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CUSTOMER
CULTURE



ISSUE 46

CONSTRUCT



Foreword



Adam Green

CEO FM Conway

OUR BUSINESS IS ABOUT PEOPLE – THOSE WHO WORK FOR THE BUSINESS AND THOSE WHO INTERACT WITH IT

We have always been a customer-focused business, and we know our clients are facing tough financial challenges – just like we all are. Our aim is to keep finding innovative ways to deliver the service they deserve whilst ensuring we also look after the health, safety and wellbeing of our great people.

Through our relationship with National Highways, we put an even greater emphasis on thinking more about our clients' customers, the people who live and work in the communities where we work, or travel on the roads we maintain and improve. Those are the people whose lives are most disrupted when our plant, vans, trucks and cargo bikes arrive, and whose lives can be transformed by the work we do.

That is why we have been developing a customer strategy that puts them at the forefront of our minds when we are planning and carrying out work.

That strategy sits comfortably alongside our sustainability strategy and the Big 10 safety initiative. The Big 10 is gaining traction throughout the industry and is having a real impact.

Our focus on the digitisation of our business is another way we are supporting our customer strategy, helping us to be more sustainable and improve efficiencies to deliver more work for less.

This year will no doubt be just as challenging as the last, with financial pressures affecting us all. However, in 2023 we will work collaboratively and find new ways to deliver the works which support the communities we live in, and most importantly, it is also a time to reach out to those around you to provide support should it be needed.

04



06



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Contract



FM Conway has secured the South and Central Super Regions of National Highways' Pavement Delivery Framework. The framework, which began in March 2023 and runs for five years, is worth £1.3bn and covers

surfacing and pavement construction across the UK's motorways and major A roads.

"This important partnership highlights the expansion in our strategic business

operations as we move from delivering minor regional lots through the previous framework to now delivering super regions alongside other tier one contractors," says FM Conway chief executive officer Adam Green.

OUT OF THE BLUE

DRAINAGE PIPE REPAIRS ARE BEING BATHED IN BLUE LIGHT THANKS TO A NEW SYSTEM THAT REMOVES RISK FROM THE PIPE REPAIR PROCESS

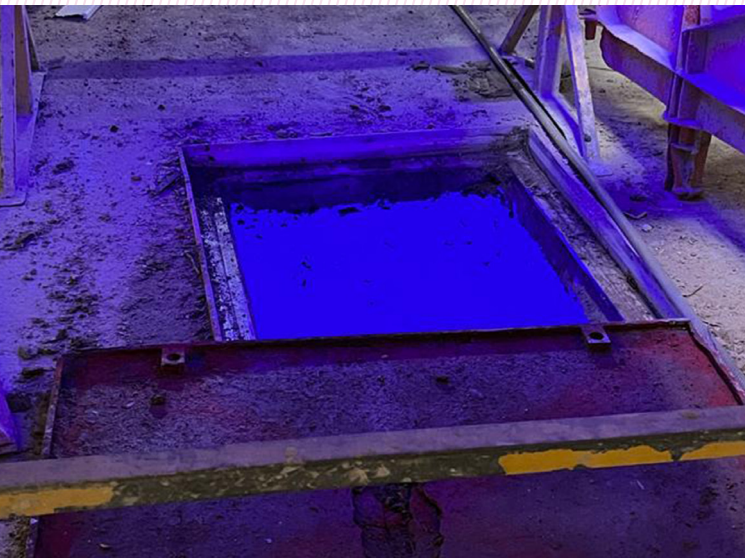
In February 2021, FM Conway's water & drainage management (WDM) division invested in a new system for curing flexible pipe liners using Bluelight LED Technology. Since then, this innovative system, which offers massive benefits, including the removal of potentially dangerous substances, has been adopted by major clients like Transport for London (TfL) and Kent County Council (KCC).

