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Construct



FOREWORD BY MICHAEL CONWAY



WELCOME TO AUTUMN'S CONSTRUCT. AS WE MOVE TOWARDS THE END OF 2013, IT'S BEEN GREAT TO SEE A STRONG VEIN OF INNOVATION AND NEW THINKING IN OUR WORK.

As a specialist in the south east's infrastructure, it's vital for us to use our perspective to push forward with smart techniques and better ways of working. We want to share what we're doing with our clients across the capital and beyond, and we've picked out projects that, we believe, have shown new and effective practices.

That innovation runs right through this company – and we've been working hard internally in a number of areas. Health and safety is a major focus. There have been reports of terrible accidents from other parts of our industry over the past months – the type that change people's lives, the lives of their families and colleagues. We run People First as a health and safety drive, but also as a philosophy for our guys to take onto site. Above all we're aiming to give our teams the support and confidence to talk to us and to each other about health and safety. That dialogue is crucial and we're ensuring the lines of communication are always open.

We're also continuing to look at how our fleet operates. As we own our own fleet, we're in a strong position to push ahead with improvements and, following the completion of our retrofit programme for cycle safety equipment, we've been looking at further ways to improve our service.

Finally, we've had terrific news that our new asphalt plant, Heathrow Asphalt, has been granted planning permission. Self-supply of materials is a crucial part of our business. It keeps cost down for our customers, and means we can supply materials when they're needed, where they're needed.

We're in a position where we can make decisions, back them and see them through to fruition. Heathrow Asphalt is a perfect example – but it's a characteristic of our company that that comes through at every level. I thoroughly hope you enjoy reading Construct. It's an exciting time for us as a company, our clients and our partners, and we'll be going from strength to strength as we head into 2014.

MICHAEL CONWAY
CEO FM CONWAY

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COMIC TIMING

This autumn, we reinstated Leicester Square's iconic Charlie Chaplin statue.

The bronze statue of the legendary comic actor had stood in Leicester Square for a number of years before being removed as part of a wider regeneration of the area in 2010.

While working on a nearby road, we were asked by Westminster City Council to help return the much-loved statue to its pride of place.

He now stands, quite aptly, outside one of the square's many cinemas where we hope he'll be very happy.



KEEPING TRACK

FM Conway has invested over £300,000 in upgrading its vehicle tracking system.

We will record the speed of our vehicles in real time using the new Enigma system, which includes a GPS tracker for generating automatic speeding reports based on the precise local speed limit.

We will identify bad habits and promote best practice to our drivers with the data, and will also use the system to reduce our fuel consumption. It will also help us to become more efficient in our driving by preventing excessive idling and by helping us to better schedule our journeys.

FM Conway carried out the lighting for Westminster's bridges to mark the birth of the royal baby, Prince George, on Monday 22 July, which saw the bridges lit blue for the arrival of royal family's newest addition.

DAZZLING TRIBUTE TO ROYAL BABY



We originally installed the lighting systems to Waterloo Bridge and the Golden Jubilee footbridge as part of Project Dazzle for the 2012 Olympics. At the time we built in provision for the lights to be changed, and set up a wi-fi system that would allow us to display different colours on different occasions.

So when Westminster told us that they wanted to celebrate the royal baby's birth by changing the lighting on the bridge to blue for a boy and pink for a girl, we got teams down to the bridges and within 15 minutes of the official announcement we had a fitting welcome to London for Prince George.

HEATHROW ASPHALT READY FOR TAKE OFF



“““

DAVID SMITH
development
director
FM Conway

This technically advanced facility will give our customers in west London the added security that we can provide them with on-demand access to high-quality materials around the clock.

WE'RE BOOSTING OUR MANUFACTURING CAPACITY WITH A NEW STATE-OF-THE-ART ASPHALT PLANT TO MEET THE NEEDS OF CLIENTS AND PROJECT PARTNERS IN WEST LONDON.

FM Conway is set to boost its asphalt manufacturing and recycling capacity by developing a new modern plant near Heathrow, Middlesex.

The £10 million 'Heathrow Asphalt' plant will enable the company to efficiently serve highways clients and partners in west London – providing 24-hour security of supply and the capacity to produce over 300,000 tonnes of asphalt per annum.

