

INSIDE THIS ISSUE

04 / LoHAC goes live

06 / Richmond's 'jewel in the crown'

12 / Perfect delivery at Tilbury Docks

18 / Conway people



SPRING 2013 | www.fmconway.co.uk

Construct



FOREWORD BY MICHAEL CONWAY



WELCOME TO CONSTRUCT. WE'VE PASSED A NUMBER OF MAJOR MILESTONES ALREADY THIS YEAR, AND IT'S DOWN TO THE ENDEAVOUR, PASSION AND PROFESSIONALISM OF OUR PEOPLE THAT WE'VE BEEN ABLE TO ACCOMPLISH SO MUCH.

Our joint venture – CONWAY AECOM – has seen the mobilisation of a new workforce, launching into action for the London Highways Alliance Contract. This is a fantastic partnership for FM Conway and I would like to congratulate again all those involved for the successful start of this new contract. The Alliance is a huge part of our future, and it was terrific to get underway.

We've also strengthened our team internally. David Smith joined us in March as development director, bringing a wealth of experience. He will be instrumental in developing our plans for a new asphalt plant, and strengthening our product range.

And we're redoubling our commitment to health and safety, as we roll out our new initiative, 'People First'. It's about helping our people to make health and safety a personal issue, for them, their co-workers and the public they work around. We have a robust safety culture, and we want to continue to do everything we can to make sure our people go home safe at the end of each day

It's still a tough economy out there. But with innovation and an unerring focus on customer service and quality, there is success to be had. New procurement models are helping us to work closer than ever before with our clients, as well as with others in our industry. And that's crucial. It's driving efficiency in our work, reducing duplication, and putting partnerships in place that improve standards across the board.

High standards and clear thinking have always defined us as a company, and we're passionate about taking these values forward as our business grows.

*High standards
and clear thinking
have always
defined us as
a company.*



MICHAEL CONWAY
CEO FM CONWAY

CONTENTS

3 NEWS IN BRIEF

4/5 LoHAC GOES LIVE

LANDMARK DAY
FOR LONDON
TRANSPORT



6/7 RICHMOND STATION
UPGRADE

'JEWEL IN THE CROWN'
OF A HISTORIC
TOWN CENTRE



8/9 DESTINATION
WIMBLEDON

BUILDING RETAIL
SUCCESS



10 STRENGTHENING THE TEAM

11 A NEW CHAPTER WITH THE
LONDON BOROUGH OF MERTON

12/13 TILBURY DOCKS

PORT PROJECT CALLS
FOR PERFECT DELIVERY



14 HEALTH AND SAFETY –
PUTTING PEOPLE FIRST

15 i-CON GOES LIVE

ON FRONTLINE
PROJECTS



16 HELICOPTER CRASH - VAUXHALL

17 CONWAY
COMMUNITY



18 CONWAY PEOPLE

19 COMPLIMENTING CONWAY



ZERO WASTE

This Gold Zero Waste Award is a testament to our commitment to recycling and sustainability.



FM Conway has been awarded a prestigious 'Gold Zero Waste Award' at The Zero Waste Awards. We were the only entrant to receive the Gold standard accolade which recognises the initiatives, achievements and progress that companies have made in waste reduction and prevention.

We have implemented a number of large initiatives to further improve our sustainability credentials in recent years. Our commitment to recycling – both for producing asphalt, and for making use of wider arisings from our work – underpins everything we do, and the award is testament to our delivery.

UKAS ACCREDITATION

FM Conway's research and development laboratory, led by technical manager Mark Flint, has received formal approval to test materials from the United Kingdom Accreditation Service (UKAS), the Government's national accreditation body.

Following the award we are set to provide local authorities and construction companies with a new laboratory service to test the performance and quality of asphalt, concrete and aggregates.

The laboratory will also continue to test our own asphalt and aggregates product ranges as well as helping us to drive forward with advanced research and material innovation as part of our new product development programme.



ROOTS IN THE COMMUNITY

We've announced a new link with environmental charity The Tree Council. Our teams will work closely with the organisation's volunteer tree wardens to safeguard trees throughout our highways and public realm work.

The Tree Council is the UK's lead charity for trees in all settings, urban and rural. Across the UK, its 8,000 Tree Wardens organise activities, fundraise, research and advise on trees and related topics to promote their importance in their local communities.

Our partnership will mean that London's Tree Wardens will be available to advise FM Conway project teams with a view to minimising the impact of any works on street scene trees.