WDM undertakes a lot of repairs to damaged drainage and sewerage pipes by inserting an uncured resin liner then curing it to form a semi-structural, cured-in-place pipe (CIPP) – a form of repair that has a design life of at least 50 years. Traditionally, the curing process has involved using an 'ambient cure resin', in which resin is mixed

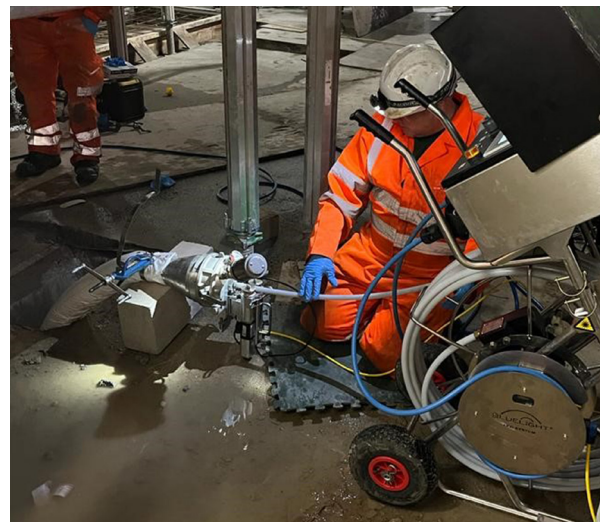
with an accelerator and an activator and poured into the open end of a felt liner to impregnate it.

The uncured CIPP liner is then wound onto an inversion drum where, by the use of air, it is turned inside out and through the damaged pipe. Once it is cured, the resin liner provides a pipe within the pipe.

This method has many disadvantages, as FM Conway's lining manager Simon Lapworth explains: "The engineers have to ready the mixture and liner on site and, with ambient cure, you are dependent on the outside temperature, which can greatly affect the time to cure the liner. Also, one of the main ingredients within ambient cure resins is styrene."



The blue LED light-head is inserted into the liner and an automated system calculates the correct speed to cure the resin



Leigh-Ann Butler, FM Conway's processing and innovations manager for WDM, sought out innovative technologies to improve the process and create greater efficiency for clients.

The solution she found was the Bluelight system, which uses LED light to cure the resin. The light contains patented photo initiators that were originally developed in the dentistry sector.

Using this system, many of the negative issues associated with ambient curing are removed from the process altogether.

"With the Bluelight system, you don't have to combine the resin, additives and felt sleeve on site, because the liner is delivered ready to use," explains Simon. "This reduces working times required on site and there is no styrene within the resin, which is a massive environmental benefit."

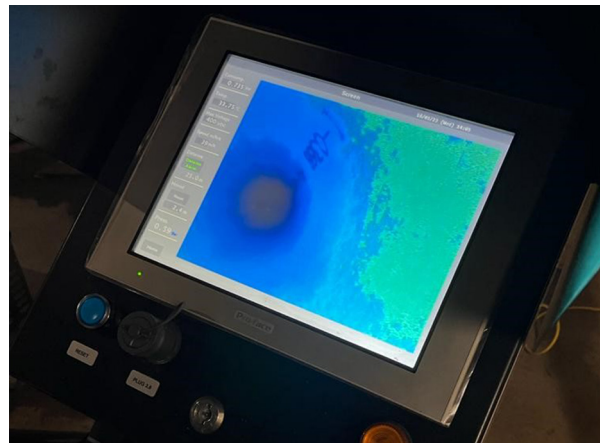
The installation process is the same, with the pre-impregnated liner being wound through a drum. Once the liner is in the pipe, a cable is inserted with the blue LED light-head on the end. The pipe size and

liner thickness are entered into the light-head's control computer, and the light-head is pulled back using an automated system at the correct speed to ensure a perfect cure of the resin.

For clients, a huge benefit of the Bluelight system is the time that can be saved. "You take away the one and a half hours it would take to impregnate the liner, and then the curing process is twice as fast," explains Simon. "The addition of a curing protocol also provides the client with a curing record if required, proving the perfect finished product."

For people living in the area there is far less disruption, he adds: "If we're working on a main road, you've got temporary traffic lights and vehicles being held up, so it's much better if we can get in and out in half the time."

Simon says WDM "hit the ground running" with the Bluelight system, and it has been in constant use for the last 12 months on contracts for KCC, East Sussex Highways and Hampshire County Council, as well as in London for TfL.





