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SUPPORT



ISSUE 45

# CONSTRUCT



## Foreword



### Adam Green

CEO FM Conway

## IN CHALLENGING TIMES WE ARE WORKING HARDER THAN EVER IN SUPPORTING OUR CUSTOMERS AND INVESTING IN OUR PEOPLE

We recently joined with others across the country to honour our late Queen Elizabeth II. As Queen for over 70 years, her unwavering lifelong dedication to the people of the United Kingdom and the Commonwealth ensures that we will remember her service long beyond her historic tenure.

This is another reminder of the changing times we are facing, alongside the cost-of-living crisis, with rising prices making this a tough time for individuals and businesses. But FM Conway's unique ownership structure and self-delivery model puts us in as good a place as possible to weather the difficulties. We can take a long-term view and invest for the future while also managing our costs as tightly as we can.

Our business strategy has been developed to keep us on a stable and sustainable footing so that we can support our customers and provide meaningful and secure work for our people.

A key component in this strategy is harnessing technology to make us more efficient and helping our customers achieve more within limited budgets. We are at the forefront of incorporating Internet of Things (IoT) technology into routine maintenance operations and are collecting and using data on all our maintenance activities to make sure they are planned and carried out as efficiently as possible.

As always, our people are at the heart of the business and drive FM Conway's success, and we are more committed than ever to ensure the health and wellbeing of everyone who works for and with the business. We want everyone at FM Conway to work in a culture where mental wellbeing is valued, and our people can go home safe and well every day.

I am proud to know that, despite the challenges of the current economic situation, our teams continue to deliver high quality solutions for our customers every day.



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## Contract



FM Conway has officially commenced its prestigious five-year highway construction and maintenance contract with the City of London Corporation. The contract is founded on a partnership approach, with the parties working together to reinforce the City's global reputation as a

vibrant and sustainable hub in the heart of London.

"This is a pivotal moment in our future and an incredibly exciting partnership for us," says FM Conway managing director James Tallon, seen here (above left) with City of London

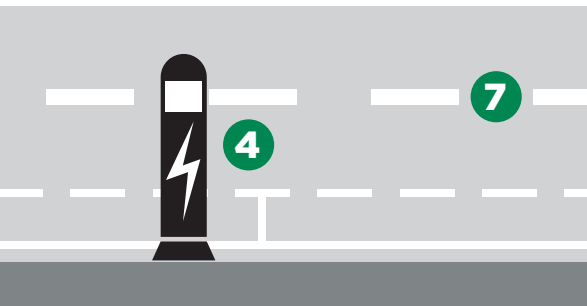
Corporation assistant director Giles Radford. "With our ability to adapt through new technologies, and our drive for low carbon alternatives and smart solutions, we will work to deliver an accessible, sustainable and well-maintained public realm that respects the City's unique heritage."



# INFORMED ASSET DECISIONS

INNOVATIVE SENSOR TECHNOLOGY  
IS HIGHLIGHTING HOW INTELLIGENT  
ASSET MANAGEMENT CAN OPTIMISE  
MAINTENANCE SCHEDULES

- 1 Air quality sensor
- 2 Smart lighting
- 3 Video analytics
- 4 Vehicle charging
- 5 Smart parking sensors
- 6 Gully sensors
- 7 Road surface temperature sensors



**A key element of FM Conway's business strategy is to harness technology and data to improve efficiency and optimise how customers utilise their budgets. At the heart of this is an intelligent asset management platform that converts data from multiple sources into meaningful information that customers can use to intelligently inform their maintenance schedules and move towards predictive maintenance regimes.**

The platform takes data from sources such as maintenance job tickets, live asset condition sensors, inspections, surveys, and traffic flow cameras, and analyses it using machine learning to predict future maintenance requirements and identify the best time to schedule maintenance. Real-time data can be collected from almost any asset using IoT (internet of things)-enabled sensors and transferred back to the platform. "Data services are often siloed in different places, making it difficult to look at how your asset is performing," explains FM Conway managing director James Tallon. "Our solution brings these datasets into one system, meaning we can create new operational models that enable us to become more efficient and deliver the best solution for our customers."

## PARKING SENSORS

As the number of people driving electric vehicles (EVs) increases, many report that they can't find anywhere to charge because EV charging bays are blocked by internal combustion engine (ICE) vehicles – a problem known as 'ICEing'. FM Conway has developed an IoT solution that remotely monitors and reports on the occupancy status of a parking bay and identifies whether an EV is plugged into the bay's charger.

Working with the London Borough of Hammersmith & Fulham, the business has trialed six of these sensors across the borough's road network. The resulting data will measure the occupancy rates of the borough's EV bays, helping to drive policy and shape future needs for EV charging points and dedicated bays.

## LIFEBUOYS

FM Conway's highways contract with Westminster City Council includes weekly visual inspections of lifebuoys along the River Thames to ensure asset integrity. By fitting IoT technology to the lifebuoys, the team is alerted if one is removed from its housing and can track its location, taking immediate action to replace the lifebuoy and preventing a serious incident.

Based on the sensor data, the team is looking at efficiencies around the current inspection regime and potentially reducing the inspections from weekly to monthly, which has many benefits, including carbon reduction.