After planning consent for the new facility was received from the London Borough of Hillingdon in September we're aiming for the site to be fully operational by April 2014.

Network expansion

"Continued investment in our plant infrastructure underpins our self-delivery model and this technically advanced facility will give our customers in west London the added security that we can provide them with on-demand access to high-quality materials around the clock," says David Smith, FM Conway's development director.

"The new facility will boost our existing asphalt plant at Erith, which is now producing over 400,000 tonnes of asphalt per year. Erith has set a benchmark for asphalt recycling and Heathrow Asphalt will adopt this same operating model, helping clients to unlock the environmental and economic benefits which are derived from high-quality recycled materials.

"Producing our own materials, largely from recycled materials, means that we're in control of our own destiny as a company rather than being vulnerable to price fluctuations or material availability. It means we can be confident when it comes to our economic model and our environmental credentials," says David.

Reduce, reuse, recycle

In addition to asphalt production, the Heathrow plant will also feature aggregate crushing, screening and washing equipment to ensure the best use of all reclaimed materials. One third of FM Conway's volumetric mixer fleet will be based at the Heathrow site, providing both high and low strength concrete mixes to meet customer needs across west London.

Located next to the Grand Union Canal, the new plant will provide us with the scope to potentially use the waterway to transport aggregates in order to minimise truck movements. "At Erith we've successfully used the River Thames to transport aggregates, removing around 15,000 truck movements every year, so we know that using strategic waterways can help to significantly lower the embodied carbon of materials," adds David.

Below: A computer generated image for our plans at Heathrow Asphalt



FM CONWAY WORKED WITH THE LONDON BOROUGH OF CAMDEN ON A UK FIRST TO CREATE ATTRACTIVE, SAFE CYCLE LANES THROUGH INNOVATIVE 'LIGHT SEGREGATION'.

A BLUEPRINT FOR CYCLING

In the London Borough of Camden, FM Conway has implemented an innovative new 'light segregation' system, using street furniture to shape cycle lanes on Royal College Street, as part of a project that was completed this August.

The project replaces former cycling infrastructure and junction design, and is the first time the technique has been used for creating cycle lanes in the UK.

A break from convention

Royal College Street previously had just one cycle lane for both north and southbound cyclists, which was segregated from traffic by a kerb. This allowed for a wider carriageway, which consequently had a high level of speeding from motorists – with an average vehicle travelling at 29.8 mph, well in excess of the 20 mph limit.

The new format has been designed to reverse this trend, using street furniture to provide two-metre wide cycle lanes for both north and southbound cyclists, as well as more considered carriageway and junction design to better control vehicle movements. As well as the planters and 'armadillo' road bumps that separate cyclists from the main carriageway, parking bays have also been relocated to provide a form of protection for cyclists and leave space at the side of the road for the cycle lanes – and bus stops and pedestrian crossings have been relocated accordingly. John Futcher, team manager for public realm and planning at the London Borough of Camden, explains:

"We wanted to make it safer and more attractive for people to cycle. So when we reviewed the road design for Royal College Street, we wanted to see if we could adapt more conventional designs into something more innovative, something better. We've really achieved that at Royal College Street and the response has been fantastic."

Light segregation is fast and cost-effective to install, and provides safe conditions for everyone wanting to use the road.



"It has been even quicker to implement than we had envisaged. It could easily take three months to install a conventional cycle lane using a kerb, but you could theoretically do the same distance in as little as three weeks using light segregation. That has huge cost saving implications that could amount to as much as 80 per cent."

Collaborative working

A major challenge for the scheme was to balance the works with a high number of utility projects being carried out at the same time. Niall Lowney, senior contracts manager for FM Conway, oversaw the works:

"We communicated effectively with a number of stakeholders to ensure the plans could be carried out with as little impact as possible. We worked very closely with Thames Water to coordinate our work schedule, and consulted residents to minimise disruption. Another group was the local cyclists here. We carefully prepared our works so they could use the route as much as possible throughout the project.