ROYAL ROUTE

FM CONWAY IS PROUD TO HAVE
SUPPORTED WESTMINSTER CITY
COUNCIL FOR THE STATE FUNERAL
OF HER MAJESTY THE QUEEN

The funeral of Her Majesty the Queen was watched by millions of people around the world, as well as thousands more who lined the streets of central London to pay their respects. In order for the event to go as smoothly as it did, an incredible feat of collaboration and expertise between FM Conway and Westminster City Council was required, with hundreds of people working tirelessly in the run-up to the event.

As the term maintenance provider across highways, lighting, drainage and structures within the City of Westminster, where the funeral took place, FM Conway was at the heart of preparations.

Instructions for what to do in the event of the Queen's death had been in place for many years, under the code name 'Operation London Bridge', including the route of the funeral procession. "The Operation London Bridge plan was developed back in the 1960s, and has been reviewed and developed over time," explains FM Conway's performance manager Ivan Farrell. "However, more recently we had started to look at the ceremonial route plan in more detail."

Service development manager Alan Kraven adds: "For the last 20 years we had an indication of what the route would be, and

"The corners and crossfall of the carriageway have been designed and tested for the naval ratings to pull the gun carriage"

places like Whitehall, Parliament Square and outside Westminster Abbey were designed for that day. Street furniture, including street signs, traffic signals and lighting columns, were placed in sockets so they can be removed easily. Most of the traffic islands on that route are flush to the ground and designed so vehicles can overrun them, and the corners and crossfall of the carriageway have been designed and tested for the naval ratings to pull the gun carriage."

When FM Conway widened footways in Whitehall, the scheme was designed in the knowledge that it was part of the ceremonial route, and a full-scale trial was replicated at a naval facility to check that the carriage and procession would work.

The Westminster term maintenance team knew that, in the event of the Queen's death, part of its role would be to dismantle the street furniture on the ceremonial route. But it soon became clear that there would be many other important things to do to prepare for the funeral and the events leading up to the day.

"This was an event that, although difficult, was important that it was thoroughly planned to ensure the day ran successfully for both the UK and those who mourned the passing of HM the Queen around the world," explains senior project manager Matt Cerrone. "But there were things we couldn't plan for, such as the day-to-day schemes we had on the route. Around the time of the funeral, we had five planned work schemes on the ground, which we had to backfill, make safe and remove all trace of our presence within 72 hours.

"One of those sites was on The Mall," he adds. "The TV cameras were on-site immediately, which meant we were under



Westminster's iconic buildings provided the backdrop for the ceremonial event



extreme pressure to clear and make the site safe as quickly as we could.”

The structures team was called into action to carry out surveys of basements under the roads around the procession route to ensure they could take the weight of temporary security barriers. “We’ve had an ongoing programme to survey all the underground structures, but we had our engineers working in the properties inside and outside operational hours to get full surveys across the programme completed,” says senior contract manager Jason Critchell.

Alan adds: “At our first meeting, on the day the Queen’s death was announced, we reviewed our existing and planned schemes on site and, to pre-empt any possible issues that could arise, we immediately called all our suppliers for traffic management,

lighting and signs and told them to be on standby for all eventualities. It meant that, with the Cycle Highway through Green Park, we agreed the diversion route with Transport for London, designed all the new signage, and by that afternoon the teams were fabricating the signs, which we collected the next morning.”

One thing the team had not fully envisaged was how much they would be called on by other contractors and organisations involved in the event. In addition to the planned ceremonial work, FM Conway also supplied traffic management to the Metropolitan Police, set up lights for the BBC and for people queuing for the lying-in-state, and repaired a collapsed manhole in Chelsea on the eve of the funeral, where the dignitaries were due to assemble for the funeral service.

Ben Cartledge, FM Conway’s street lighting manager, says: “Our operatives understood the gravity of this event and the importance of completing the work for those attending the funeral.”

The water & drainage management (WDM) division also played an important part, ensuring all the gullies on the route were empty. “The roads being used in the procession were covered in sand so that the horses and carriages didn’t slip,” explains WDM supervisor Thomas Hewitt. “After each practice – and the event itself – we cleared the gullies of sand.”

On the day of the funeral, FM Conway employees, vehicles and plant were on standby in case they were needed. “Through FM Conway’s self-delivery, we were able to bring in resources from all of FM Conway’s divisions and our suppliers, and deliver everything that was asked of us,” says Alan.

