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Construct



FOREWORD FROM MICHAEL CONWAY



IT'S NOW BEEN TWO YEARS SINCE THE UK FORMALLY ANNOUNCED ITS DEPARTURE FROM THE EUROPEAN UNION AND DISCUSSION IN OUR INDUSTRY REMAINS DOMINATED BY BREXIT.

We shouldn't underplay the impact and – like any prudent business – FM Conway has been preparing for a number of potential scenarios, so that we can ensure the continued delivery of core services for our clients.

Some things, however, are certain. Whatever the outcome, our infrastructure will continue to play a pivotal role in the health of our society and economy – from the vital transport links that connect friends, families and businesses, to the high street hubs that bring communities together and to the roads and services that keep our towns and cities running.

As an industry we need to continue to protect and enhance these vital assets, not just beyond Brexit, but far into the future. Innovation remains key – both in the way we work and the materials we use to build and maintain infrastructure networks. On page 6 our aggregates and asphalt team explain the investment we're making in our materials research and product development capabilities to build resilience into our highways, helping to meet new challenges and ensure the long-term sustainability of our sector.

A drive to do things better is one part of the puzzle. We must also share skills and expertise – both within our business and outside it, pooling knowledge and resources to deliver schemes more efficiently.

I'm proud to see this approach being put into practice by our business on the strategic road network, following our appointment to Highways England's Category Management Pavement framework last year. Our surfacing division has completed its first project on the M5, working closely with a range of partners to coordinate comprehensive surface renewal works on this key route connecting the Midlands and south west of England (pages 4-5).

Meanwhile, collaboration between multiple FM Conway divisions has seen us successfully self-deliver a two-way traffic conversion scheme in the heart of London's Marylebone – one of our largest traffic management projects since the London 2012 Olympics (pages 10-11).

These core strengths stand our business in good stead to weather any ups and downs ahead. Looking forward, we have a strong pipeline of work across divisions, reflecting the value that we bring to projects.

I'm confident that by continuing to push for new and improved ways of working, capitalising on the talent of our people and partners we will deliver great work – for our customers and the communities they serve.

MICHAEL CONWAY MBE
CEO FM CONWAY

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HOME RUN WITH KENT COUNTY COUNCIL

FM Conway has won a two-year contract to provide pothole repair services with Kent County Council as part of the council's wider 'pothole blitz' initiative.

The business will draw on its materials expertise and local manufacturing network to service the contract, worth approximately £1.5 million to April 2021. Materials will be self-delivered from Erith asphalt plant to drive cost efficiencies for the council. FM Conway will also seek to increase the recycled content in surface course mixes for Kent's roads to support environmental best practice. The works are especially important during winter months when wet weather and freezing temperatures can raise the risk of potholes.

FM Conway's surfacing director, Paul Padfield, said: "With our climate becoming increasingly extreme and unpredictable, our works will cover both reactive pothole repair works and planned maintenance to ensure we are delivering a complete service for our client and offering the best experience to road users.

"This is a milestone win for FM Conway: not only does it showcase our continued geographical expansion outside of London, but it is also testament to our surfacing expertise."



CHAMPIONING TALENT

The business' First Line Managers programme, a dedicated training initiative to support colleagues responsible for managing delivery teams, is going from strength to strength with 88 people now enrolled.

The programme provides vocational qualifications, management and customer service skills and compliance training for topics such as site safety. FM Conway CEO, Michael Conway, visited the Southwark Construction Skills Centre (SCSC), where the training is being delivered, to understand more about how it is benefitting teams and clients.

Michael commented: "Our people are our greatest asset and we work hard to provide the best opportunities in terms of training and career development. Our partnership with the skills centre ensures that we are providing world-class training to our talented workforce, and I am extremely proud to witness first-hand the progress and success of our supervisors."

Meg Bailey, a trainee site supervisor with FM Conway who is studying at the SCSC, has been awarded Level 3 Apprentice of the Year by the centre, selected out of 100 peers for her dedication and effort. An award ceremony was held during National Apprenticeship Week, with representatives from Southwark Council and the Worshipful Company of Paviers in attendance.

CONTRACT SECURED FOR ROCHESTER'S HISTORIC BRIDGES

The Rochester Bridge Trust has awarded FM Conway an £8.5 million refurbishment contract for the town's main road crossing over the River Medway.