OUR JOINT VENTURE WITH AECOM – CONWAY AECOM –
DRAWS ON BOTH OF OUR COMPANIES’ STRENGTHS TO HELP
US WIN WORK IN AN INCREASINGLY COMPETITIVE MARKET.

LONDON’S HIGHWAY ALLIANCE CONTRACT GOING LIVE

1 April marked a huge milestone for us as the go-live date for the JV and the London Highways Alliance Contracts (LoHAC).

We’ve worked incredibly hard to ensure that we’ve been prepared, and able to hit the ground running. Both the JV and the LoHAC framework are a key part of our future as a company, and encapsulate the fact that our industry is aspiring to higher standards across the board – with clients pushing us to achieve more, and contractors responding through innovation, shared working and a first-rate understanding of the industry and its challenges

Our partnership with AECOM is a perfect example, and we’ve shown already that we have a first rate offer through our appointment to LoHAC. It’s a huge opportunity for us to showcase the rigour, expertise and attention to detail that we apply to all of our projects. The framework is a big step forward for transport in London, and all of the partners involved are committed to sharing best practice across the capital. FM Conway has a huge amount to offer and we’re passionate about delivering transport infrastructure for the capital for years to come.



Going live: John Holliday and
Andrew Hansen with Dana Skelley

TfL site visit

A key part of the LoHAC alliance is to share industry-leading practice with all of the partners. It's an important element of TfL's intentions for greater efficiencies and for collaborative working for the capital's highways.

We're at the heart of that effort. We've recently held a tour of our recycling and manufacturing facilities, both at Erith and Crayford. Our commitment to recycling, careful management of the materials that arise from our projects and the infrastructure we have built to support our vision mark us out from the wider industry.

Representatives from TfL, and the broader project partners, were able to visit the facilities we have developed, and gain an insight into the infrastructure and processes that have underpinned our success.



1

Images:

- 1: Sharing success: the London Highways Alliance at our recycling plant
- 2: The framework aims to spread best practice in London
- 3: The Erith plant and jetty



2



3

A key part of the LoHAC alliance is to share industry-leading practice with all of the partners.

“”



'JEWEL IN THE CROWN' OF A HISTORIC TOWN CENTRE

RICHMOND TOWN CENTRE HAS BEEN UNDERGOING PUBLIC REALM REGENERATION FOR A NUMBER OF YEARS, AND THE PEDESTRIANISATION OF THE AREA IMMEDIATELY IN FRONT OF THE STATION IS THE FINAL, AND MOST IMPORTANT, CHANGE TO TAKE PLACE.

Richmond in south west London has a busy and characteristic town centre which hosts a range of shops, leisure facilities and public space.

Our work there stretches back to January 2012, comprising a total refurbishment of the town centre public realm including new road surfacing, widening pavements and creating pedestrianised areas.

The central element of the project is the area in front of Richmond train station which is being redeveloped into a public square.

This new space will improve access to the nearby bus stops and taxi rank, especially for elderly and disabled people who previously would have to step down into the road and pass between traffic to access the bus shelter. The change also takes standing traffic away from the area directly in front of the station and makes the nearby town centre more accessible.

Promoting pedestrian movement

Andrew Darvill, assistant director of environment at Richmond Council, outlines the vision for the area: "This new area outside the station is the 'jewel in the crown' when it comes to our public realm works, a centrepiece which gives a great first impression of Richmond town centre. We're using high-quality granite and York paving throughout which will give the existing area a huge lift and will complement all of the work we have been doing in Richmond.

"Creating an open, pedestrianised space will make it easier for people to move from the station to local busses and taxis and will be an impressive public square in its own right. The new space will encourage more people to proceed from the station to the high street along the wider pavements which we have installed.

"This project creates an attractive open space with better links to the town centre and we are bringing transport and retail closer together, something which is crucial for all of Richmond's stores. The works in front of the station are the final element of the project which will ultimately deliver a huge boost to the whole town."

Lawrence Bowen, contracts manager at FM Conway describes some of the challenges faced by working in such a busy area: "Stations are busy areas and when working in any transport hub, in close proximity with traffic and members of the public, it is important to deliver results while maintaining the safety of both our employees and the public. It is also essential to deliver the project as quickly and efficiently as possible to minimise the disruption to people's daily commute."

FM Conway's work includes installing granite and York stone paving in Richmond as well as benches and trees in the new public space.