Phil Robson, head of operations at Westminster City Council, adds: “This was an incredible feat of logistics and nimble activity that would not have been possible if not for the high level of collaboration, partnership and support showcased between Westminster City Council and FM Conway.

“At a time when the world was watching, our strong partnership ensured that one of the biggest events in this country’s history was delivered to the highest of standards.”

Preparations involved coordination between multiple FM Conway divisions and suppliers

DRIVER SUPPORT

CUSTOMER SERVICE IS AT THE HEART OF THE SURECHARGE BUSINESS MODEL AND ESSENTIAL TO CONTINUOUS IMPROVEMENT

FM Conway's electric vehicle (EV) chargepoint business SureCharge not only installs chargepoints for local authorities but also maintains them and provides support to drivers via a 24/7 customer care team. "SureCharge is an important growth area for FM Conway and we are not only committed to its installation, but also to customers to ensure their charging experience is seamless," explains lighting director Graham Cartledge.

Customer care team members can see the status of every chargepoint in real time and know which are available or occupied. If a chargepoint is not working, they can reset it remotely or, if necessary, arrange for an engineer to go out and fix it.

If a customer calls, the team member can see where they are and take them through a series of questions to identify the issue. "It's really important that the customer can speak directly to a person who has the tools to identify what chargepoint they're at, to understand its status - for example, is the car's charger plugged in correctly

and is the chargepoint generating charge - and to reset the chargepoint or initiate the charging process if required," says Graham.

All information received by the customer care team, whether from phone calls, emails or through the app, is captured and recorded. This gives the business vital insight into the issues customers report and where they are.

"The customer care team engages with SureCharge customers, providing user support for any query or issue they may be faced with," explains FM Conway customer care manager Gemma Easter. "This direct engagement allows us to review the customer experience on a regular basis, ensuring we are always providing the best customer service."

She adds: "Customer service is central to the way we continue to develop and, by evolving our service, we can improve our value to EV drivers and, ultimately, our local authority clients."



Customer

FM CONWAY IS PLAYING A KEY
ROLE IN HELPING NATIONAL
HIGHWAYS FULFIL ITS COMMITMENT
TO CUSTOMERS

FRONT LINE FOCUS

National Highways, which operates England's Strategic Road Network, has three strategic imperatives: Safety, Customer, and Delivery. This shows just how important the organisation feels its customers are; and by customers it means everyone affected by its work.

"Everything we do is in the best interests of our customers and communities," says National Highways group head of category management in commercial & procurement Jennifer Ebanks. "Ultimately, we want to exceed our customer expectations."

The organisation has developed a plan to deliver what its customers need and want, which includes improving customer contact and engagement, being more inclusive by considering the diversity of customers and communities, and providing better information. It is looking to its supply chain to help create a customer-facing culture,



saying that every supplier can contribute, regardless of size, services or products, because everything they do impacts in some way on the customer experience.

As one of National Highways' key supply chain partners, FM Conway is well-placed to support the organisation in its aims. "We are fully on board to help them achieve their ambitions of delighting customers and embedding customer service," says FM Conway customer experience director Maria Pratt.

The business has always been aware of the impact its activities can have on road users, local residents and businesses, as Maria says: "Through our term maintenance contracts, we have been embedded in some communities for over 40 years, and our frontline teams interact with customers on a day-to-day basis."

But, while customer service is 'business as usual' for FM Conway delivery teams, the business has not formally measured and reported these activities – until now. In 2020, National Highways asked its suppliers to measure their level of 'customer maturity' by answering 23 questions on five key themes – governance; culture, behaviour and social value; engagement; systems and processes; and continuous improvement.

"We submitted 42 pieces of evidence to back up our answers, and we scored 2.2," explains FM Conway head of business support services & recruitment Ella Cole.

The next stage was to use the results of that assessment to develop and implement a Customer Centric Action Plan, which outlined what the business would do to improve customer engagement and implement a culture of 'customer'. "I looked at where our lowest scoring questions were and focused on these areas and introduced actions," explains Ella.

When the company was assessed again in June 2022, 96 pieces of evidence were submitted. Examples included work from across the business, such as term maintenance teams working in London who ensure vulnerable road users are considered when roadworks are planned, and the embedding of customer service within the business's appraisal process for all employees.