The 18-month contract encompasses three structures – the Grade II-listed Old Bridge, the New Bridge and the Service Bridge. FM Conway's structures team will deliver vital joint replacement works, lighting, surfacing and drainage works for all three, drawing on the business' experience of supporting the Trust through its existing term maintenance contract.

Matt Smith, structures director at FM Conway, said: "We're pleased to be extending our relationship with the Trust. As term maintenance contractor for the structures, we understand what a vital transport link

they are. This refurbishment contract will allow us to combine more significant interventions and repairs with day-to-day monitoring to ensure these bridges can be enjoyed by road users, pedestrians and tourists for years to come."



COLLABORATIVE WORKING AND METICULOUS PLANNING PROVED ESSENTIAL TO THE SUCCESSFUL DELIVERY OF FM CONWAY'S FIRST PROJECT UNDER HIGHWAYS ENGLAND'S CATEGORY MANAGEMENT PAVEMENT FRAMEWORK.

FM Conway has completed its first job under Highways England's Category Management Framework to improve the road surface on the northbound and southbound carriageways at Junction 20 – Clevedon – on the M5.

The £1.5 million programme of works saw FM Conway act as principle contractor to deliver comprehensive resurfacing on the key route connecting the Midlands and south west of England.

The works follow the business' appointment by Highways England in 2018. The collaborative nature of the framework made coordination between the different partners involved in the project a crucial part of the FM Conway team's role.

Don Gordon, operations manager at FM Conway, explains: "FM Conway was responsible for overseeing the programme of works – directing appropriate collaboration between our team and our materials and surfacing partners, as well as other parts of the Highways England supply chain, to ultimately ensure the timely delivery and quality of the project."

FM Conway worked alongside its partner Toppesfield and local materials manufacturer John Wainwright & Co Ltd, drawing on its regional materials manufacturing network.

Don continues: "We needed to develop a material specification which would ensure longevity on the route and provide a good driving experience. Our aggregates & asphalt team specified a high-quality asphalt mix containing polymer modified bitumen (PMB) to maximise the durability of the road surface and provide greater resistance to rutting and cracking. This PMB mix was blended at FM Conway's bitumen terminal facility at Gravesend and then provided to John Wainwright for use in the final asphalt material.

"By using John Wainwright's local asphalt manufacturing facility in Avonmouth, we were able to reduce the number of HGV movements required to get the material to site, cutting carbon footprint and boosting overall productivity."

With the material specification in place, the next step for FM Conway was to develop the works schedule, aiming to minimise disruption for road users while also ensuring a safe working environment. This included overseeing the traffic management programme.

"Good traffic management was key so that we could deliver the project safely but also keep the route open," Don continues. "The resurfacing on the northbound carriageway extended back for 2km, while the southbound carriageway needed upgrading over a distance of 4km. The traffic management was complicated by the configuration of roads approaching the Clevedon Interchange as access to the slip roads needed to be maintained where possible."

Don adds: "The resurfacing works were delivered over an eight-week period and the J20 interchange is now up and running, providing road users with a safe and reliable service along the M5."

"We needed to develop a material specification which would ensure longevity on the route and provide a good driving experience."

DON GORDON
operations manager,
FM Conway

STEPPING UP ON THE STRATEGIC ROAD NETWORK



PREPARING OUR ROADS FOR THE FUTURE

FM CONWAY'S AGGREGATES AND ASPHALT DIVISION CONTINUES TO INVEST IN MATERIALS INNOVATION WITH A NEW TECHNOLOGY CENTRE AND THE LAUNCH OF BESPOKE ENGINEERED PAVEMENT SOLUTIONS.



The UK's road network is facing serious challenges. Evolving road user behaviour as well as the extreme changes in climate we are experiencing are putting pressure on our infrastructure.

FM Conway has been investing in its materials facilities to help clients design in resilience to our roads and work towards a more sustainable, durable network. The business has recently opened a new technology centre – which includes a specialist materials research and development laboratory – in Gravesend.

Tim Metcalf, aggregates and asphalt operations director at FM Conway, explains: "Research is vital to ensure we understand how our highways will respond to new pressures, allowing us to adapt design specifications accordingly to deliver desired performance."

The new technology centre is strategically positioned next to Imperial Wharf, and the Imperial Wharf Bitumen Terminal and polymer modification plant. Tim continues: "The location of the technology centre is crucial in facilitating the development and production of high-quality bespoke bituminous materials."