"We can be incredibly proud of the scheme. We've been working in the borough since 2009, and that relationship was crucial for planning, getting involved early, and delivering a fantastic end result for people in Camden."

A blueprint for cycling

"We fully believe this could be a blueprint for other parts of London" continues John Futcher. "Provided the streets are wide enough, light segregation is fast and cost-effective to install, and provides safe conditions for everyone wanting to use the road.

"We've had terrific support from our senior management and political leadership to complete this scheme – and that has been essential. It was also great to see FM Conway getting enthusiastic about the works. They were committed, flexible, and the workers took a genuine interest in our vision for project."

IN CAMDEN



We can be incredibly proud of the scheme. We've been working in the borough since 2009, and that relationship was crucial for planning, getting involved early, and delivering a fantastic end result for people in Camden.

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NIALL LOWNEY
 senior contracts
 manager
 FM Conway



THIS SUMMER CONWAY AECOM TOOK TO THE NORTH CIRCULAR TO REMOVE, REPAIR AND REPLACE A 35 METRE FOOTBRIDGE LINKING LOCAL BUSINESSES AND COMMUNITIES EITHER SIDE OF ONE OF LONDON'S MOST IMPORTANT HIGHWAYS.



CONWAY AECOM: BRIDGING OUT





The timing of the project was carefully considered, and we took advantage of the school holidays to complete the job at a time when pupils would not need to use the bridge.



MATT SMITH
senior contracts
manager
FM Conway

The North Circular is one of London's most important roads. It is a major arterial route carrying large volumes of traffic, that runs from Kew in the west, as far north as Palmer's Green, before looping round to Barking in east London. Our structural teams recently renovated a 35 metre footbridge spanning its six lanes.

Since commencing the contract this April, the works to the A406 have been one of the highest profile projects on which we've worked – bringing into play our meticulous planning, speed of workmanship and close consultation with local communities.

The footbridge between Colney Hatch and Bound's Green, roughly a kilometre north of Alexandra Palace, links a number of different businesses and community facilities spanning both sides of the North Circular. These include Friern Bridge Retail Park to the north, and Hollickwood Primary School to the south, both of which require safe access across the road, and mean that the footbridge is very well used.

However, having first been built in 1975 the bridge had become worn, with deck plates that needed replacing, and uneven surfaces in some areas. Our brief was to remove the footbridge, restore it with new anti-skid surfaces and new deck plates, repaint it, and carry out other works to the highway to take advantage of the closure.

In the fast lane

In practice, delivering the works meant closing one of the busiest sections of London's road network. To keep disruption to an absolute minimum the project was carried out in five-hour overnight windows, within which the different sections of the 35 metre bridge - which spans a six-lane section of the North Circular - were removed and transported for restoration.

Matt Smith, senior contracts manager, for CONWAY AECOM, explains: "We worked within an incredibly tight timeframe so that traffic flow was disrupted as little as possible. Within the five hours of closure, between midnight and 5 AM, we had around an hour and a half of setting up, which gives you a slot of about three and a half hours to get everything done. We removed the bridge over two nights in July, and replaced it following the repairs, with works finishing on 6 September.

"Planning was critical. We worked very closely with our project partners, and had a strong dialogue with local stakeholders. The timing of the project was carefully considered, and we took advantage of the school holidays to complete the job at a time when pupils would not need to use the bridge. We also capitalised on the road closure by tying in the bridge restoration with other improvements. We modified the road's drainage, replaced the crash barriers for the central reserve, and upgraded the lighting. You have to make the most of the time available when you close down such an important part of the network, and that's exactly what we've done here.

"Overall, the project has provided essential maintenance work in a challenging environment, and it was great to get started on major structural works at such an early stage in the contract. We completed everything on time and to the right quality. Those are the minimum standards for work of this profile, and we're looking forward to supporting TfL with its upgrade work throughout north west London as the contract progresses."



LONDON'S HISTORIC SHOPPING DESTINATIONS ARE A KEY PART OF THE CAPITAL'S COMMUNITIES AND OVERALL CHARACTER. WE WORKED WITH THE LONDON BOROUGH OF LAMBETH TO BRING ONE OF ITS LANDMARK OUTDOOR MARKETS BACK INTO ACTION.