This time the score had gone up to 3.4, putting FM Conway fourth out of 76 Tier 1 and Tier 2 suppliers. National Highways' ambition is for all its supply chain partners to reach a score of 3.0 by 2025, and 4.0 by 2030, so the company is ahead of target.

National Highways' customer experience and supplier practice lead Donna Dind says: "Everyone is at different stages in their customer journey. It's been really interesting to see how our suppliers have taken the maturity assessment on board and driven targeted improvements through their Customer Centric Action Plans.

"There are now many best practice examples, which demonstrate how suppliers have made a real difference to our customers, and we encourage these being shared with the wider supply chain community. It has been fantastic working with our supply chain so far towards a common purpose, and we are looking forward to continuing to create better customer experiences together."

Maria adds: "Working with National Highways has really made us step back and reflect on the work we deliver for the customers and to share that across our own projects, as well as National Highways' supply chain."



DRIVING SAFELY

FM CONWAY HAS INSTALLED A NEW TELEMATICS SYSTEM ACROSS ITS 1,000-STRONG FLEET OF HGVS AND LGVS TO GREATLY ENHANCE DRIVER SAFETY



Occupational Road Risk is one of FM Conway's 'Big Ten in 10' major risks, so the business has invested in an innovative new system to help support drivers in operating their vehicles in a safe manner, to keep themselves and other road users safe.

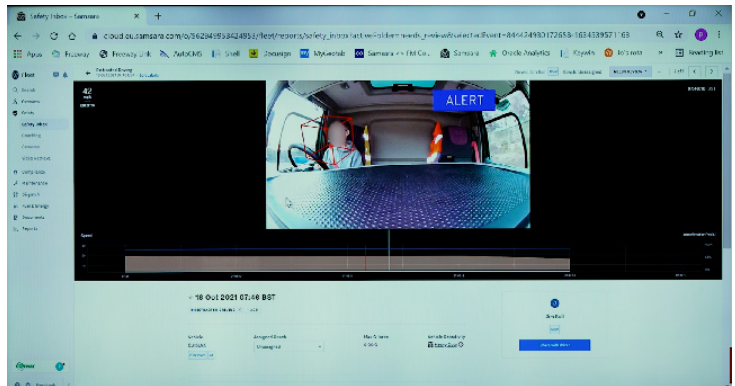
As well as providing functions like GPS tracking and logging vehicle data, the system can automatically detect incidents inside and outside the cab using artificial intelligence (AI) cameras. If one of the AI cameras 'sees' something it recognises as an incident or a potentially dangerous driver behaviour, it will immediately sound an alert and record a seven to 10-second clip so the camera footage can be reviewed.

To help identify the best system for the business, FM Conway's own drivers trialled systems alongside data being analysed by the business transformation and transport teams. Their feedback and interaction were key to the adoption of the new technology.

The business wanted an intelligent system that analysed how the fleet is being driven and could, if required, provide in-cab coaching before any further intervention. This is provided via live telematics and AI data from the vehicles, feeding back to the driver and showing whether warning signs are being acted on and how well drivers are carrying out vehicle checks and reporting defects.

With the system now fully in place, drivers are recognising and embracing the benefits. By flagging up habits that most drivers didn't know they had developed, the system helps to improve their driving skills, so they can respond quickly to situations or incidents and ensure the fleet is safe and compliant.

In particular, the new system is designed to identify behaviours and, where appropriate, exonerate drivers in incidents where other road users may be at fault, as well as identifying driving trends for FM Conway's appointed 'fleet champions' to coach drivers on preventing potential incidents. "We operate a large fleet of vehicles that often drive in busy areas including central London," explains FM Conway's logistics director Paul Cerexhe. "This system can help protect our drivers against other road users or members of the public who can incorrectly accuse them if an incident occurs."



The data collected is already proving invaluable in relation to insurance claims and legal compliance, but the primary benefits have been through developing learning and training packages that assist in the professional development of drivers. By eliminating undesirable habits and behaviours, the business can embed a deeper culture of safety throughout its workforce.

