway.

Meanwhile the great work we are doing for our clients continues. We are currently delivering some major projects across London and the South East, and large projects will always throw up interesting challenges. But with the excellent team we have here at FM Conway and the support of our partners and clients, I have no doubt we'll continue to deliver the highest possible standards while ensuring that people always go home safe.

MICHAEL CONWAY
CEO FM CONWAY

CONTENTS

3 NEWS IN BRIEF

4 BEXLEY'S
5 MIDNIGHT RUNNERS
REDUCING THE IMPACT OF
WORKS ON COMMUNITIES



6 LIGHTING THE WAY
7 RENEWING STREET
LIGHTING SYSTEMS ON
LONDON'S STRATEGIC ROADS



8 DARTFORD OUTDOOR
9 THEATRE PROJECT
BUILDING A CREATIVE
COMMUNITY SPACE



10 REJUVENATING
THE RIVERSIDE
DELIVERING A FOOTWAY
RENEWAL SCHEME IN MILBANK



11 RETURN TO THE WANDLE

12 MAJOR OVERHAUL FOR
13 SIDCUP HIGH STREET
COMPREHENSIVE PUBLIC
REALM PROJECT FINISHED



14 BRIDGING THE GAP
15 AT STREATHAM HILL
STRUCTURAL REPAIRS NEED
AN INNOVATIVE SOLUTION



16 BUILDING
17 A SKILLS
LEGACY



18 EMPLOYEES OF THE QUARTER

19 COMPLIMENTING CONWAY

MAJOR BITUMEN DEAL AGREED



We are proud to announce that FM Conway has signed a major new deal to supply Nynas - the UK's leading provider of bitumen binder - with bitumen from our recently-built Imperial Wharf terminal.

Imperial Wharf, completed in September 2014 following a £2.5 million refurbishment, is strategically located on the Thames and has the capacity to dock and store up to 7,500 tonnes of bitumen. The deal gives Nynas a secure, cost-effective source of bitumen in the South East, complementing its existing facilities in the Wirral, Dundee and Teesside. Under the deal, Nynas will base bitumen tankers permanently at the terminal and deliver to key locations in London and across southern England.

David Smith, development director at FM Conway, said: "We invested in the Imperial Wharf bitumen terminal because we saw a clear and pressing need for a secure, efficient supply of materials. We're pleased that, in this deal, we are able to further enhance Nynas' national presence and enhance the supply of key materials to construction projects across London and the South East."

We invested in the Imperial Wharf bitumen terminal because we saw a clear and pressing need for a secure, efficient supply of materials.



ST PATRICK'S DAY PARADE

FM Conway is a company with Irish roots, and this year we proudly displayed our heritage at the London St Patrick's Day parade.

On Sunday 15 March central London was flooded with a sea of green as the annual St Patrick's Day parade once again attracted huge crowds in the capital. The parade was led by the Grand Marshall - Northern Ireland's world champion boxer Barry McGuigan - and for the second year in a row we were part of a procession that made its way from Green Park tube station to Trafalgar Square.

FM Conway has Irish heritage, with its founder Francis Conway originally from County Tyrone before moving to the UK and establishing the business. We supported the parade this year with one of our re-locate lorries which was decorated with Irish tri-colour bunting and flags. As always it was a fantastic event and we look forward to being involved in the celebrations for years to come.

NEW GRITTERS FOR LEWISHAM

As part of our partnership with the London Borough of Lewisham, four new gritting vehicles were supplied to the council this winter to keep its roads free of snow and ice.

The specialist vehicles, which represent a £350,000 investment, are located at Lewisham Council's depot and have been busy this winter spreading rock salt on the borough's roads. They can vary the amount of grit they deploy, meaning they can tackle conditions ranging from ice to thick snow cover and keep the roads open and safe for traffic. The vehicles are multi-purpose and will continue to work over the summer on highways services.

Councillor Alan Smith, Deputy Mayor of Lewisham, said: "I am delighted that FM Conway has expanded Lewisham's fleet of winter vehicles. It shows the value of our partnership that FM Conway is willing to make such a significant investment in the smooth running and safety of our roads."



//// BEXLEY'S MIDNIGHT RUNNERS



A NIGHT-TIME PROJECT TO RENEW ROADS ACROSS THE LONDON BOROUGH OF BEXLEY IS REDUCING THE IMPACT OF WORKS ON LOCAL COMMUNITIES.