## UNDERPASSES

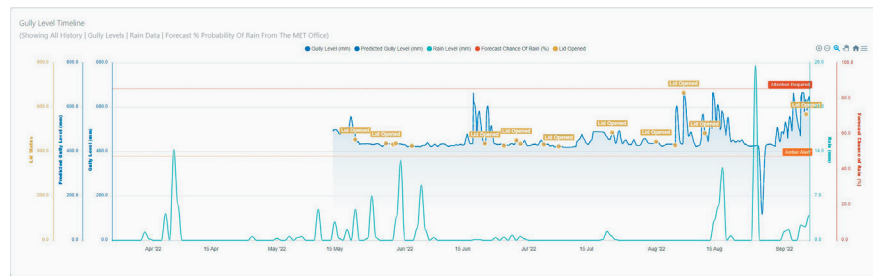
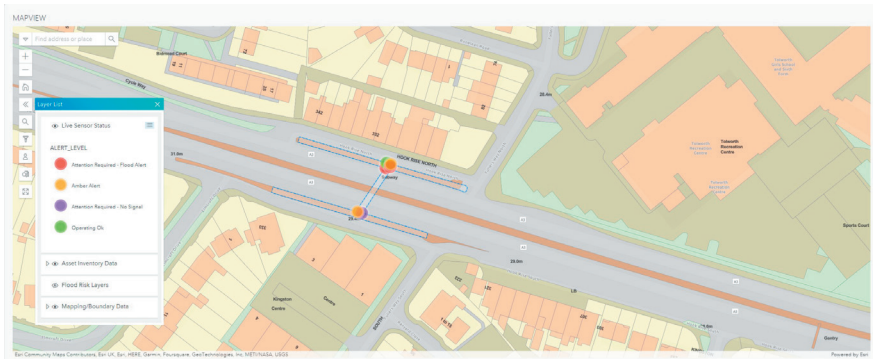
FM Conway has worked with TfL to install gully sensors in pedestrian subways under the A3 dual carriageway in southwest London. Blocked gullies cause the subways to flood, making them unusable and creating the risk that people – including schoolchildren – may attempt to cross the busy road at street level instead. Now if a gully becomes blocked, the sensors automatically send an alert to FM Conway's 24/7 TfL operations centre. The team monitors the risk of flooding using sensor data and weather forecast information. If required, preventative action is taken by mobilising the emergency response team to clear the blockage and minimise the risk of flooding in the subways.

## FLY TIPPING

TfL has suffered from fly tipping at the entrances to two balancing pond sites. The sites are protected by padlocked gates and 2t concrete blocks, but this has not put off the fly tippers, and TfL faces a bill of over £20,000 to dispose of the waste whenever it happens.

FM Conway has installed IoT technology and CCTV at one site to monitor movement in front of the gates and send an alert if the gates are opened or the concrete blocks are moved. "We have the barriers interlinked with sensors, so we know as soon as they are disturbed," explains TfL's south area manager for surface transport Gary Oliver. "This will alert the main control centre, and they can tell the police."

The asset management platform generates dashboards and map views that show real-time asset information alongside data from third party sources



## ROAD SURFACE TEMPERATURE

During the winter, highway engineers use weather forecasts to decide when and where they need to grit the roads. However, local conditions are sometimes different to the forecasts, as a result of which some roads may be gritted when it is not required while others may be omitted from the schedule when it is needed.

FM Conway has been working with Hammersmith & Fulham, to trial IoT sensors that remotely monitor and alert on localised road surface and ambient temperatures. The trial involved installing eight road surface temperature sensors and receivers together with a web module that shows the real-time IoT data and aggregated

data – including gritting routes, salt bins, and third party weather forecasts – plus machine learning prediction intelligence in a single view. This solution will help the borough to deliver an improved and efficient winter maintenance service that will reduce costs through smarter data-driven treatment decisions.

## FLOODING

Westminster City Council is trialling gully and rain sensors, linked to data aggregation and machine learning, to understand how to optimise gully maintenance.

The sensors transform the existing assets into smart infrastructure, utilising the collated data to inform a

predictive, risk-based strategy that maximises budget performance. Eleven gully sensors and one rain sensor have been installed at flooding hotspots within the borough, with the sensors set to trigger an alert if the water level reaches 10cm below grid level or stays above the outlet, or the grid is moved.

The gully sensors can be used in many ways, depending on budget or requirements, including proactive hotspot response, predictive cyclical maintenance, or scheme drainage assessment. They have also proved successful in monitoring levels of standing water in advance of potential heavy rainfall.



# HUB AT THE HEART

A NEW BUS HUB IN GRAVESEND WILL PROMOTE PUBLIC TRANSPORT AND SUPPORT REGENERATION THROUGH HIGH QUALITY PUBLIC REALM IMPROVEMENTS

**The centre of Gravesend has been enhanced with the completion of a new Bus Hub that will improve rail, bus, bike and pedestrian links in the town. FM Conway's civil engineering division spearheaded the £2.5 million project, which creates four new stops for local buses and two for the Fastrack bus rapid transit system that links towns in Kent.**

The scheme also includes infrastructure for electric bus charging, real time information screens, new seating and toilets, and bus canopies with improved lighting.

The new Hub is designed to enhance the public realm by using high-quality materials throughout, including granite kerbs and paving, and premium-quality street furniture, planting, and road surfacing.

The biggest challenge for the construction team was maintaining access for pedestrians, buses, taxis and cars while delivering the works safely. FM Conway achieved this through careful planning and by introducing new technology as part of its Big Ten in

10 health and safety strategy to eliminate risk on the scheme. "We designed traffic management measures to safely segregate traffic and the public from the works and also deployed vehicles and plant fitted with radar-based auto-stop technology on reversing," explains contracts manager Paul Williams.

The business also demonstrated the efficiency of its self-delivery capability through its depot at Imperial Wharf in Gravesend – less than a mile from the site. All the project's materials were delivered there, stored in bulk, then transported to site in smaller vehicles as they were needed. This reduced the scheme's carbon impact while minimising disruption to the local community, as well as enabling work to be completed two months earlier than the client, Kent County Council (KCC), anticipated.

KCC Cabinet Member for highways and transport David Brazier says: "Now we have the Bus Hub, it is a real centre for transportation in the town – a great improvement."