FM Conway's HGV drivers are also finding that the system has unlocked new efficiencies in their day-to-day work through the use of an app installed on their mobile phones. This allows drivers to carry out a pre-use walkaround check of their vehicle as well as showing them how well they have been driving, including a safety score.

It is a legal requirement for HGV drivers to perform safety walkaround checks on their vehicles – a task that was previously very admin heavy using paper forms. The app now takes them through the checks as they walk round the vehicle and an automatic notification is sent to the workshop if any defects are found and need to be rectified. "That is important for me," explains Paul. "It means issues are dealt with quickly and efficiently and any serious defects are rectified prior to the vehicle being driven on the public highway."

With the rollout complete, the next steps will be to create a dashboard to monitor KPIs and develop the system around FM Conway's requirements. This will allow fleet managers to track and manage information such as driver behaviour, efficiency, techniques and fuel use, and utilise the data to improve upon existing safety processes.

The in-cab system's AI camera automatically records a short clip if it senses a change in driver behaviour to help promote safety

ON CUSTOMER EXPERIENCE

5 MINUTES

Q What does your role involve?

A The most important element of my role is to ensure that, as a business, we continue to delight our customers.

We are a family business with a proud heritage, and we are committed to ensuring that every interaction with our business is positive. I moved into my role at the beginning of 2022, and over the last 12 months I've been reviewing our approach to customer service. We have some fantastic people in our business who truly love their jobs, and this shines through in the work they deliver.

We also have some great customer service initiatives and activities happening across the business, and I am focusing on capturing this so that we can share and learn from it.

Q What work are you doing around Customer Experience?

A We hold many term contracts with local authorities – some for over 40 years – so we're really ingrained in those local areas. We've been on a journey with those clients and seen how their communities have grown and thrived, so are probably more embedded in their customer experience than they realise. But we are now on a journey of formalising customer service and experience, so we can demonstrate best practice and share that across the business.

Customer service already forms part of our annual mandatory training and appraisals, which is a great starting point. We are evaluating things like how we set up our works to fully encompass people with disabilities; how we programme works so they don't disrupt the local community; whether we have a customer liaison officer. We do a lot of this already, but we want to formalise it and understand why we do these things and, importantly, how we can improve.

Q Who are FM Conway's customers?

A Our customer is anyone who interacts with our works: the organisations we work for, the businesses we assist, the supply chain we employ, and the people travelling and living nearby.

We recognise that, whilst we work closely with our clients – the organisations we work for – it is ultimately the end users within the communities who are impacted most by our works. By identifying all those who interact with our works as our customer, it enables us to take a holistic approach to ensure that we deliver the best possible outcome. We can use our experience with particular projects, locations or stakeholder groups to help clients make informed decisions, thereby delivering a positive customer experience.

Q What does this mean for the business?

A Our Vision, Mission and Values guide our daily actions as a business and we've now created a Customer Experience Vision to sit alongside these, which reaffirms our commitment to all our customers.

The Customer Experience Vision is 'To ensure that our customers feel engaged, informed and valued whilst we deliver essential works'. To help deliver this vision, we have created eight Customer Principles, which will act as a guiding star for our people. Together, the vision and principles provide a framework through which we will continue to deliver our works, including a positive customer experience.



MARIA PRATT
CUSTOMER
EXPERIENCE
DIRECTOR

Q How will it change the way we work?

A The customer-centric culture is already there – it’s a part of who we are. Our people are interfacing with frontline customers on a daily basis, and we know what makes them happy and unhappy, so we can go back to our clients and help them make the best decisions. But we shouldn’t be complacent.

We understand that this is a journey of continual improvement and it’s about providing our people with the right tools and processes. Right

now we are talking to the business and introducing the Customer Experience Vision and Principles, as we want to empower people to make the best decisions and remind them of the crucial role they play in society. After all, during COVID they were identified as key workers, which demonstrates just how vital they are. We will focus on what we’re already doing, make sure we’re doing it well, and measure it so that we can do it even better next time.

It’s a really exciting place to be and I’m truly excited about our journey ahead.

MENTAL HEALTH

PROVIDING A SUPPORTIVE ENVIRONMENT FOR DISCUSSING MENTAL HEALTH IS A STRATEGIC PRIORITY AT FM CONWAY



Mental health is a huge issue in the construction industry, which has higher levels of depression and suicide than many other sectors. FM Conway is determined to address this by providing a variety of mental health support mechanisms for employees, customers and supply partners, including a confidential helpline run by qualified mental health first aiders, digital tool kits and an employee assistance programme with access to counsellors.