This is a major project and minimising the impact of the resurfacing programme on local people and businesses is therefore a high priority.



FM Conway has been working in partnership with the London Borough of Bexley to resurface 12 Principal Roads across the borough.

It is a project that's putting our self-delivery model to the test. We're responsible for the planing of existing roads, the supply of asphalt as well as surfacing and coordinating traffic management.

A spokesperson for the London Borough of Bexley said: "Using one partner with an integrated offer helps to make this process as efficient as possible. Each discipline needs careful coordination on a project like this but it can be easy with one team managing each element. Take traffic management, with the need to put in place a lot of diversions on local roads, it's been really beneficial to have FM Conway managing this as well as the wider project.

"Minimising the impact of the resurfacing programme on local people and businesses is a high priority. The disruption to road users if we tried to do this in the day would have been too great, so FM Conway's teams are working within a window of between 7.00pm and 2.00am every week night until the project is completed in July."

FM Conway has also been minimising the number of required vehicle movements on the project. Because we're responsible for planing the surface layer from existing roads and new asphalt is being supplied from our asphalt plant in Erith, we can streamline vehicle movements and make sure that unnecessary HGV journeys are avoided.

To date, we've resurfaced nine of the programmed 12 roads, with various asphalt, traffic management and iron work gangs working in unison to deliver the project as efficiently as possible.



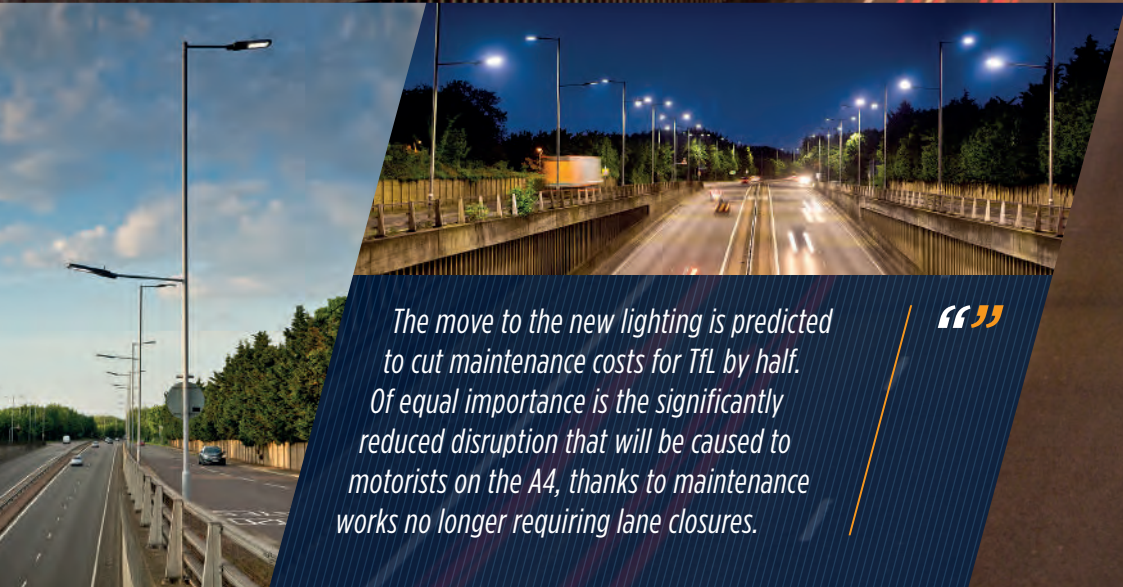
SPOKESPERSON
London Borough
of Bexley

The disruption to road users if we tried to do this in the day would have been too great, so FM Conway's teams are working within a window of between 7.00pm and 2.00am every week night until the project is completed in July.





LIGHTING THE WAY



The move to the new lighting is predicted to cut maintenance costs for TfL by half. Of equal importance is the significantly reduced disruption that will be caused to motorists on the A4, thanks to maintenance works no longer requiring lane closures.