# BRIDGING HISTORY

STABILISING LONDON'S HISTORIC HAMMERSMITH BRIDGE IS A COMPLEX AND TECHNICALLY CHALLENGING OPERATION

**In February this year FM Conway began work to stabilise the Grade II\*-listed Hammersmith Bridge, which crosses the River Thames in west London. The chain suspension bridge, designed by Sir Joseph Bazalgette and opened in 1887, has been closed to motor vehicles since 2019 when cracks were discovered in the four cast iron pedestals at either end of the bridge.**

The pedestals support saddles, which in turn carry the bridge's suspension cables just before they dive down into their anchors in the riverbank (see diagram top right). Roller bearings between the pedestals and saddles should allow for movement due to traffic loading and thermal contraction and expansion, but the bearings had seized, causing stresses to transfer to the cast iron and cracks to form.

FM Conway's contract involves removing and safely storing decorative panels from around the pedestals, infilling the pedestals with steel fibre reinforced concrete and jacking the saddles up so that new bearings can be installed to replace the rollers.

"This is a very unusual project," says FM Conway contracts manager Craig Mason, who is project managing the stabilisation scheme. "The Grade II\* listing means that

## FACTS

Contract  
**Hammersmith Bridge Restoration Project**

Client  
**London Borough of Hammersmith & Fulham**

Contract period  
**February 2022 - April 2023**

Value  
**£7m**

FM Conway division  
**Structures**

Key subcontractors  
**- Freyssinet  
- Taziker**

we had to get planning permissions around the design itself, the materials used, how the casings were to be removed and the salvage of elements such as nuts, bolts and screws."

The bridge is closed to cars, vans and lorries, but pedestrians and cyclists are

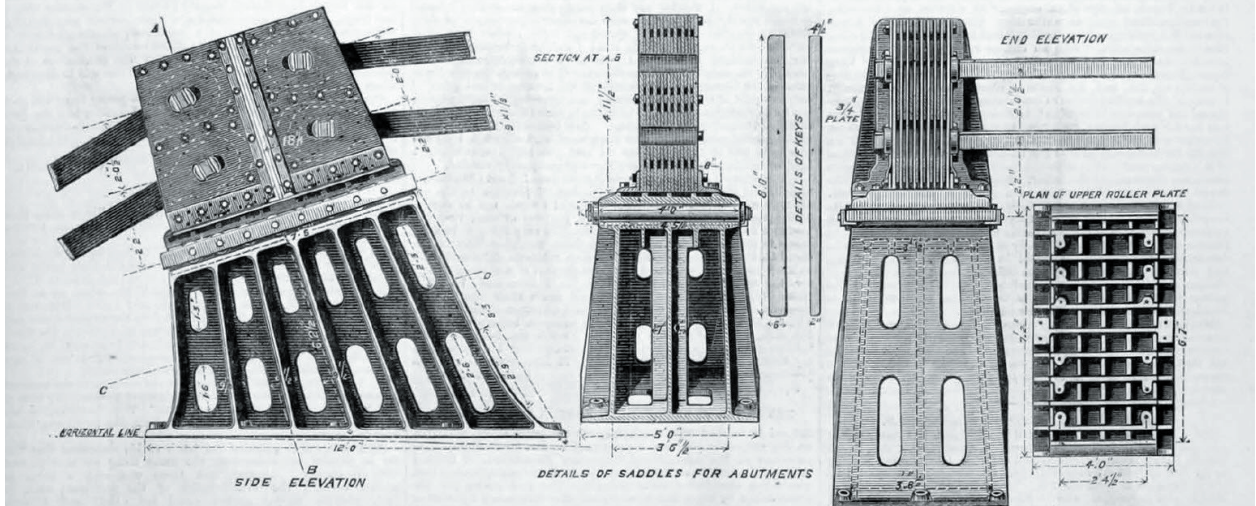




THE NEW HAMMERSMITH BRIDGE.—CHAIN SADDLES AND ANCHORAGE.

SIR JOSEPH BAZALGETTE AND MR. EDWARD BAZALGETTE, MM. INST. C.E., ENGINEERS]

(For description see page 300.)



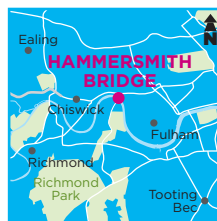
allowed to use the footways. To minimise disruption to the public, FM Conway has ensured that pedestrians and cyclists can still access this vital north-south crossing throughout the works, with the exception of the jacking phases, and has installed scaffolding ramps to divert foot and cycle traffic around the four pedestals.

One of the first tasks was to remove the cast iron panels around the pedestals – around 60 for each pedestal, each weighing 2-3t. They have been lifted out one by one and carefully labelled and stored for restoration as part of a later contract. The remaining cast iron and steelwork was blast cleaned and painted, before concrete was poured into the hollow pedestals.

“Using extensive concrete trials to achieve the bespoke specification has been the biggest technical challenge on the project,” says Craig. “Since there is no access to install bars within the pedestals, steel fibres, as well as rebar, were both chosen to reinforce the concrete and ensure the necessary strength was achieved.”

To get the mix right, a 1:1 scale mock-up of a pedestal was built to trial and test different concrete mixes over the first six months of the contract. Samples from the

LOCATION



The historic Grade II\*-listed bridge is 135 years old and has been closed to vehicles because of cracks in the pedestals

trial have been tested, with the distribution and orientation of the fibres in the hardened concrete receiving special attention.

Bespoke oval hydraulic jacks have been designed to raise the saddles off the pedestals so that new elastomeric bearings can be installed. Temporary steel frames, through which horizontal restraint forces will be transferred, will be installed around each pedestal using cranes positioned on the riverbanks.