This new area outside the station is the 'jewel in the crown' when it comes to our public realm works.

“”

ANDREW DARVILL
assistant director
of environment at
Richmond Council

Building retail success

LONDON'S HIGH STREETS AND TOWN CENTRES ARE INTEGRAL TO ITS INFRASTRUCTURE. THEY'RE LOCAL, CONVENIENT, AND SHOULD BE A FOCAL POINT FOR COMMUNITIES BY OFFERING ATTRACTIVE SPACES FOR RETAIL, LEISURE AND SOCIAL ACTIVITIES.

DESTINATION WIMBLEDON

Many London boroughs are targeting major upgrades to their town centre environments and FM Conway is providing a combination of intuitive design and frontline delivery across the capital to bring local residents back to local high streets.

Destination Wimbledon

FM Conway worked with the London Borough of Merton to deliver Destination Wimbledon – an urban realm improvement scheme completed ahead of the 2012 Olympics to improve the use and aesthetics of Wimbledon town centre.

The £3.1m project was conceived to open up Wimbledon town centre to pedestrians and cyclists through environmental measures, developing public space and creating a safer environment in five key areas, including major junctions and the forecourt to Wimbledon station.

One of the project's initial justifications was a study, carried out in 2008 by the local Chamber of Commerce and Civic Forum, that identified the area's poor pedestrian environment as a barrier to business success.

FM Conway's work on the project included the upgrade works to the forecourt of Wimbledon station, which was transformed into a pedestrian area with attractive paving, LED lighting and new street furniture. Major junctions were also transformed, and FM Conway worked in partnership with Merton from an early stage to turn the area into a thriving town centre.

Luke McFarlane, senior contracts manager for FM Conway, oversaw the project:

"At Wimbledon we've created better quality and wider footways; improved crossings and provided more seating. One of the biggest changes has been to bring the entrance of the station back into public space. It's now a civic square and the first impression people have of Wimbledon town centre. Having previously been a congested drop-off point – it now provides a safe, attractive and intuitive link between transport and commercial and retail areas.

"The square is also a great space in its own right. Seating was absent in the town centre before, and we've adapted the area so it can now be used for a spot of lunch, stopping while shopping or waiting for people at the station. The space really comes to life at night with the feature lighting and public art."

The scheme has delivered tangible benefits. Paul McGarry, manager of the borough's delivery team (futureMerton), explains:

"Wimbledon has always had a great town centre, but it's been very car orientated. It's a linear centre which was more vehicle-dominated, rather than valuable public space, and we wanted to reverse that trend so shoppers and visitors would have a greater experience and increase dwell time in the town centre.

"The public realm sets the tone for local retail and leisure services. Attractive, safe spaces are vital and we've seen quick changes since we completed the works on Destination Wimbledon. For example, we've had new occupiers, including Waitrose and Pret'a'Manger which add to the vitality of the streetscape. It's a huge upgrade for the area and a key part of Merton's plans for bringing people into Wimbledon town centre to ensure its ongoing success."

One of the biggest challenges has been to bring the entrance of the station back into public space.





“““

PAUL McGARRY
manager of
the borough's
delivery team

We've had new occupiers, including Waitrose and Pret'a'Manger which add to the vitality of the streetscape. It's a huge upgrade for the area.



GEARING UP AT HERNE HILL VELODROME

THIS SPRING WE HAVE BEEN WORKING AGAINST THE CONDITIONS TO DELIVER IMPROVED FACILITIES AT HERNE HILL VELODROME, THE ICONIC OUTDOOR CYCLING TRACK IN SOUTH EAST LONDON WHERE BRADLEY WIGGINS STARTED HIS RIDING CAREER.



“““ *These works mean we can offer more children, from more diverse backgrounds, an opportunity to learn track cycling.*



The contract includes the construction a 250 metre junior track, which is now near completion, and new hard-standing areas. It also encompasses the installation of low-energy lighting on the main velodrome – the first time the track will have been lit in its 122-year history.

Constructed in the 1890s, Herne Hill Velodrome is one of the last remaining venues from the 1948 London Olympics and the new track improvements will help to transform it into a multi-use community facility.

Work has been flying by at a pace and is being delivered on behalf of the Herne Velodrome Trust as part Southwark Council's Olympic Legacy Project.