"Our bespoke polymer modified bitumen (PMB) solutions, the SurePol range, have been developed to reflect performance requirements. Ease of access to the laboratory is so important, allowing us to monitor the chemical changes that occur when manufacturing is done at scale in the polymer modification plant."

"Research is vital to ensure we understand how our highways will respond to new pressures."

TIM METCALF
aggregates and asphalt
operations director,
FM Conway



SureFlight set for take-off

The business' research has led to the development of a range of asphalt solutions. One of these – SureFlight – is a high-performance material targeted specifically at the aviation market. Used on airport runways, SureFlight is based around stone mastic asphalt (SMA) with enhanced constituents.

SUREPOL RANGE

DEVELOPED IN THE GRAVESEND LABORATORY, THESE POLYMER ENGINEERED BITUMEN SOLUTIONS HELP ADDRESS CHANGES IN CLIMATE AND INCREASED TRAFFIC PATTERNS. The benefits include improved resistance to rutting and cracking, greater elasticity, improved durability, reduced temperature susceptibility, improved cohesion and adhesion and increased fatigue resistance.

SUREFOAM T RANGE

THIS RANGE OF RECYCLED SOLUTIONS HAS BEEN DEVELOPED TO ADDRESS ASPHALT WASTE CONTAINING TAR (AWCCT), DRIVING ENVIRONMENTAL BEST PRACTICE FOR CLIENTS. SureFoam T is suitable for a variety of applications from trunk roads to footpaths and car parks.

SUREFLIGHT RANGE

THIS SOLUTION IS DESIGNED PREDOMINANTLY FOR USE ON AIRPORT RUNWAYS AND TAXIWAYS. FM Conway will soon be supplying SureFlight to two Ministry of Defence airfields as well as to civil aviation airport Biggin Hill.



TRIPLE SUCCESS

FOR FM CONWAY'S WATER AND DRAINAGE MANAGEMENT TEAM

"We deliver a reliable and efficient service for customers, while continuing to lead the way in environmental best practice."

JULIAN WYNN
traffic management
and water and drainage
management director,
FM Conway

FM Conway has secured three new local authority contract wins in the Midlands, with Leicestershire County Council, Telford & Wrekin Council and Birmingham City Council.

The business' win with Leicestershire County Council will see FM Conway deliver gully cleansing and drainage management services for three years starting from April 2019, with the potential to extend for a further two years. FM Conway has also secured a two-year gully contract with Telford & Wrekin Council, working with main contractor Balfour Beatty. There is the opportunity to extend this to five years.

The two wins build on another contract FM Conway was awarded earlier this year with Amey and Birmingham City Council to provide gully cleansing and drainage management services over the next three years.

The business' water and drainage management division will draw on its extensive experience of supporting local authorities and highways network

operators across the south of England to service the contracts. The business' long-term partnerships include those with East and West Sussex County Councils and Westminster City Council. In total, FM Conway clears in excess of 750,000 road gullies every year.

Julian Wynn, traffic management and water and drainage management director at FM Conway, commented: "Our partnerships with these three authorities are testament to the expertise of our teams and continued investment in our services. With one of the largest and most technologically advanced cleansing fleets in the UK, we deliver a reliable and efficient service for customers, while continuing to lead the way in environmental best practice thanks to our recycling facilities.

"We're continuing to expand our capabilities to map and survey drainage networks using the latest technologies, supporting network operators to move to a smarter, more proactive approach to managing their assets."

A LANDMARK PROJECT FOR LONDON

FM CONWAY IS READYING LONDON PADDINGTON STATION FOR THE ARRIVAL OF THE NEW ELIZABETH LINE WITH A HIGH-QUALITY PUBLIC REALM.



"The paving design contains some of the most complex patterns we have ever laid."

JOE JARVIS
site manager,
FM Conway

FM Conway's civil engineering division is delivering vital urban realm works for London's Crossrail project – one of Europe's largest construction schemes. The team's brief is to support the development of the public realm at Paddington Station, where a new Elizabeth line station is being built to the south of the existing 19th-century building, below Eastbourne Terrace and Departures Road.

Site manager Joe Jarvis explains: "Paddington will be one of the 10 new stations along the Elizabeth line, helping to significantly increase capacity at this already major interchange. The public realm around the station will be the first

experience that many travellers have of the new line and it needs to match the ambition and prestige of this exciting new railway – just as Brunel's station building was intended to do 150 years ago."