“”



FM CONWAY IS SUPPORTING TRANSPORT FOR LONDON (TfL) BY DELIVERING A MAJOR SCHEME TO RENEW STREET LIGHTING SYSTEMS ON LONDON'S STRATEGIC ROADS - DELIVERING LONG-TERM ENERGY EFFICIENCIES, CUTTING GREENHOUSE GAS EMISSIONS, REDUCING DISRUPTION FOR ROAD USERS AND IMPROVING THE QUALITY OF LIGHT ON OUR ROADS.

Through the London Highways Alliance Contract (LoHAC), TfL is investing to replace conventional lighting systems on its roads with state-of-the-art lighting control systems and LED street lighting.

A new Central Management System (CMS) is being fitted to all street lights and enables light levels to be controlled in real-time, as well as giving feedback about how each luminaire is performing - providing accurate data on the performance of the street lights we maintain.

In future there will be no need for the traditional 'find and fix' approach, where repair teams have to search the streets for malfunctioning equipment - instead the CMS will provide daily reports on where any issues have occurred and what equipment is needed to repair them. The new LEDs will also eliminate the traditional need for routine lamp replacements, thereby minimising disruption to road users.

The CMS allows TfL to profile light levels, providing the right light at the right time in the right place. Coupled with the use of low-energy LEDs, this will provide energy savings of up to 60 per cent.

In the North West of London, FM Conway has already made significant strides towards completing this major replacement programme. To date we have installed over 3,500 luminaires and are scheduled to reach a target of 5,000 in the coming months - all of which will be controlled by the new CMS.

On the A4 Great West Road - one of the busiest routes in and out of central London - we have also moved all of the lighting columns from the central reservation to the side of the road. This means that in future any repairs can be undertaken without having to close the 'fast' lanes, minimising disruption for road users and reducing maintenance costs.

STERLING PERFORMANCE AT DARTFORD OUTDOOR THEATRE

The opening season this summer will see the theatre being used to stage the council's annual Summer Shakespeare event, a Noël Coward play and outdoor cinema screenings.



IN EARLY 2015 WE BUILT A NEW OUTDOOR THEATRE IN DARTFORD CENTRAL PARK TO SERVE AS A CREATIVE SPACE FOR THE WHOLE COMMUNITY TO ENJOY.

The refurbishment of Dartford Central Park – 26 acres of landscaped gardens located at the heart of Dartford – is an ambitious council-led project that has been ongoing for several years. To date, this has included installing new bridges and footpaths, a new bandstand, cafe and skate park.

As part of the latest phase, we built a brand new outdoor theatre at the site of an old bowls green with capacity for a 400-person audience. Peter Moore, contracts manager at FM Conway, explains the technical detail: “The theatre itself is made almost entirely from wood to match its outdoor

surroundings. It has an 80 square metre stage and is supported by over 30 structural timbers. We installed ten 5.9 metre oak posts, which were logistically difficult to manoeuvre, and our in-house carpenters recessed a floral design into the rear screen which is in keeping with the rest of the park.”

The opening season this summer will see the theatre being used to stage the council's annual Summer Shakespeare event, a Noël Coward play and outdoor cinema screenings. The council is very keen for community groups, schools and amateur dramatics groups to use the space too.

Tony Phillips, heritage, events and projects manager at Dartford Council, said: “The theatre is a unique public space in Dartford and we're delighted that it will open for the whole community to enjoy very soon. We have a schedule of plays, movies and events throughout the summer. This theatre is the last piece of the jigsaw in our renovation of Dartford Central Park and we look forward to it being used and enjoyed for years to come.”





The theatre is a unique public space in Dartford and we're delighted that it will open for the whole community to enjoy very soon.

“ ”

TONY PHILLIPS
heritage, events and projects manager, Dartford Council





REJUVENATING THE RIVERSIDE

Because the area is on a cycle superhighways route, we had to be in constant liaison with TfL and with other road user groups to ensure as little disruption to cycle commuters as possible.



FM CONWAY HAS BEEN BROUGHT IN BY TRANSPORT FOR LONDON (TFL) TO DELIVER A FOOTWAY RENEWAL SCHEME IN MILBANK; REJUVENATING AN ICONIC STRETCH OF THE THAMES RIVERSIDE.

As the North West contractor on TfL's London Highways Alliance Contract (LoHAC), FM Conway's remit doesn't cover central London. However, when the opportunity to take on the footway scheme in Milbank became available, FM Conway took the project on.