Combatting the stigma associated with mental health is a key pillar of FM Conway's Mental Wellbeing Strategy. "A culture of care and trust is important in our journey to a mentally healthy business as we understand that all people must feel confident to discuss their concerns without fear of discrimination," the strategy says.

The business is acting on this commitment and has earned industry acclaim for its efforts. In 2022 the business hosted its own mental health awareness week, which won a Civil Engineering Contractors Association (CECA) award.

CECA Southern chair Samantha Barratt says: "The [Mental Health Awareness Week] initiative created a positive atmosphere within which to discuss important mental wellbeing issues and laid the foundation for future activity."

FM Conway's strategy aims to raise awareness of mental wellbeing and encourage people to speak up if they are struggling. SHEQ manager Michael Henderson, who is a mental health first aider, says: "If someone breaks their leg, everyone can see it. But if someone's struggling with mental health, it's very hard for them to accept it and reach out."

"We need to open up more," adds workshop service manager Rob Valintine, who regularly tries to encourage his team to talk about any issues they are struggling with. "If you don't, you're fighting a battle before you've even started dealing with whatever it is that's going on."

THE LIGHTHOUSE CLUB

FM Conway is a supporter of The Lighthouse Club, a construction industry charity that offers support and guidance on mental health and wellbeing issues. This collaborative programme enables organisations and businesses to access a portfolio of support resources to improve wellbeing across the construction community.



EDI UPDATE

Two years into its four-year Equality, Diversity and Inclusion (EDI) strategy 'All Great People', FM Conway has released its interim progress report detailing the actions, successes and challenges faced so far.



TEAM BUILDING

In celebration of National Apprenticeship Week 2023, FM Conway has hosted an apprentice enrichment day at its head office in Sevenoaks. Apprentices took part in team-building activities and workshops, enabling them to build relationships with colleagues from across the business.

The day was met with extremely positive feedback from the apprentices and has proved to be a crucial step in the drive to upskill and develop the next generation of talent.

The strategy outlines eight goals focused on establishing an environment that allows everyone to do their best, and maintaining an inclusive organisational culture. So far, the business has achieved 57% of its actions, with a further 16% in progress. The full report is on FM Conway's website.



BRIGHTON WIN

FM Conway has won a four-year contract with Brighton & Hove City Council (BHCC), securing Lots 1 and 3 of its Highways Services Framework. The partnership with BHCC runs until 2026, with an option to extend it for up to four years.

In Lot 1 FM Conway will work alongside other contractors to deliver civil engineering works, carriageway resurfacing and improvements, and environmental enhancements. FM Conway has sole ownership of Lot 3 to deliver road lining and stud works.

LIFESAVING DONATION

— Charity

FM Conway has donated £40,000 to Creating Lifesavers, an organisation dedicated to delivering CPR and defibrillator training across the UK. Creating Lifesavers was formed after its founder David Sullivan saw a young man suffer a cardiac arrest. Thanks to David's knowledge of CPR, he was able to save the man's life by keeping him alive until he could be treated by a defibrillator.

The donation was made through the Conway Charitable Foundation, which was established in 2013 by the Conway family to support local charities and organisations that need it most.



A JOB WELL DONE

Rochester Bridge
@RochesterBridge

The snow clearance is ongoing, so here's a very big thank you to the [@FMConwayLtd](#) team for their progress as they work to keep everyone moving safely over the bridges



Michael Barratt
@MBCyclingTM

Thanks to JH [@FMConwayLtd](#) for donating 6 pairs of recycled football boots going towards helping young people in St Lucia to access sport. For info & to help pls get in touch. [@SaintLuciaFA](#) [@borders_kenya](#) [@Roles4Goals](#) [@CicWise](#) [@BrentfordFC](#) [@nvc_ltd](#) [@barrymitchell22](#) [@CCScheme](#)