NEW LEASE OF LIFE FOR HISTORIC

Lower Marsh, near Waterloo Station, London's busiest rail terminal, has operated a street market uninterrupted for over 150 years and is also home to an eclectic range of independent shops, as well as homes and offices. The area has a rich history. Lower Marsh Street was first recorded in 1690 - and many of the alleys and courts to the side of the road still retain their original granite carriageway setts.

But in recent years the area has been held back by limited access and an unappealing streetscene which has contributed to the number of stall-holders dwindling. The former road layout was unwelcoming for visitors, resulting in low footfall in the area despite good transport links and a large number of local office workers.



We were commissioned to undertake a £1.5 million project to open up access to Lower Marsh and make improvements to the existing public realm and promote the road as a shopping destination - lifting its appearance and breathing new life into the historic area.

Realising potential

We installed around 4,000 square metres of high-quality granite setts and York stone paving to give the road a lift in keeping with the surrounding area, with acrylic sealant used on the roads to help protect the surface from spills from the market stalls. We also raised the level of the pavement to create greater separation between stalls and traffic.

Several elements of the project were aimed specifically at attracting stall owners to the area. An electricity supply has been installed under the paving with access sockets available for up to 35 of the market pitches. Our civils team was also involved in the project, installing underground bins to accommodate market waste without affecting the street-scene.



STREET MARKET

Our long-term goal is to turn Lower Marsh into a destination in its own right, like borough or Portabello markets.



Technical challenges

Given the busy, central London environment, planning and smooth execution were key. Ray Milner, senior contracts manager at FM Conway, explains some of the challenges faced: "Lower Marsh is a very narrow street that carries both road and pedestrian traffic. We had to keep the road open throughout the project to accommodate a large number of deliveries to local stores while maintaining a particular focus on safety on account of a local primary school."

Karl Flanagan, service delivery manager at FM Conway, continues: "Communication was a key part of making the project a success. We worked with Waterloo Quarter Business Improvement District, an organisation that represents local businesses, to produce a monthly newsletter to keep traders, shop owners and local residents updated on our progress. The project was delivered on time and on budget."

Open for business

The work at Lower Marsh is now complete, and conditions are proving far more attractive for retailers and passing trade. Steve Wong, project manager at Lambeth Council, explains: "When work began in September 2012 there were only five stalls operating on Lower Marsh. Now there are between 10 and 15 stalls open every day and we have built capacity to increase this to 55."

"Our long-term goal is to turn Lower Marsh into a destination in its own right, like Borough or Portabello markets. With a location next to London's busiest train station, a vibrant community and quality street-scene there is no reason why this cannot be achieved."



BRINGING LIFE BACK TO THE WANDLE

THE RIVER WANDLE IN SOUTH-WEST LONDON WAS ONCE A TRIBUTARY OF THE THAMES TEEMING WITH LIFE. FM CONWAY HAS BEEN WORKING WITH THE WANDLE TRUST ON A DEFRA-FUNDED PROJECT TO HELP RESTORE IT TO ITS FORMER GLORY.

With both interceptors now in place we anticipate that the water quality in the Wandle will have improved sufficiently by the winter of 2014 we hope to reintroduce trout to the river.



The River Wandle runs from one of its sources in Carshalton in south London to the Tideway at Wandsworth where it meets the Thames. It used to be a teeming ecosystem, home to a number of fish species including a population of wild Brown Trout, but industrialisation caused rising pollution and silt levels in the water that has meant this population has been lost.

We were commissioned by the Wandle Trust, a charity dedicated to restoring and maintaining the health of the river, to install silt traps on pipes running into the river with the aim of improving the water quality to a level where a sustainable fish population can be reintroduced.

Stopping the problem at source

A number of drains empty into the Wandle near its source. This rainwater runs over pavements and roads into storm drains, carrying large volumes of oils, silts and detritus into the river. We located these drains and used radar surveys to identify where we could install silt traps while avoiding existing underground utilities.

Two interceptors were installed at Denmark Road and Mill Lane. These 'Downstream Defenders' separate oils and silts out from the runoff, which can then be removed by our cleansing team, and allow only clean water to pass into the river.