Hillary Peachey, Chair of the Herne Hill Velodrome Trust, said: “These works mean we can offer more children, from more diverse backgrounds, an opportunity to learn track cycling. There will be more sessions for women to take up riding, and more time for non-conventional and less able cyclists to discover the freedom of riding in a safe and welcoming environment. And we can at last offer better facilities to those elite riders who train and race at Herne Hill, inspiring the next generation.”

David Smith has joined us as development director to strengthen our asphalt manufacturing capability and product range.



STRENGTHENING THE TEAM

His appointment comes at a key time for us, as we look to expand our asphalt recycling offer through the development of a new £10 million plant at Bull's Bridge, Hayes.

David brings over 30 years of industry experience from roles at companies including Foster Yeoman and Aggregate Industries and was most recently managing director of mineral recycling firm Francis Flower Group.

Michael Conway, chief executive officer for FM Conway, comments: “The ability to produce our own range of materials is key to our success. It gives us full control over our supply, allows us to cut input costs and, crucially, give security of supply to our customers. Our approach is also highly sustainable.

“David brings a wealth of technical experience for road construction. He will help us to expand our already-successful business model as we target growth in west London, while further sharpening our offer for clients.”

David Smith comments: “It's great to be a part of FM Conway's ambitious plans. The company has an outstanding track record for delivering highways maintenance and civil engineering through careful management of waste materials and investment in sophisticated infrastructure. It's exciting to be part of that vision as we expand our offer to serve a wider market with new, innovative approaches to the highways industry and built environment.”

GOOD PROCUREMENT IS VITAL FOR HIGHWAYS WORK AND THE WIDER CONSTRUCTION INDUSTRY.

A NEW CHAPTER WITH THE LONDON BOROUGH OF MERTON

Good procurement sets the tone for working relationships and has the potential to create a healthy dynamic between supplier and client. In practice, however, there have been recent reports across the highways industry implying that procurement is failing to provide structures in which creative, successful engineering can thrive.

Some models, though, are succeeding, and are highlighting the value of long-term partnership working, and the need for there to be demands on both sides in any project relationship.

The London Borough of Merton

The London Borough of Merton has awarded us a 5-year contract with a possible 2-year extension, extending our 32-year working partnership for Merton's highways works and term services.

Work began under a new contract in September 2012 that will see us working together until at least 2017 and, as part of the contract, we've put in place Key Performance indicators (KPIs) that have to be met, and set our commitment to excellence in stone.

For example, they include quantifiable measures such as timescales for delivery and a target to recycle 95 per cent of materials that are taken outside of the borough. It also includes more qualitative factors like customer care. FM Conway must keep complaints from the public to an absolute minimum – a challenging brief given the visibility and potential for disruption in term maintenance work.

These are targets we're happy to take on. We pride ourselves on gold standard delivery and building that into the contract is great for both parties.

In return Merton has taken on five soft performance indicators outside of the contract. For example our estimates must be within ten per cent of the final invoice total. To make this possible, the borough has taken on a target to ensure that full information is provided for every job.

It's a model that drives excellence on both sides as Mario Lecordier, head of traffic and highway services, explains: "Traffic and highway schemes come under immense scrutiny. They're very visible to the public and the new Highway Works and Services Contract with FM Conway is one of the highest value contracts that the Council has.

"FM Conway understands our pressures. They have been co-located with us for a number of years now and will continue to be over the course of our new contract. It's hugely important to us and means that when we are under pressure to deliver some of our key priorities, the team is there to help resolve any problems before they have a chance to impact on the project. A relationship like that doesn't happen overnight and it takes time to build the right environment to harbour trust and mutual respect.

"Our new contract with FM Conway shows ambition on both sides. We're both organisations that want to push the boundaries to deliver better services and by setting standards into our agreement, we're both committing to a framework that will foster results.

"It's a healthy relationship which removes the blame culture you sometimes see in Term Service Contracts and allows us to work in partnership to achieve our shared objectives. We know client and contractor both have to perform in order to give value to residents – and that's what we're committed to in Merton."

We know client and contractor both have to perform in order to give value to residents – and that's what we're committed to in Merton.

“”



A MAJOR CIVILS PROJECT AT ONE OF LONDON'S BUSIEST PORTS CALLED FOR FIRST CLASS DELIVERY AND A FLEXIBLE APPROACH TO ENSURE THAT A CONTAINER TERMINAL COULD REMAIN FULLY OPERATIONAL THROUGHOUT THE WORKS.