Another hurdle was this summer’s unprecedented temperatures. When the cracks were discovered and analysed by works’ designer Mott MacDonald, one of the mitigation elements put in place was the cooling of the chains inside their sleeves. When the temperature rises above 18°C, a safety assessment takes place.

“When the heatwave hit, we had to produce additional chillers and generators,” says Craig. “We have to assess whether it’s safe to keep the bridge open whenever the temperature rises above 18°C. We managed to keep everything cooled and safe, even at 40°C.”

The project is progressing well and is due to be completed by April 2023.



# STAYING

COLLABORATION WILL BE KEY TO DELIVERING SAFETY IMPROVEMENTS UNDER NATIONAL HIGHWAYS' PRESTIGIOUS SMART MOTORWAYS FRAMEWORK

**Last year the combined expertise of FM Conway and Toppesfield resulted in the business securing a place on a national framework supplying and laying pavement materials for new 'smart motorway' schemes. The FM Conway Group was one of four pavement partners appointed by the Smart Motorways Programme (SMP) Alliance (see box).**

Before work could start, the Government announced a review into the safety of smart motorways – particularly the 'all lane running' aspect, which sees hard shoulders turned into running lanes with refuges for vehicles that break down. The review recommended a pause in the rollout of all-lane running motorways while safety data from existing schemes is evaluated. In the meantime, it said that more refuges – known as 'places of relative safety' (PRS) – should be provided on existing all-lane running

## FACTS

Project:  
**National Pavement Alliance**

Client  
**Smart Motorways Programme Alliance**

Contract period  
**2021-2031**

FM Conway divisions  
**- Surfacing  
- Civil Engineering  
- Aggregates & Asphalt**

schemes, central reservations should be upgraded to make it easier for emergency vehicles to reach stranded vehicles, and Stopped Vehicle Detection (SVD) should be rolled out to every smart motorway.

In the light of these recommendations, the workload for the pavement framework suppliers has changed, and FM Conway and Toppesfield's first task will now be to lead the PRS programme. The business will also work in collaboration with Hanson to convert a section of the M1 from Junction 10 to 13 to a dynamic hard shoulder scheme.

The alliance model is based on collaboration, with the suppliers working together to deliver the best solutions. "Our ability to deliver innovation and work collaboratively with the alliance community was key to the contract being awarded," explains FM Conway head of bids Andrew Milligan.

Another important element of the tender was that the framework suppliers had to be able to work at a national level. "Both FM Conway and Toppesfield have a strong track record in terms of capability and capacity to deliver at a regional level, through National



# SMART

Highways' pavement framework, but our combined offering enables us to offer a truly national surfacing solution," explains FM Conway framework director Nick Burman.

The SMP Alliance wants to standardise as many elements as possible, so the suppliers will be encouraged to find solutions that work across all the schemes to improve efficiency and reduce costs. However, an 'early contractor involvement' approach

means the team can also suggest materials and methodologies that deliver financial and environmental benefits.

"Low carbon solutions are fundamental to both the SMP Alliance and FM Conway Group, and we will be bringing innovation that drives down carbon as well as finding more efficient ways of working," Nick explains.

Toppesfield highways director Nigel Green adds: "It is important that we are involved at the outset, as it is through continual collaboration and communication that true innovation is achieved."

## ALLIANCE PARTNERS

National Highways procured the 10-year Smart Motorways Programme through an alliance model. The Alliance consists of National Highways as the client together with:

- Three on-site assembly partners - Costain (north), Balfour Beatty (south) and a Morgan Sindall/BAM joint venture (Midlands)

- Two digitally-enabled design partners - WSP and Jacobs
- One production management partner - Fluor

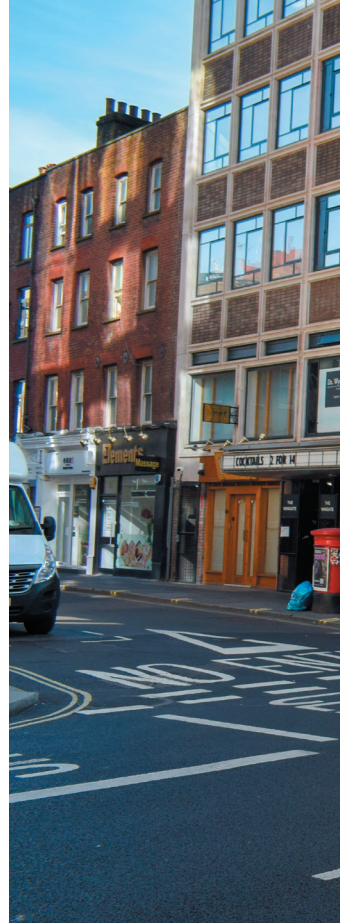
In turn the Alliance created a national pavement alliance consisting of FM Conway and Toppesfield, Tarmac, Aggregate Industries and Hanson.

Chris Hickey, the SMP Alliance's head of supply chain, says: "FM Conway has already brought clear value to the SMP Alliance, and the approach and knowledge to drive low carbon solutions is first class. The way FM Conway has embraced the enterprise model way of working with the other strategic suppliers has been exemplar and has made collaboration easy."

Andrew says the framework also gives the FM Conway Group an opportunity to learn from other members of the alliance.

# TAKING CENTRE STAGE

COMMUNICATION WAS KEY TO THE SUCCESS OF A MAJOR RESURFACING PROJECT IN THE HEART OF LONDON'S THEATRELAND



**London's Shaftesbury Avenue attracts thousands of visitors a day to its theatres, shops, bars and restaurants. It is also the main vehicle thoroughfare through the West End and is heavily trafficked by cars and buses.**

Over the years, this heavy, slow-moving traffic has caused rutting to the carriageway surface and failures to chamber and gully covers, despite repairs that FM Conway has delivered under the instruction of Westminster City Council. The sheer number of these individual repairs led Westminster to decide the most cost-effective long-term solution would be to resurface the entire road.