The project will involve upgrading footways, pedestrian crossings and foliage along a 600m long stretch of the Milbank riverside area, totalling around 2,500 m².



The complex scheduling of works in the area meant we had only five weeks to complete the works - which could only be delivered between 10am and 4pm, to reduce disruption to road users.

Project manager Derek Sampson explains: "We deployed extra teams on the project - six teams of road operatives in total - to ensure that we were able to meet this challenging time frame. Because the area is on a cycle superhighways route, we also had to be in constant liaison with TfL and with other road user groups to ensure as little disruption to cycle commuters as possible."

FM CONWAY RETURNS TO THE WANDLE

ONE YEAR AGO, FM CONWAY BEGAN A MAJOR NEW PROJECT WITH THE WANDLE TRUST TO IMPROVE WATER QUALITY IN LONDON'S RIVER WANDLE. IN FEBRUARY 2015, WE RETURNED TO HELP MAINTAIN THE SCHEME AND TO SEE THE IMPACT IT IS HAVING.



The River Wandle, which runs through the London boroughs of Sutton, Merton and into the Thames at Wandsworth, was historically a vibrant ecosystem with populations of wild fish, insects and aquatic plant life. However, industrialisation and misuse of the river led to rising pollution and by the 1960s the Wandle was technically regarded to be 'ecologically dead'.

FM Conway was first contacted by the Wandle Trust – a charity dedicated to restoring and maintaining the health of the river – in 2013 to install three 'Downstream Defender' silt traps to pipes running into the river. These were retrofitted to storm drains near the source at Carshalton to stop rainwater running off roads from carrying oil, silt or other detritus into the river. Harmful elements are filtered out by the traps and clean water is then allowed to flow into the Wandle.

Emptying the traps is an essential part of their maintenance, so members of our cleansing division visited the traps in February to empty them and ensure they are running at full capacity.

Large volumes of potentially-damaging materials were removed from the Downstream Defenders by our specialist cleansing vehicles, allowing the Wandle Trust to analyse the traps' performance.

Olly van Biervliet, projects officer at the Wandle Trust, explains: "Analysis of the trapped sediments found concentrations of contaminants within them to be several tens or hundreds times higher than the thresholds for environmental safety. Thanks to projects such as ours with FM Conway, combined with the efforts of local volunteers, we have come a long way and now the river is teeming with plant and animal life.

"FM Conway's silt traps have proved a highly-effective way of improving water quality in the Wandle and others should consider adopting this technology on waterways that face similar challenges."

Thanks to projects such as ours with FM Conway, combined with the efforts of local volunteers, we have come a long way and now the river is teeming with plant and animal life.

“““



MAJOR OVERHAUL



“““

GORDON KILEY
senior traffic
engineer
Bexley Council

FM Conway kept a footway open throughout so that shoppers always had access to Sidcup's stores. Both Bexley Council and FM Conway liaised closely with business owners, keeping them informed of the scheme and helping them resolve any issues.



FM CONWAY RECENTLY COMPLETED A COMPREHENSIVE PUBLIC REALM PROJECT IN SIDCUP TO OVERHAUL THE HIGH STREET AND CREATE AN ENJOYABLE ENVIRONMENT FOR SHOPPERS, RESIDENTS AND LOCAL BUSINESSES.

FOR SIDCUP HIGH STREET

Sidcup high street is one of the main shopping areas in the London Borough of Bexley, home to a range of stores and serving shoppers from the town and surrounding areas. Analysis of the high street found that it had a store vacancy rate of 17 per cent. In response, the council undertook an ambitious regeneration scheme with FM Conway to improve the public realm and bring shoppers and store owners back to Sidcup.

Challenging specifications

For Bexley Council, it was important that the scheme created a space that was long-lasting and had a high-quality finish. To meet these requirements granite was chosen to be used across the project. Intricate plans were drawn up that called for 282 different granite items to be used across the high street - 32 in the footway alone - including kerbs, paving and benches of varying shapes and colours.

The huge range of materials specified and the detailed design chosen required expert workmanship. It also posed a logistical challenge. Mark Cann, contracts manager at FM Conway, explains: "All of our granite products were imported and had to be transported to site, where we had limited capacity to store them. We had to have a strict programme, with deliveries closely aligned to our working schedule to ensure that the right materials were on site when we needed them."