PORT PROJECT CALLS FOR PERFECT DELIVERY



JOHN NIGHTINGALE
project manager
FM Conway

We successfully delivered the project in just five months and importantly completed it on programme and on budget.

Located on the River Thames, the Port of Tilbury is a major, strategic port providing fast, modern distribution services for London and the South East. The London Container Terminal, which is situated within the port, is London's only true deep-sea container terminal and handles over 500,000 boxes a year.

FM Conway's civils division was appointed to deliver a £1.1 million package of works at the terminal to help owner and operator, Forth Ports integrate container handling across both its deep-sea and short-sea operations at Tilbury.

Our brief was to construct a new fully automated joint gate for the port's integrated deep sea and short sea terminals. This required a wide range of works including site clearance, construction of a 2,000m² of concrete apron, a new five-lane steel canopy, 13,000m² of asphalt surfacing together with associated earthworks, sub-base preparation, drainage, linemarking, ducting and lighting.

Delivery with added flexibility

With 140 lorry movements every hour going through the London Container Terminal, it was essential that it could remain operational at all times. "Throughout the works, FM Conway understood our commercial need to provide access and egress for traffic serving both our deep-sea and short-sea terminals," says Ian Wright, civil engineering manager.

"Working closely with ourselves and design consultant, Haydn Evans Consulting, they were able to adapt their approach, carefully schedule works, effectively plan traffic management as well as carrying out activities such as surfacing at night to minimise any disruption," added Ian.

Integrated working

According to John Nightingale, FM Conway's project manager who led the site team, this was a team effort not just between client and design team but it also saw FM Conway surfacing, linemarking and cleansing divisions all working together. John says: "Because we have all of these services in-house we didn't have to subcontract any part of this project, helping to reduce costs for the client and remove any multiple profit margins from the supply chain.

"We successfully delivered the project in just five months and importantly completed it on programme and on budget," said John.

Reduce, reuse, recycle

The works at the London Container Terminal also demonstrated sustainable best practice. Because of early engagement with the client we were able to recycle arisings from the surfacing works and reuse the material as sub base material. This approach, which is based on the company's philosophy of 'reduce, reuse and recycle' saved finite raw materials and prioritised ways to minimise waste from the excavation works.





PEOPLE FIRST

FM CONWAY IS BUILT AROUND PEOPLE. THEY'RE OUR MOST VALUABLE ASSET, AND WE'RE LAUNCHING A NEW INITIATIVE TO FURTHER STRENGTHEN OUR HEALTH AND SAFETY CULTURE.

We work in the heart of communities, often in close proximity to the public and heavy-traffic areas. That makes commitment to health and safety paramount. It's our number one priority, and we've got a strong track record that's testament to the rigour and professionalism of our staff. To build on this, and to ensure health and safety remains at the heart of our business, we will be launching a new initiative, **'People First'**.

It's a reinvigorated approach to health and safety that reasserts our commitment to the safety of the people we work around, be they members of the public or people from our business.