For the last five years, FM Conway has been carrying out research and development into asphalt materials to develop a matrix that helps identify the right material for every location. Before lockdown, Westminster had applied for funding to trial the company's SureLane asphalt on Shaftesbury Avenue, as well as a new method for installing gully and chamber covers. SureLane, which is manufactured with a modified binder, is specifically designed for areas that are prone to rutting and require greater durability.

## FACTS

Contract  
**Shaftesbury Avenue resurfacing**

Client  
**Westminster City Council**

Contract period  
**March-April 2022**

FM Conway divisions  
**- Term Maintenance  
- Surfacing  
- Aggregates & Asphalt**

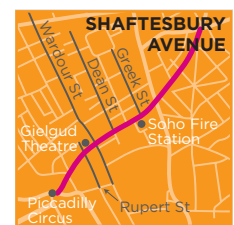
Due to other works on the network and COVID-19 alfresco dining measures in Soho, the Shaftesbury Avenue works were delayed until March 2022, by which time SureLane had been laid on Whitehall and shown to work very well on a strategic bus route. This gave Westminster the confidence to opt for it again here, and FM Conway laid 1,175t of surface and binder course material over a six-week period.

The work was split into four phases to minimise disruption to residents and maintain access for emergency services. While the road was closed, Westminster commissioned additional work, including deep drainage repairs at the junction of Shaftesbury Avenue and Dean Street; maintenance, repair and resurfacing at the junctions with Piccadilly Circus and Greek Street; surfacing to Wardour Street and Dean Street; and civil engineering works along kerb lines and loading bays.

The road closures also gave utility companies the chance to carry out work in the area, and FM Conway worked closely with Thames Water to facilitate maintenance at the junction with Rupert Street. While this was underway, and FM Conway was



## LOCATION



## SOHO FIRE STATION

**Soho fire station - the busiest in the UK - is located on Shaftesbury Avenue.**

While access to the fire station was maintained throughout the project, the road closures had an impact on routes the fire engines

could take to and from incidents.

“We engaged with them early in the planning process, and their requirements were considered and implemented when phasing the resurfacing and ironwork outside the fire station.”

explains Alan. “That enabled the fire station to remain fully operational throughout our scheme.”

As a goodwill gesture, FM Conway added the yellow station identifier ‘A24 SOHO’ in front of the fire station.



excavating for a deep drainage connection, the Gielgud Theatre requested access for large trucks to bring in scenery for its new production of ‘To Kill a Mockingbird’. The FM Conway team made sure all its works were complete and also helped Thames Water to reinstate its works so that the lorries could access the theatre and the show could be set up.

The team also accelerated the programme to open Shaftesbury Avenue for London’s annual St Patrick’s Day parade.

“Good communication with local businesses was key to the success of the project,” says FM Conway service development manager Alan Kraven. “Our public liaison officer visited every premises in the area and ensured that any fears were allayed.”

Westminster City Council’s operations manager Dan Perks adds: “We have waited a long time through COVID-19 to be able to get in and resurface one of our most prestigious streets. The execution of the works was exemplary, with all of our stakeholders being engaged at all times. We are pleased with the results and have had really positive feedback about the improvement made.”

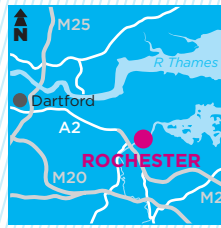
# Carbon

**The Rochester Bridge Trust has achieved its ambitious target for routine bridge maintenance operations to be net zero carbon by March 2022, thanks to changes in working practices that have cut carbon by over 88%. As the Trust's term maintenance contractor, FM Conway's own net zero strategy has been instrumental in helping to introduce these new working practices.**

"Collaboration was key throughout this process, and we are delighted to have helped the Trust realise its ambitions," says FM Conway's structures contracts manager Peter Moore. "Their determination to cut carbon aligns closely with our own ambitious sustainability goals."

Before any new processes were introduced, Peter's team used a carbon calculator devised by the Trust to build a baseline for all its bridge maintenance activities. Working closely with the Trust, the team first helped calculate the baseline carbon for the core service as a whole, and then for every individual task.

## LOCATION



The calculator showed that transport was one of the biggest emitters, so the team set about finding alternatives. The two permanent site-based operatives immediately changed their daily travel arrangements - one swapping from car to public transport and the other to an electric van that is charged on site using electricity from the Trust's renewable energy supplier Opus Energy. Meanwhile Peter now uses an electric bike supplied by the Trust to get to and from site when possible.

Another big contributor was a diesel-powered road sweeper's daily journey between FM Conway's Dartford depot and Rochester. "We trialled changing this to three days a week, to see if we could reduce emissions without affecting standards," explains Peter. "The trial was successful and has been made permanent."

But, says Peter, that still didn't save enough CO<sub>2</sub>: "Diesel is a massive contributor, so we have switched to using HVO [hydrotreated vegetable oil] fuel in the road sweeper. That's given us an 80% saving in CO<sub>2</sub>."

**Carbon saving measures include a rechargeable battery-powered boat and cordless tools**

NEW WORKING PRACTICES  
HAVE HELPED THE  
ROCHESTER BRIDGE TRUST  
ACHIEVE ITS TOUGH NET ZERO  
CARBON TARGET

**CARBON  
GOALS  
REACHED**



Most work for the Rochester Bridge Trust is on and around the bridge deck, above the water. Less frequent activities, such as visual inspections of the underdeck or foreshore clearance, require access from the river. Previously a petrol- or diesel-powered boat has been used, but switching to electric will dramatically reduce emissions.