Open for business

As with any town centre scheme, a key concern throughout the project was to keep local stores open for business. Gordon Kiley, senior traffic engineer at Bexley Council, said: "Despite the scale of our project, FM Conway kept a footway open throughout so that shoppers always had access to Sidcup's stores. Both Bexley Council and FM Conway liaised closely with business owners, keeping them informed of the scheme and helping them resolve any issues."



We had to have a strict programme, with deliveries closely aligned to our working schedule to ensure that the right materials were on site when we needed them.

“”

Creating versatile space

As well as improving the footway, FM Conway planted new trees and built high-quality granite benches with uplighting. It also installed electrical points along the high street. These will allow street markets and other community events to be held in the town centre.

The project completed in late 2014 and the benefits are already being felt. Vacancy rates along the high street have dropped from 17 per cent before the project to five per cent immediately afterwards and are expected to continue falling.

WHEN STRUCTURAL REPAIRS WERE REQUIRED TO A BRIDGE THAT CROSSES OVER STREATHAM HILL RAILWAY STATION, THE LONDON BOROUGH OF LAMBETH NEEDED A MAINTENANCE SOLUTION THAT COULD NOT ONLY ADDRESS A DETERIORATING ROAD SURFACE ON THE TOP DECK, BUT ALSO REPAIR THE BRIDGE'S LOAD-BEARING CONCRETE COLUMNS AND CROSSHEADS UNDERNEATH.

BRIDGING THE GAP WITH INNOVATION

FM Conway was appointed to work in partnership with the council's engineering team as well as its structural engineers to deliver the ambitious £500,000 project.

Drewstead Road Bridge in Streatham Hill, London Borough of Lambeth, carries the B221 across the main railway line just west of Streatham Hill Station. It is a significant transport route for Lambeth with bus routes, commuting pedestrians, heavy goods and light vehicles constantly crossing the bridge.

The first phase of works saw us work on the bridge's top deck. The existing asphalt pavement was planed to around 5mm and a smaller planer was used to fine mill the concrete beneath the surface course. Our teams then installed new buried joints, used a spray applied waterproofing system and a SA10 tack coat before finally laying a new asphalt carriageway.

Underneath the structure, the concrete columns holding up the structure had deteriorated due to water penetration. Delivering this work was a challenge calling for team work and a new approach, says John Briggs, FM Conway contracts supervisor.

John says: "With the railway line running underneath, the works needed to be carried out safely but a full possession of the track would have added significant costs to the project and many months to delivery timescales.

"To overcome this challenge, we worked with our structural engineers to develop a solution which meant that our site teams could work safely while encapsulated in a timber scaffolding system. This approach meant that we could create a green zone to comply with Network Rail's requirement for works to be carried at least two metres from the edge of the platform and completely eliminate the need for a costly possession of the railway," says John.

Delivering a safe working solution to save costs and timescales was not the only innovation on the project.

Works to repair the concrete crossheads used an impressed current cathodic protection (ICCP) system. Cathodic protection is an electrochemical means of corrosion control in which the oxidation reaction in a galvanic cell is concentrated at the anode and suppresses corrosion of the cathode in the same cell.

All works on the bridge were completed on time and on budget in early January. For the project team it's also helped to create a skills legacy. John concludes: "From the development of a new approach to create a green zone near on the railway through to using new state-of-the-art kit to repair the deteriorating concrete, there are lots of positive learnings that we've all taken from this job which can be applied to other structural work."

We worked with our structural engineers to develop a solution which meant that our site teams could work safely while encapsulated in a timber scaffolding system.

“”



“““
JOHN BRIGGS
contracts
supervisor,
FM Conway

There are lots of positive learnings that we've all taken from this job which can be applied to other structural work.



BRINGING FRESH YOUNG TALENT INTO OUR INDUSTRY IS ONE OF THE HIGHWAYS SECTOR'S BIGGEST CHALLENGES IN 2015 AND BEYOND. FM CONWAY IS LAUNCHING A SERIES OF PLEDGES AND INITIATIVES THIS YEAR TO HELP ATTRACT NEW TALENT AND ENSURE WE HAVE THE RIGHT SKILLS TO TAKE FULL ADVANTAGE OF THE ECONOMIC RECOVERY.