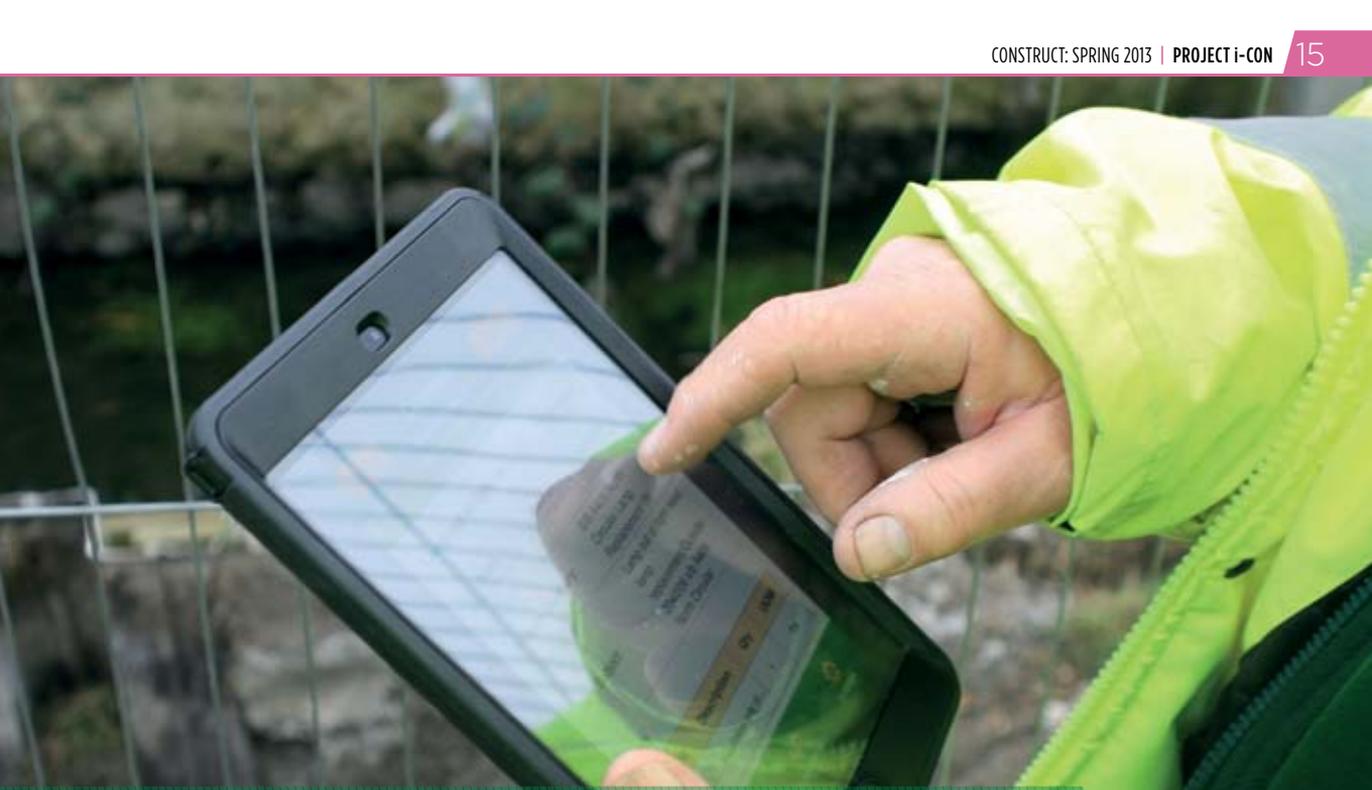
It won't be a list of new procedures and requirements. Instead, People First sets out our commitment and gives everyone in the business the tools they need to protect their safety, the safety of their co-workers and the general public. It reinforces our comprehensive safety measures and ensures that we put people first in everything we do.

People First is about building a stronger culture for safety. We see this as a break with traditional approaches to health and safety which are driven by corporate targets. We encourage all of our staff to make health and safety their personal priority and, above all, to work together to make sure we all go home safe after a hard day's work.



**PEOPLE
FIRST**
GO HOME SAFE





i-CON GOES LIVE FOR FRONTLINE PROJECTS

ED LYNOTT, HEAD OF IT, REPORTS AS i-CON GOES LIVE FOR FRONTLINE TEAMS

FM Conway is rolling out its i-CON system for frontline project works for the first time, as a key part of the company's wider progress towards using IT to monitor, deliver and communicate operations.

The rollout will see a controlled, initial trial in which teams will use apps on 20 iPad Minis to send and receive project updates and detailed briefings on required works.

The i-CON programme, which is being delivered to create a live electronic record of every aspect of the business, will grow to span the breadth of the company, giving clear visibility and control for key information. To date, the IT team has been working with selected FM Conway divisions to implement i-CON across the company.

Ed Lynott, head of IT, explains: "i-CON has already given greater visibility for our core financials, our inventory, project models and customer relations. It gives direct access to critical information – and that's vital for ourselves and our clients as we seek to provide instant and up-to-date information.

"Now, with the start of the LoHAC contract, we're launching i-CON for front-line project delivery for the first time."

Throughout February and March FM Conway finalised trials with iPad Minis, which will be used on site to provide teams with all of the information they need for responding to, delivering and reporting on jobs. It's a big upgrade to how FM Conway, and its clients, communicate with front-line teams, and arguably the most visible example of its company-wide ambitions for using IT to manage and deliver operations.

Ed continues: "In time, it's our ambition for all FM Conway projects to be delivered this way. We need to be flexible and will have to adapt to coordinating work in new ways. But we're on a clear trajectory towards this level of management control for all of our projects. It's a real driver for our clients. They're challenging us to develop solutions like these and we're taking those challenges on, leading the industry in the services we provide."

It's our ambition for all FM Conway projects to be delivered this way.