A new challenge

Kwasi Mensah, senior supervisor at FM Conway, explains: "These interceptors are new to the UK and until now have been installed at conception when water outflows

are designed. Our project is one of the first examples of retrofitting interceptors into existing roads.

"Carshalton is a particularly old town with a large number of utilities that made finding interceptor locations difficult. Both were very deep and consequently under the water table, meaning we faced a technical challenge to keep our excavations dry, combined with minimising disruption to the road network."

Making the grade

Installation of the interceptors was completed in May 2013, and we'll be reviewing progress in a few months' time when the silt traps are first emptied. Toby Hull, catchment project officer at The Wandle Trust, explains:

"With both interceptors now in place we anticipate that the water quality in the Wandle will have improved sufficiently by the winter of 2014 we hope to reintroduce trout to the river which will be a fantastic achievement. Another goal of ours is to achieve 'good ecological potential' under the EU Water Framework Directive and these silt traps are a major step in making this possible.

"We've learnt a huge amount from our experience of installing these defenders in urban areas. I hope that fitting this technology to outflow pipes becomes more widespread in the future, and I'd encourage anyone who is interested to contact either myself, Hydro International or FM Conway to hear about our experience."

A LIVING WALL FOR DULWICH WOODS

WHEN FM CONWAY WAS CONTRACTED TO REPLACE A 120M STRUCTURE IN DULWICH WOODS, SOUTHWARK, THERE WERE MAJOR REPAIRS TO BE MADE. BUT IT WASN'T JUST ANOTHER BRICK IN THE WALL...

Dulwich Wood Park is a busy section of the A2199 bound on both sides by residential areas and community facilities. However, in recent years a wall separating local housing from southbound traffic had started to completely fail – partly as a result of volumes of traffic on the road which the wall had not originally been designed to withstand.

FM Conway worked with the London Borough of Southwark and Free4m Consulting to replace the brick wall with a new 'living wall' built from interlocking concrete components supported by engineered fill material. The structure, which faces the road on one side and a large residential estate on the other, has also been planted with ivy to provide local residents with a more pleasant environment that blends in with the surrounding area in a softer, more considered way.

"Detailed inspections of the existing structure were crucial in deciding the correct approach" comments Tony Parasram of Free4m consulting. "There were cracks in the wall, and in some areas it had rotated and started to move forward.



"We looked at options for a like-for-like brick replacement, as well as feasibility for strengthening some of the sections. But we developed a completely different approach using interlocking concrete blocks that was ultimately cheaper, more robust, and more attractive. The 'green wall' was comfortably the best option for residents – and the efficiency savings meant major benefits for the project as a whole."

The installation took just 15 weeks, considerably faster than the nine months it would have taken to construct a brick replacement.

Tony Hunter, contract manager for FM Conway, led the team delivering the scheme: "Innovation is crucial for finding faster and more effective ways of working, and the team really embraced that. The result has been fantastic and, as the ivy starts to come through, residents will have a new, fit-for-purpose wall that really adds something to the community."

The 'green wall' was comfortably the best option for residents – and the efficiency savings meant major benefits for the project as a whole.

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PEOPLE FIRST

FOLLOWING THE LAUNCH OF PEOPLE FIRST THIS SPRING, WE'RE PUSHING AHEAD WITH NEW INITIATIVES AND INVESTMENTS TO STRENGTHEN OUR PEOPLE'S HEALTH AND SAFETY APPROACH.



We're proud to have an excellent health and safety culture.



People First is our campaign for ensuring that everyone in our business prioritises their health and safety, the safety of their colleagues, and the safety of the public. Since its launch this Spring, we have inducted nearly 600 operatives, and we're now holding roadshow events to reaffirm the support we provide to everyone in the company – be it investing in new equipment, or responding to feedback when someone sees something that isn't safe, or could be safer.

That communication is vital, and we're working on new initiatives for ensuring that everyone in FM Conway – our supply chain or project partners – feels confident to identify potential improvements, and areas we can strengthen.



Over the coming months, we will introduce new and more efficient means of communication, specifically for getting feedback to our SHEQ teams and helping our people communicate with one another when there are improvements that can be made on site.