BUILDING A

SKILLS LEGACY



March 2015 saw FM Conway launch a new work experience and scholarship programme for school leavers looking to begin a career in construction, and make an official pledge to hire 25 new apprentices by the end of the next financial year.

MAJOR NEW SKILLS INITIATIVES LAUNCHED

We're working in partnership with the Construction Industry Training Board (CITB) to give three talented youngsters a fast-track route into a successful career in construction, through our new *Inspire Scholarship Programme*.

The scheme will see three pupils who are about to complete their A-levels awarded a £1,500-a-year grant to study quantity surveying or engineering at university. During their degree, they will spend 10 weeks undertaking various work experience placements with FM Conway, with the opportunity on graduation to join the company full-time.

Candidates for the scholarship programme are being provided through the CITB and through partnerships that FM Conway has formed with schools and colleges across London.

We've also made a commitment to double the number of apprentices at FM Conway by the end of the next financial year.

We currently employ 25 apprentices across all of our business operations. By April 2016, we will hire a further 25 apprentices, who will work across our various disciplines, serving our public and private sector clients.

By launching this new scholarship programme and setting down an official apprenticeships target for the business, I hope we can build a real skills legacy at FM Conway and begin to tackle the skills challenge that our sector is currently facing.

JOANNE GARWOOD
central services director,
FM Conway





APPRENTICE LIVE EVENT A BIG HIT IN LAMBETH

FM Conway held its first *Apprentice Live* event in partnership with the London Borough of Lambeth on the week commencing 9 March.

Apprentice Live is a new initiative by FM Conway to provide high-quality masonry training to its apprentices in a live works environment, while raising awareness of construction apprenticeships in communities across the capital.

The event took place on Helix Road in Brixton – a site where maintenance and paving works are currently being undertaken for the London Borough of Lambeth. Four of FM Conway’s apprentices were given a masonry masterclass by Billy Boag, one of FM Conway’s master paviors.

All of FM Conway’s apprentices are enrolled on approved courses to provide them with the knowledge needed in their careers. This additional ‘live’ training gave them a chance to apply some of the more advanced techniques studied in college in a real-life environment, while under the instruction of a highly skilled professional.

The Mayor of Lambeth, Councillor Adedamola Aminu, and Councillor Jack Hopkins, cabinet member for jobs and growth, attended the event to see the apprentices in action and show the borough’s support for this new initiative.

With the pilot event a success, we are now looking at holding further *Apprentice Live* events in other boroughs across the capital.

FAST FACTS

- FM CONWAY HAS 25 APPRENTICES WORKING ACROSS THE BUSINESS
- BY APRIL 2016, WE WILL HAVE HIRED 25 NEW APPRENTICES
- THREE YOUNG PEOPLE WILL BE RECEIVING £1,500 A YEAR TOWARDS THEIR UNIVERSITY STUDIES THROUGH FM CONWAY’S NEW INSPIRE SCHOLARSHIP PROGRAMME

NEW APPRENTICES MEET LEWISHAM’S MAYOR

Two of FM Conway’s newest apprentices met Sir Steve Bullock, Mayor of the London Borough of Lewisham, in March as part of our work around National Apprenticeship Week.

Sam Gold and Kivvi James – both Lewisham residents, who joined FM Conway through the borough’s apprenticeship programme this year – showed

the Mayor around one of our live works sites in Lewisham, on the junction of Farmstead Road and Southend Lane.

The visit gave the Mayor a chance to talk to two young people who had taken their first steps towards a career in construction, thanks to the partnership between FM Conway and the London Borough of Lewisham.



CONWAY PEOPLE

EMPLOYEES OF THE QUARTER

CONGRATULATIONS TO EVERYONE WHO WAS NOMINATED: ALISHA CHAHAL, ADRIAN NICE, CAROLINE TRUFFITT, CHEY CHAN, COLIN PHILIPS, COLIN RIVETT, DAVID HOARE, GERARD PELHAM, JEMMA BOND, JOHN KELLY, LISA REDDING, LUAN RAMA, MARK CANN, MARK PITCHER, MARTIN MCGREGOR, MARTIN O'CONNOR, MATT DAHMEN, NANCY MOORE, PAUL KEANE, RAY MILNER, RISHMEE ACHADOO, RON PARKER, SHELLY PANESAR, SIMON RUTHERWOOD, SIMON STAPLES, STEVE CHAPMAN, STEWART MARTIN, TARIQ KASEEM, TONY CONROY, VICKY WATTS AND VINCE MENZIES.