The team recently trialed a boat hired from Zero Marine Services in Gillingham that is powered by rechargeable batteries, cutting carbon emissions by 95%. The electric boat is completely silent, so causes less disturbance, and does not require oils or lubricants, which can leak into the river.

“We would like to continue using it for surveys and foreshore clearance work, and I am sure there will be opportunities elsewhere in the business,” says Peter.

The team is also using rechargeable battery power for small cordless tools, rather than a diesel generator. The Goal Zero Yeti 2KW portable, rechargeable power pack can be charged on site and used to run small plant

## OFFSETTING

**Where it is not possible to cut carbon completely, emissions are being offset by tree planting.**

To offset the carbon generated by a temporary

diversion required during the 2019-20 Rochester Bridge Refurbishment Project, 28 trees have been planted around Rochester. The trees are part of the Trust’s wider effort to offset

all the carbon generated by the project, which includes planting 8,000 trees to create Wardens Wood at Detling in the North Downs Area of Outstanding Natural Beauty.

like pressure washers alongside battery operated plant such as strimmers and leaf blowers.

James Booth, bridge manager at the Trust, says: “We are pleased by how well FM Conway embraced our determination to achieve net zero carbon for routine bridge maintenance. Their efforts helped ensure the success of this target, meaning we can now concentrate on improving the environmental credentials of the rest of our activities.”



### ON SUSTAINABLE BUSINESS

# 5 MINUTES

**Q** What were you doing before you joined FM Conway?

**A** I trained as a chemical engineer and began my career in energy commodities before moving into the shipping sector, advising natural resource companies on their shipping strategies which included tonnage procurement, financing and decarbonisation. I had advised FM Conway back in 2016 on how the business could optimise its logistics, before joining in February 2022 as sustainability director.

There are three pillars to sustainability: people, planet and purpose. A lot of focus is – quite rightly – put on the ‘planet’ aspect. We have our own strategy to decarbonise and limit our impact on the natural environment, but it is also vital that we place equal focus on the ‘people’ and ‘purpose’ areas too, which underpin the business and ensure it remains sustainable for the future.

**Q** What do you see as the main challenges?

**A** FM Conway is way ahead of its competitors when it comes to using recycled materials. Our quarry is the road itself, where we recycle aggregate and bitumen in the form of Recycled Asphalt Pavement (RAP). Being less reliant on virgin raw materials will save us carbon and money.

Another factor is extending the useful life of products to maximise value for our clients over the long term. We’ve worked with our clients to understand the benefits of products with a high recycled content, for example SureLayer, which can save hundreds of truck movements. However, going from trials to full roll-out takes time and a key challenge here is changing our customers’ perceptions in order to implement these changes.

**Q** What are your priorities in the new role?

**A** Building on the business’s significant growth in recent years, I’ll be working across the divisions to see how we can work more efficiently to de-risk the business, in order to facilitate our long-term sustainable growth.

Self-delivery is a fundamental pillar of FM Conway’s approach and I will be exploring more ways we can be achieving this.

A lot of our costs and carbon footprint stem from Aggregates & Asphalt, as that’s where we import materials and manufacture key products externally and for the rest of the business. Any efficiencies gained here will have a knock-on effect to the rest of our business, and of course our customers, so this will be a key area of my focus.

**Q** How can the business be more sustainable?

**A** By continuing to drive innovation across the business and engaging with our people and customers to deliver sustainable solutions, as well as reducing reliance on fuels like natural gas and diesel, which represent 70% of our operational emissions.

Implementing low carbon technologies and developing sustainable products is critical. This includes using sustainable HVO (hydrotreated vegetable oil) in some of our larger vehicles, electrifying smaller vehicles, identifying energy saving opportunities at our sites and re-using materials in our products, whilst we will also continue to invest in our people, through learning and development, to empower them to bring the business forward.



A professional headshot of Matt Tallon, a man with short brown hair and a light beard, wearing a dark blue suit jacket, a white dress shirt, and a light-colored tie. He is smiling slightly and looking directly at the camera against a dark, textured background.

**MATT TALLON**  
SUSTAINABILITY  
DIRECTOR

**Q** How does your role fit into the business?

**A** It's a big company with lots of moving parts, so I'm here as a resource to help tackle the various challenges and identify opportunities across the business to promote sustainable growth. I would like everybody to question their business and ask themselves if they can do things better. Michael Conway's approach was that we

can always improve on what we're doing. I am coming from outside the industry so can look at things with fresh eyes and leverage the intelligence of our people for the benefit of the business and of our customers.

I'll be looking beyond the next five years to see where we are going and what are the risks, so we can future-proof the business as best as possible.



# SUPPORTING SERVICE PERSONNEL

**The Army's Royal Engineers have to be able to turn their hands to almost any construction or engineering task. When they asked FM Conway for help with training in carriageway construction, the business was happy to oblige.**

"This was something we wanted to be involved with because we feel it's important to support our armed forces in whichever way we can," says Nick Webster, FM Conway's surfacing business manager.

FM Conway's association with the Royal Engineers began four years ago, when a group spent a day with the business in Merton to gain experience of the paving

process. After a hiatus during COVID-19, FM Conway delivered a second course this year, expanding it to three days so the engineers could visit an asphalt plant and understand the manufacturing process.

The business also contributed to the Royal Engineers' road-building course, which takes place every year at a Ministry of Defence site near Rochester in Kent. Trainees build a stretch of road from scratch, including sections of footpath, using both concrete and asphalt surfaces.