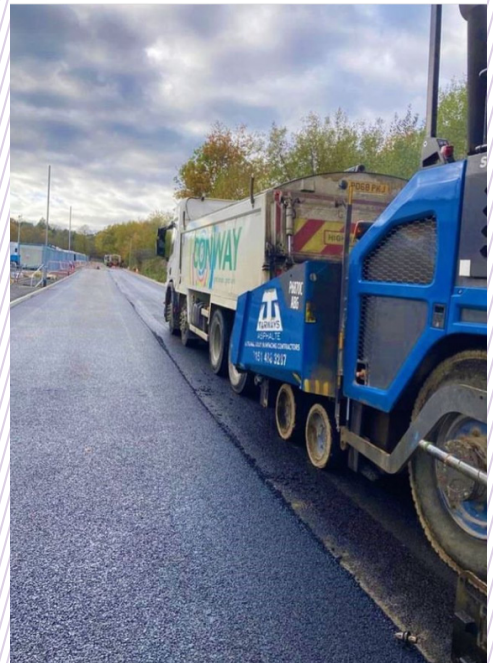


Marble Arch London
@MarbleArchLDN

Lovely to see [@FMConwayLtd](#) cargo bike at [#MarbleArch](#) with [@CityWestminster](#)



tarways_asphalte



25 likes

tarways_asphalte Works now complete at Kitsmead Recycling Centre ♻️ weekday and weekend working for our valued client achieved the perfect finish 🍌 great supply throughout from [@fm_conway](#) ❤️

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Compliment from
Jason Perry, Mayor of Croydon

Division
Term Maintenance

Location
Croydon

“I would like to express my sincere thanks for your incredible dedication and hard work during very challenging weather conditions. Your hard work helps keep our borough gritted, our roads safe, and our borough moving despite snow and freezing temperatures. I have received really positive feedback from residents and businesses across Croydon and outside the borough, commenting on how well Croydon has managed the very difficult situation. Thank you all once again for everything you do for our borough.”

Compliment from
Member of the public

Division
Surfacing

Employees
David Bailey, James Tuck, Joss Hamilton, Mason Baldwin, Stephen Hilton, Dale Baldwin, Jordan Broughton, Jason Young, Perry Allchin, Frankie McKenna, Charlie Slayford, Liam Horton, Nicholas Webster

Location
Latchmere Road, Wandsworth

“I would like to pass on thanks to the team working here this morning. I am a resident in Cranleigh Gardens and had to keep an appointment this morning which meant me driving through the work area not once, but twice! Your workmen facilitated this both times and were, without exception, most helpful, efficient and kind.”

Compliment from
Member of the public

Division
Lighting

Employee
Mark McCrory

Location
Lake Road, Wimbledon

“Just wanted to drop a quick note in appreciation of Mark, who noticed a lamppost that had been knocked down on the corner of Lake Road and Leopold Road with exposed live wires. No one had reported it, but he stopped and cleaned up the area and waited for someone to make the electrical issues safe. We think he has done a really important service as there are two schools on this street and we count ourselves very fortunate that none of the many students and parents who walk through the area were injured.”

Compliment from
Ed Wills, managing director, Brighton & Hove and Metrobus, Go-Ahead Group

Division
Surfacing

Employees
Joseph Rumbold, Charlie Rumbold, Lee Waters, Darren Huxley, Lee Bagnall, William Booth, Danny Huxley, Jason Edwards, Tommy Smith, John Mcateer, Robert Weeden

Location
Dorsten Place, Crawley

“Many thanks for getting the works completed. It has been exceptionally well received by our drivers and it is great to see the works completed. Looking forward to seeing how we can work together further to really improve the public transport experience. Thanks again. A great piece of work.”

Compliment from
Daniel Ward, highways management officer, City of London Corporation

Division
Term Maintenance

Employees
Justin Kaca, Ryan Hutchins, Vaggelis Ntonti, Catalin Dulhac, Gheorghita Chivu, Valentin Bala, Daniel Thomas

Location
Fleet Street, City of London

“I wanted to extend a big thank you to the two gangs that worked on the trench works for Keltbray around Fleet Street. Keltbray mentioned to me that the gangs working on these were the best they have ever worked with and that they were so helpful and super accommodating while other works were ongoing around site. I can't really put into an email the exact words used to express how good these guys were, but it was an absolute credit to FM Conway.”



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