“”

HELICOPTER CRASH - VAUXHALL

ON 16 JANUARY 2013 A HELICOPTER CLIPPED A CONSTRUCTION SITE CRANE AND CAME DOWN IN FRONT OF THE WENDLE COURT BUILDING IN WANDSWORTH ROAD, VAUXHALL.

This tragic accident resulted in two deaths and caused travel chaos on a busy London road. An FM Conway team was on hand on the day to help redirect traffic, with swift repairs made to the road two days later to get it open again as soon as possible.

Cliff Davies, traffic safety and control officer, and his team were working within earshot of the accident when it happened on Wednesday morning. Keen to assist if possible, the team closed the job that they were working on and attended the site. Arriving at the scene, Cliff and his team noticed one police officer who was trying to redirect traffic alone and offered their help in closing the road. The FM Conway team provided the police with cones and signage to help close the road and take traffic safely away from the scene of the accident.

Two days later, following police investigations, FM Conway was called in to make repairs to Wandsworth Road and get it open again as soon as possible. Rob O'Grady, specialist surfacing manager, received the call from Lambeth Council on Friday morning at 9am, and within two hours he had gathered together a team of four operatives.

The road had suffered scarring and some impact craters at the point of contact. There was also a large amount of plastic melted onto the road where a car, which had caught fire, had burned itself out.

The team used a specialist technique known as Rhino-Patch to reconstitute the road surface and relay it to its former state. Where necessary fresh material was added to fill holes in the road and in total around 25m² was repaired. Within three hours the work was complete and the road handed over to London Borough of Lambeth ready to admit traffic.



TEDDINGTON PARISH HALL

THIS FEBRUARY, WE WERE DELIGHTED TO LEND A HELPING HAND TO A LOCAL PARISH HALL WHOSE CAR PARK WAS IN NEED OF REPAIRS.



We really can't thank you enough. We feel very blessed to have received such generosity.



We resurfaced the car park and garden path of Teddington Parish Hall, in south west London, after churchwarden Anne McTear wrote to us for support, having seen our term maintenance teams working in the area. The works have improved access for the hall, especially for the elderly and disabled visitors, and have increased the safety of the area outside of the hall for the church's local playgroup. After the works were completed, Anne McTear said: "I've just been again to see our beautiful, speedily completed car parking area and garden path. They are far beyond our expectation and will be the most treasured patches of tarmac in Britain!"

"On behalf of the parish, the hall users, the elderly congregation members and the playgroup, thank you so much for the wonderful work of your very friendly crews and your personal attentiveness to our modest project." Sally Allen, leader of the hall's playgroup, Playwam, added: "I would like to add Playwam's own special thanks for re surfacing the garden path."

"Our children use the outdoor area on a very regular basis, and the previous surface was wearing rather low and lumpy! We are thrilled that it is now restored, smooth and safe. The children will most certainly enjoy scooting around now without fear of a trip up!"

The Reverend Joe Moffatt, Vicar, St Mary with St Alban, Teddington, said: "The parking area will make a true difference to all the community groups that call the hall home and our less able church goers have already felt a tremendous benefit. The Playwam playgroup too are hugely delighted with their flat, safe and smooth garden path which will no doubt receive quite a workout from very many trikes and scooters tomorrow morning."

"We really can't thank you enough. Though desperately wanting to carry out this project for some time, we would never have achieved such a perfect result without you. We feel very blessed to have received such generosity."

The Lambeth float in the London's New Year's Day Parade was provided by us along with a driver and supported by Andy Sparkes. This year, the float took its inspiration from Brixton market. The event has become a real fixture in our calendar and we're proud to support it.



NEW YEAR'S DAY PARADE IN LONDON



GREAT PEOPLE, GREAT WORK

200 years' experience in one photograph. Left to right: Mark Pitcher, Paul Williams, Martin Phipps, Darren Brown, John Murphy, Michael Conway, Roy Hedderman and Patrick Murphy

OUR PEOPLE UNDERPIN EVERYTHING WE DO, AND WE'RE PROUD TO HAVE GIVEN LONG SERVICE AWARDS TO SEVEN STAFF FOR REACHING 25 YEARS OF HARD WORK.

OUR CLIENTS AND PARTNERS KNOW US BY OUR MOTTO: *GREAT PEOPLE, GREAT WORK* – AND OUR LONGSTANDING STAFF ARE TESTAMENT TO EXACTLY THAT. CONGRATULATIONS TO OUR LONG SERVICE TEAM MEMBERS, PICTURED HERE WITH MICHAEL CONWAY.