We're proud to have an excellent health and safety culture. People in our company know they have to uphold exceptional standards – and they do it for the right reasons. Now, the onus is on helping everyone here to identify where we can do better, and eliminate unacceptable risks.





IN THE PAPER AND ON THE ROAD

As part of our drive for higher standards across the business, speaking with people has been absolutely crucial, and we've been running a variety of different initiatives to get everyone in the company on board so they fully understand our aims and what we need from them.

Following our thorough reinduction programme, we've supported these sessions with information in our monthly staff newsletter, and even a special edition tabloid, 'The Conway People', which sets out our vision for health and safety. All of these materials set out our clear vision for safety in our business.

We've also been out meeting people in the business, and have now begun a series of events with our frontline teams. That face-to-face interaction, dialogue and

understanding is essential. The events are an important part of our communications, keeping people up to date with everything we are doing as a business, and with what we expect from them: excellence on London's roads and transport infrastructure. We'll be running these events right up until we break for Christmas and will be assessing and acting on feedback, and reporting on progress, in the New Year.

These initiatives have also been a great opportunity to show the investments and progress that we are making. We have a healthy culture in which people are able to make recommendations on improvements in the knowledge that we will act on their feedback. That's essential, and we're building on these events with further ways for our teams to identify where we can improve.

We've found it an incredibly valuable exercise in ensuring that everyone within the business is fully behind our vision for the company.

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REMOTE CONTROL

A NEW STATE-OF-THE-ART SYSTEM IS USING REAL-TIME TECHNOLOGY TO PROVIDE FURTHER PROTECTION FOR FM CONWAY'S LONE WORKERS.

Whether it's delivering plant to site or undertaking equipment repairs, lone working brings risks and it's vital that robust safety measures are in place. We're currently trialling a new lone worker monitoring system called 'Identicom' which provides real-time monitoring and communications assistance for our people.

How it works

Each operative is fitted with a GPS enabled device which will make an audio call to a central monitoring centre. The innovative system includes a 'man down' feature which alerts the monitoring centre if a worker is hurt and incapacitated.

The emergency services are immediately contacted and help sent quickly using a GPS tracker to locate the incident.

With operatives from across the highways industry reporting incidences of physical or verbal abuse from members of the public, the Identicom system will also play an important role in providing greater protection for our people. In the event of an incident, our operatives can make an audio call to the monitoring centre, where any unfolding events are assessed, recorded and an appropriate response escalated.

FM CONWAY AT THE HEART

TOGETHER WITH MERTON COUNCIL, FRIENDS OF THE EARTH, VOLUNTARY TREE WARDENS AND THE 5TH MORDEN BEAVERS, FM CONWAY CREATED A NEW BEE FRIENDLY HABITAT IN WILLOW LANE, AS PART OF A MAJOR RESTORATION PROJECT IN MITCHAM.

CREATING A BUZZ IN MERTON

The 'bee world' is part of Friends of the Earth's national Save the Bee campaign and provides essential food and shelter for bees as well as being a bright and colourful addition to Merton that will help to reverse the trend of declining bee populations in the UK.

It's a fantastic initiative and we'd like to thank the London Borough of Merton, all of our partners and, of course, the Morden Beavers for making this great addition possible.

We've also sponsored and supported the Wimbledon Village Fair this year to help raise money for the Wimbledon Guild, a charity that provides community assistance, counselling and care to vulnerable residents in Merton. It's a tremendous cause, and the fair had a record turnout with over 200 different stalls for visitors.

Hopes are high that the total raised will exceed last year's fundraising total of £27,000, and our thanks go to fundraising manager Anna Cullen-Crouch. We've had some great feedback already, and bookings have now started filling up for 2014's event.



We've had some great feedback already, and bookings have now started filling up for 2014's event!

OF THE COMMUNITY



FM Conway's apprenticeships programme shapes careers for the south east's engineering talent

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We look forward to participating in future events, and unlocking the energy and enthusiasm of London's young scientists and engineers.

UNLOCKING SKILLS IN CAMDEN

IT'S NOT JUST IN MERTON THAT WE'VE BEEN HELPING OUT LOCAL COMMUNITIES.