▾ DEBBIE WOOD, Transport Administrator **DEBBIE'S COLLEAGUES SAY:**



"Debbie is always organised, coming in early and working late when needed to complete tasks" ... "If you ask her for help and she is busy, she will always get back to you" ... "Even if it's not something she knows about,

she will help find the correct person to speak to and deal with the problem" ... "She is always calm, helpful, understanding and polite" ... "She always has a smile on her face and no job is too big."



▾ DARIUS SUTKUS, Lighting Operative **DARIUS'S COLLEAGUES SAY:**



"Darius is consistently producing exceptional standards of work and he regularly exceeds expectations" ... "I've always found Darius to go above and beyond his duty, delivering outstanding results" ...

"He has received a compliment from the client which highlights just how hard Darius is working."



▾ DEBBIE PANNELL, Legal - Personal Assistant **DEBBIE'S COLLEAGUES SAY:**



"Debbie is readily available for anyone who has any questions and sets aside her schedule to provide assistance" ... "When I joined FMC, Debbie was a star in helping me to settle in and never said no

to providing me with support" ... "Debbie has taken on every challenge laid at her door and has guided and helped the paralegals to achieve well".



▾ TOM O'DONOVAN, Supervisor - Yard and Stores **TOM'S COLLEAGUES SAY:**



"Nothing is ever too much for Tom, he is always extremely helpful and more often than not with a smile" ... "He goes above and beyond what is expected and always finds a solution to

whatever problem I present him with" ... "I always know that I can rely on Tom if I need some assistance or advice."



▾ ELLA COLE, Business Process Analyst **ELLA'S COLLEAGUES SAY:**



"Ella has been an invaluable source of knowledge and support to many business initiatives" ... "She has thrown herself into life at FM Conway with loads of positivity and enthusiasm" ...

"Her can-do attitude and willing support of our projects and challenges have proved a real asset and we are really glad that she has joined us."



COMPLIMENTING CONWAY

"I would like to commend FM Conway on yet another superb job, this time the resurfacing of Norfolk Road. Conway remain the most efficient contractors when working, everyone starts on time, undertakes the work in a professional and considerate manner and leaves the area concerned clean and tidy - no time wasting whatsoever. Norfolk Road was reopened ahead of schedule."

Judith Storer, a member of the public, thanks Dave Gambrell, Mark Clare, Dean Mitchell, James Tuck, John McAteer, Dave Bailey, Stephen Pickford, Dean Iddiols and Darren Miller for their exemplary work on site.

“”

“”

"I wanted to let you know that several people have commented to me on how impressed they are by your workmen. The men are courteous (I have experienced this too), hard working and doing a very good job. They have started on our side of the street. Again, thank you!"

Alice Shackleton, a member of the public in Richmond, commends Vasile Florin Paul and Gheorghe Bura on their manner while at work.

"I am writing to once again underline my thanks to you for making the 2015 Westminster entry to New Year's Day Parade such a success. This year's event was as spectacular as ever and, while we did not quite manage to take the top spot, the feedback I have had from those in the grandstands highlighted our entry as the most entertaining. The parade proved again to be an exceptional curtain raiser for the year and through our efforts we were able to raise a significant contribution to the Lord Mayor's charity. Thank you for all your support in helping to organise our entry."

Councillor Robert Davis of Westminster City Council thanks the team for its help with Westminster's entry to the New Year's Day Parade.

“”

“”

"I would just like to pass on my appreciation for the generosity and kindness offered to me by one of FM Conway's employees. I was in London on Tuesday looking for Paddington Academy and I asked your member of staff for directions. He was working at the time and stopped to check the directions on his Sat Nav for me. He was very kind, polite and I was really grateful for his intervention. This chap certainly left me with a positive view of your company."

A member of the public passes on their thanks to one of our team for going the extra mile.

“”



**PEOPLE
FIRST**
GO HOME SAFE

Construct

SPRING 2015



FM Conway Ltd
Conway House
Rochester Way
Dartford
Kent
DA1 3QY

Tel: 020 8636 8822

www.fmconway.co.uk