FM Conway's team joined the project at the point where the sub-base was about to be laid. Senior supervisor Dave Gambrell,



**“The Royal Engineers are used to picking up a piece of equipment and figuring out how it works, but this way they received professional training”**

## TOUGH TRANSITIONS

**One of the biggest challenges for people leaving the armed forces and looking for new roles is that recruiters don't understand the skills they have.**

“Transitioning out of the military is difficult,” says FM Conway’s information security manager Michael Barrett, who left the army in 2015 after serving for 12 years with the Royal Signals. “It’s a big change in your life and unfortunately many employers don’t understand

the skills people from the military have.

“To be in the military, you have to be versatile and adaptable; you have to solve problems and have a mindset that keeps you going until you do,” he adds.

Although Michael had a smooth transition from military to civil employment, working for Virgin Media then moving to FM Conway in 2018, many are not so fortunate. However, it is an

area the business is working to remedy.

“FM Conway is trying to bridge that gap and support the Armed Forces community, by actively engaging with them and educating our hiring managers,” explains Michael. “The initiatives we’ve run over the past four years have led to a 300% increase in employees from the military, and we’ve been nominated for three years in a row for the English Veterans Awards, which we won in 2020/21.”

surfacing foreman Vilius Paulionka and supervisor James Tuck – an ex Royal Green Jacket himself – spent three days with the Royal Engineers crew, who had joined the course from locations around the UK.

Vilius showed the engineers exactly how the paving machine worked, sharing tips on how to get the best out of it, as well as the basics of how to operate the machine. “They really appreciated his input,” says Nick. “The Royal Engineers are used to picking up a piece of equipment and figuring out how it works, but this way they received professional training.”

FM Conway followed this up by hosting military personnel at the Imperial Wharf bitumen terminal and the Technology Centre in Gravesend, where they saw the business’s innovation and technical expertise at the UKAS-accredited laboratory. The engineers found the visit hugely informative, and the technical demonstration is being considered as part of the curriculum in future.

“It was a fantastic eye opener into the detail and professionalism of FM Conway’s materials testing laboratory,” says Alex Soles, lecturer at the Royal School of Military Engineering.

# FLEXIBLE CHARGING

SURECHARGE IS ENABLING LOCAL AUTHORITIES TO MAXIMISE THE NUMBER OF EV CHARGEPOINTS FOR THE FUNDS AVAILABLE

**Widespread take-up of electric vehicles (EVs) is far more likely if chargepoints are available when and where people need them. FM Conway's EV chargepoint solution SureCharge aims to achieve this by making use of street light columns, where there is already an electricity supply, and a change in guidance by the energy regulator Ofgem earlier this year makes it much simpler for local authorities to take up this option.**

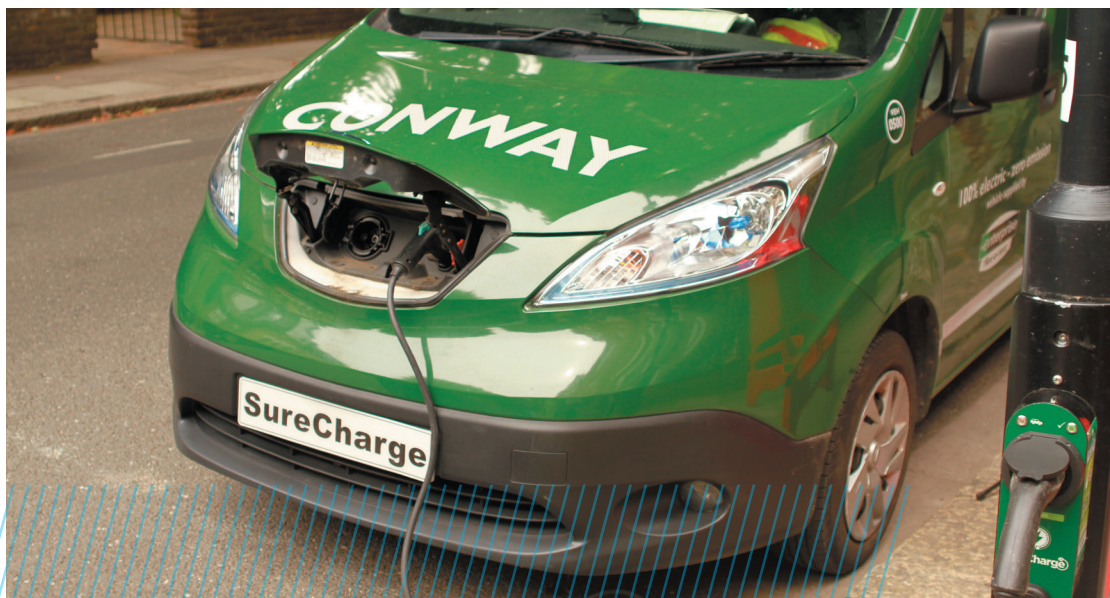
Each SureCharge point includes a Safevolt Protective Earth and Neutral (PEN) device, which detects a fault or power failure in the electrical supply and stops power going into the charging equipment. Previously, any chargepoint with a PEN device had to be earthed separately, which involved excavating, installing an earth mat, and reinstating the pavement.

Ofgem ruled in February that PEN devices no longer have to be earthed separately, as long as they are demonstrated to be fit for purpose by an independent test centre. As soon as the guidance changed, FM Conway's strategic partner CityEV, which supplies Safevolt, arranged for an independent UKAS-accredited test house

**“If a chargepoint needs to be moved you can take it out and move the SureCharge unit to a different location”**

to carry out all the relevant testing, and it passed with flying colours.

Now, local authorities can enjoy all the benefits of installing SureCharge on existing street lighting columns while saving time and money. “Installation to a street column takes just 20 minutes,” says FM Conway lighting director Graham Cartledge. “And if a chargepoint needs to be moved, you can take it out, put the original door back on the column and move the SureCharge unit to a different location. It gives clients the agility and flexibility to install chargepoints exactly where they're needed.”