We believe it's crucial to help young people understand the opportunities available to them in construction and as part of this we have been heavily involved in projects across London, including The London Borough of Camden's 100 in 100 campaign.

This campaign aimed to generate 100 pledges from employers to take on a young apprentice, between the ages of 18 and 24, within 100 days of the campaign's launch in March 2013. In the end there were 122 pledges from 52 employers, including FM Conway, which is a great result and testament to the huge value of apprenticeships.

We also attended the Science Careers Fair at UCL in July, where Sharon Field and

Rob Collins manned the FM Conway stand, distributed leaflets and talked to pupils about the range of careers available to them in construction and civil engineering.

Many students had not realised the diversity of opportunities that are available in construction and we were particularly pleased by the number of female students who showed an interest in our stand.

These events are extremely important to the business and we aim to support the boroughs in which we work whenever possible. We're keen to reach out to people wherever we work, so please do contact us if you would like to discuss opportunities to develop your skills and career, or those of the people in your community or college.



CONWAY PEOPLE

EMPLOYEES OF THE QUARTER

WE'RE DELIGHTED TO ANNOUNCE OUR EMPLOYEES OF THE QUARTER, TWO EXAMPLES OF EXEMPLARY WORK THAT HAVE BEEN RECOGNISED AT ALL LEVELS IN THE BUSINESS.

↘ JAMES MERCER, delivery driver, Surfacing



JAMES' COLLEAGUES SAY:

"Nothing is a problem, and he willingly goes the extra mile."

"Always goes above and beyond his call of duty, always very helpful and polite."

"Without his devotion to the job the surfacing department would quickly grind to a halt!"

"Works very hard and never complains, keeping all of the gangs fulfilled with all their stores requirements."



↘ CRAIG MASON, plant and procurement co-ordinator, Buildings, Structures & Maintenance



CRAIG'S CO-WORKERS TOLD US HE IS:

"Always helpful, good work and excellent attitude."

"Deals with everything thrown at him with no complaints."

"He has risen to the challenge of iCON, maintaining our division's technical support with outstanding excellence, sharing tips and will go out of his way to help."

"He always endeavours to be helpful and a keen member of the team."



COMPLIMENTING CONWAY

"This is excellent news and shows how seriously FM Conway is taking the issue of cyclists and HGVs having to share the road together safely. Any modifications and measures that can be made to improve safety for road users and cut down on the possibility of injuries or accidents can only be a good thing."

Councillor Victoria Brocklebank-Fowler, cabinet member for transport and technical services at the London Borough of Hammersmith and Fulham, comments on the completion of our fleet retrofit programme.

“”

"I just wanted to send you a positive email, highlighting the outstanding efforts of Dom Perretta, Byron Waughman and Steve Lockyer. They have repeatedly gone the extra mile on all their jobs over the past two weeks. I would add that this includes their entire crews.

Everything that has been asked of them has been done and completed. Dom spent six hours trying to get a jetting hose out of a sewer when no one else could! For someone of his young age, he is proving to be a team leader of great value. Steve Lockyer has been continuously proactive in responding to all my requests on each job and this has made life so much easier and enabled us to complete jobs in time. He is shaping up to be a very good supervisor. Byron Waughman has been completing all his jobs each day without any fuss, he has just got on with them and is proving to be an outstanding camera engineer.

All I can say is please keep up the good work!"

John Bunce, planning supervisor at Metro Rod, compliments Dom Perretta, Byron Waughman, Steve Lockyer and the entire crew on an exemplary job.

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"I would like to offer my thanks and support for all the hard work that your workmen have been doing on Kempe Road London NW6 6SL changing our pavements.

They have been clean, tidy and hard working. Their supervisor Dean was also fantastic and helped me the other day to offload some new patio doors, something I couldn't have done myself as a mum with a small baby.

I can't speak highly enough of them and the new pavements look great!"

Resident Beth Serota sends her thanks to Dean Watson and his dedicated team for their hard work and courtesy on Kempe Road, Brent.

“”

“”

Construct

AUTUMN 2013



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**PEOPLE
FIRST**
GO HOME SAFE