PAUL WILLIAMS joined Tarmac's London Paving division in January 1987 as a trainee, progressing to become a site engineer in the City of London at Byward Street. In December 2002, London Paving was sold to FM Conway and all staff and operatives were TUPE'd across. He spent his first two years as contracts manager back in the City of London and has since completed many projects including Fremlin Walk, Maidstone.

DARREN BROWN joined FM Conway in 1987 at the tender age of 16 as an apprentice. Living on Oakfield Road, Penge (next to the FM Conway depot), he loved working on the company's small vans, "even waiting outside for them to come in to the yard". Since then Darren has worked his way up, being promoted from fitter to his current role as service manager.

JOHN MURPHY started with Hammersmith and Fulham Council as a mason paver in 1987; he then successfully applied for the foreman's role in 1994, where he was promoted to works supervisor. During 2007 he acted as the works manager and in 2009 he was TUPE'd over to FM Conway as a supervisor after we won the term maintenance contract in Hammersmith and Fulham.

PATRICK MURPHY joined TE. Beach Contractors in 1988, following his father who had been with Beach since 1960 and his brother Paul before him into the company during the CATV explosion of the mid to late 80s. Together they formed a cable ducting gang working for the next few years all over London. They also provided patching in Thamesmead, Bexley and Bromley. When his father retired, Patrick and Paul spent the next decade paving in Lambeth. In 2007 Patrick was TUPE'd over to FM Conway. In 2009 Patrick was asked to supervise a difficult reactive maintenance contract in Lambeth, which he now heads and has increased to cover sign maintenance and parking sign schemes totally single handed.

ROY HEDDERMAN joined FM Conway in November 1986 and was an intrinsic part of developing the award winning transport fleet. Now working for us on a part time basis, he balances his contribution to the business with some early morning golf and spending a bit more time with his wife, children and grandchildren.

MARTIN PHIPPS joined Tarmac in September 1987 as a site engineer working on a variety of projects including the notorious Twyford Down cutting for the new M3 extension. In 1997 he transferred to London Paving and in 2002 came to FM Conway along with the rest of the London Paving team. He has since been involved with many projects including the award-winning Old Bailey Street Scene Scheme.

MARK PITCHER has been with FM Conway since April 1997 when he was TUPE'd from SITA in Bromley. Initially, Mark worked as Dave Cunningham's apprentice, and during his career he has also worked with Graham Ralston and his dad Bob Pitcher who retired from FM Conway recently. In recent years Mark has been working in Bexley as a Supervisor.

We're proud to have given long service awards to seven staff for reaching 25 years of hard work.



COMPLIMENTING CONWAY

"I am writing to convey our appreciation of the way in which you and your contractors, Conways, planned and carried out the work on our crossing. You responded to our initial concerns and we were sent due and clear notice of your revised plans that took full account of our interests and those of the Church. The work was planned to allow access up until 9.30am and after 3.30pm. It was started and completed efficiently within the time limits set and has provided a much improved and attractive crossing."

Bychurch End Residents Association writes to Richmond upon Thames' highways department to thank our teams for their work in Teddington.

“”

“”

"It would have been very wrong of me not to thank you for your efforts on our behalf here in St Pauls Road. The pavement workers have just left and we now wait for the final tarmac touches tomorrow. I would like to put on record the dedication and skills of those lads who carried out their labours, in some truly bloody awful weather, with diligence and good humour."

A local resident writes to Brendan Stone, group engineer for highways and management for the London Borough of Richmond upon Thames, to praise the work of the FM Conway team for their work at St Pauls Road.

"I've just spoken to Mr Olav who lives in Mercers Road and he is partially sighted. Mr Olav has complimented the operatives by saying how helpful they were during the works on Tufnell Park Rd near Dalmeny Rd. The operatives spotted Mr Olav and helped him negotiate safely around the barriers protecting works. Please pass on our thanks to the operatives concerned."

Min Yee Cheung, senior engineer for the London Borough of Islington, passes on the thanks of a local residents helped by our gang working at Mercers Road, Tufnell Park.

“”

“”

I must commend your driver. Great cycle awareness and road positioning. Honestly a model driver.

Twitter feedback from **a London cyclist.**

“”

Construct

SPRING 2013

Cover image courtesy of Samuel Ashfield



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

Tel: 020 8636 8822

www.fmconway.co.uk