### GOLD STANDARD

FM Conway has achieved certification to British Standard ISO 27001 for Information Security Management. ISO 27001 is the highest internationally recognised standard for information security, and encompasses cyber security, and controls around human resources and physical security.

The certification demonstrates that FM Conway provides the gold standard when it comes to protecting clients' data.

### ROAD RISK AWARDS

FM Conway has again been recognised for its Occupational Road Risk initiative, winning the Health, Safety & Wellbeing categories at both the Constructing Excellence Awards and the Construction News Awards.

The initiative was delivered through the business's revolutionary health and safety strategy, the Big Ten in 10, showcasing its commitment to continually improving safety on the roads.



### WILDLIFE WARRIORS

In partnership with Kent County Council, FM Conway has built nine hibernacula on the A249, to provide safe refuge for reptiles, amphibians, small mammals and insects. The team built the refuges from scrub, tree branches and other disused materials from routine highway maintenance projects, minimising the carbon impact from waste resources.

The new hibernacula will operate as compensatory measures for a new gyratory to be constructed in consultation with an ecologist.

## NEW TECHNICAL DIRECTOR

— Materials innovator

Mark Flint has been appointed as FM Conway's technical director, overseeing all technical aspects of the aggregates and asphalt and surfacing divisions, including the running of the company's UKAS-accredited laboratory.

Mark, who had been head of technical since 2019, has been extensively involved in the development of innovative materials and is a major advocate for sustainability within the industry.



# A JOB WELL DONE

**Cllr Stephen Alambritis MBE**  
@cldr\_alambritis

Job done by [#bestcouncil@Merton\\_Council](#). I am at Links Avenue, Merton Park ward end going into Hillcross Avenue, start of Cannon Hill ward end. Getting plaudits from residents for speed and efficiency and lovely fresh newly painted marking. With thanks to all [@FMConwayLtd](#)



**Veteran Awards**  
@AwardsVeterans

It was a pleasure to see Michael Barratt from [@FMConwayLtd](#) yesterday picking up their Employer Of The Year nomination certificate - Sponsored by [@LogisticsSecur2](#) for this years English [#veteransaward](#)



**Trees For Bermondsey**  
@BermondseyTrees

Native species plants in the [#OctopusGarden](#) fighting rush-hour pollution this week on Dunton Road. Until we depaved in April, this area was solid tarmac and paving. Thanks to [@lb\\_southwark](#) [@LDN\\_environment](#) [@FMConwayLtd](#) and the [#OctopusGardeners](#) [#GrowBackGreener](#)



**Westminster City Council**  
18,223 followers

You'd be suprised what our teams find down the drains and gullies in Westminster ...

Our teams make sure that over 14,000 drains and gullies are cleaned and maintained to help minimise the effects of flooding.

If you spot a blocked drain tell us 📌 <https://linkd.in/eh2njn>



**neilscallan**



**3 likes**

**neilscallan** 3400 FM Conway road construction/ infrastructure in my Guinness world record monopoly collection by Winning Moves UK 2021

Compliment from  
**Member of the public**

Division  
**Term Maintenance**

Employees  
**Ovidiu Doroftei, Robert King,  
Vasile Ciocan, Cosmin Miclea,  
Razvan Bucur, Vasile Bene**

Location  
**Wembley**

**“I’m a retired construction engineer and I live in Swindbery Road where your contractors are replacing the footpath, kerbs etc. I must congratulate you and them and all supervisors as to how the work was carried out in line with health and safety and keeping the occupiers of the houses happy with the access that’s provided.”**

Compliment from  
**Graham Whiley, drainage supervisor, Amey**

Division  
**Water and Drainage Management**

Employees  
**Jaime Prime, Aaliyah Francis,  
David Rendell, Julian Wynn**

Contract  
**High Speed Roads (HSR)**

Location  
**Kent**

**“I would like to pass on our gratitude for the professionalism being shown by Jaime and Aaliyah on this HSR scheme this year. The reports we get back from Mark who is running the HSR scheme are nothing but praise night after night when they are on site and how they go about their work. Even when Jaime is paired up with others she shines in her role and is a credit to the scheme running in a professional and successful manner.”**

Compliment from  
**Councillor Keith Glazier, Leader,  
East Sussex County Council**

Division  
**Surfacing**

Employees  
**Robert O’Grady, Simon  
Crawford, Paul Padfield**

Location  
**Rye High Street, East Sussex**

**“I had the opportunity to drive along the newly refurbished High Street this morning and was really impressed at the way this tricky operation has been finished. A job well done. Please pass on my thanks to all involved.”**

Compliment from  
**Member of the public**

Division  
**Term Maintenance**

Employees  
**Nelu Lupu, Teodor Duceac,  
Alex Sampson, Daniel Thomas**

Location  
**Lower Sloane Street, London**

**“I would like to commend you and your team on the job you are doing at the junction of Pimlico Road and Lower Sloane Street. I was very concerned with the disruption to my business when they started the works, but they completed the job on my corner quickly and with very little impact to my trade. Cosmin [Teodor] was very receptive to my suggestions to keep a path open in front of my shop and although it was very dusty work, they kept the mess under control. I especially noted the skill of Nelu who did a beautiful job cutting and fitting the new paving stones and also helped keeping access to my front door as open as possible. Thank you.”**

Compliment from  
**Member of the public**

Division  
**Lighting**

Employees  
**Paul Hyland, Ashley Johnson**

Location  
**Wimbledon Broadway**

**“I’m just contacting you to let you know about a lovely thing one of your employees did for me today. I was in a car park in Wimbledon Broadway and I had a flat tyre. One of your employees, Paul, (despite the temperature being 31°) assisted me and changed my tyre for me. I’m very grateful for his help!”**



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