Working with principal contractor Costain/Skanska, FM Conway is tasked with demolishing the temporary surfaces and structures used to construct the new station before delivering associated groundworks, hard landscaping and paving for a pedestrianised public area to access the new and existing stations.

Throughout the project, the team has had to respect the site's historic location. Joe continues: "the nature of FM Conway's work in the capital means that we often need to accommodate historic buildings, existing infrastructure, and even national monuments. The project at Paddington is no different."

Working with a specialist partner, FM Conway was careful to protect Paddington's Grade-1 listed station building and existing Royal Mail tunnels during the demolition of reinforced concrete structures on site, adhering to strict vibration and noise restrictions.

Next came the installation of new water mains and a deep drainage system, with support from FM Conway's water and drainage management team to survey new and existing drain networks, alongside the laying of power and communications connections for the new





"This project has been one of the most challenging yet exciting of my career. It has been fantastic to see FM Conway's different strengths coming together to deliver the works."

station. Being mindful to minimise the load on the tunnel and station infrastructure below ground, the team capped these services with a lightweight expanded clay material, specially imported from Norway, to backfill up to the formation level. This was followed by 3,000 tonnes of FM Conway's recycled type-1 sub-base mix and a jointed reinforced concrete slab base.

The icing on the cake has been the team's work to install 7,000m² of high-quality granite paving. "The paving design contains some of the most complex patterns we have ever laid, reflecting the emphasis on design across the Crossrail project," says Joe. "A typical 10m² pavement cross section contains up to 75 different types of granite, ranging in dimensions and colours, all boarded with stainless steel restraints to create a striking aesthetic."

FM Conway has drawn on expertise from across the business to deliver the project. Alongside its master paviors, this has included working closely with the lighting, surfacing, consultancy and traffic management divisions. The business' procurement and materials testing teams have ensured that every material used on the scheme, from the smallest bolt to paving materials, meets Crossrail's rigorous requirements. Designed to last for 150 years, delivering a durable public realm has been key.



Joe adds: "This project has been one of the most challenging yet exciting of my career. It has been fantastic to see FM Conway's different strengths coming together to deliver the works, as well as working closely with the other Crossrail contractors and partners. Good coordination is vital for a project of this scale. Even the logistics of transporting materials to this compact central London site has had to be carefully planned.

"We are incredibly proud to have had a hand in delivering this major infrastructure scheme. It's a transformative project for London. I imagine the contractors delivering Brunel's landmark building felt the same!"



EVERY MINUTE COUNTS

THE LAST 62 HOURS OF BAKER STREET'S CONVERSION INTO TWO-WAY TRAFFIC CALLED FOR METICULOUS PLANNING AND CROSS-TEAM COLLABORATION TO ENSURE SAFE DELIVERY OF THE WORKS AND IMPROVE THE STREETScape FOR VISITORS, RESIDENTS AND LOCAL BUSINESSES.

"When converting a one-way system to two-way traffic it's vital that the final reconfiguration of the road network happens all in one go."

MATT CERRONE
senior project manager,
FM Conway

Home to one of England's most-loved fictional detectives and the famous waxworks of Madame Tussauds, the iconic roads of Baker Street, Gloucester Place and Marylebone Road draw in visitors from around the world. The streets had been suffering from high levels of congestion, partly as a result of their one-way traffic system.

Over the past two years, FM Conway has been working with Westminster City Council and Transport for London (TfL) to convert the roads into a two-way system to improve the flow of traffic and provide a better experience for road users and pedestrians. The final 62 hours of this project arguably proved to be the most important and challenging.

Matt Cerrone, senior project manager at FM Conway, explains: "When converting a one-way system to two-way traffic it's vital that the final reconfiguration of the road network – such as updating traffic signals, installing new road signs and markings, and creating two-way junctions happens all in one go. If a piecemeal approach is taken, there's a higher risk of road users

misunderstanding where the one-way system starts and stops. As such, the new two-way system in Marylebone needed to be opened all at once."

Military precision

Prior to the final phase of works, FM Conway was in constant dialogue with Westminster City Council and TfL. Matt continues: "Closing down over two miles of central London roads simultaneously is no mean feat and choosing the right weekend to carry out these works was essential.

"A lot of the final stage jobs we had to carry out – like laying road markings – require dry conditions, so we needed a sunny forecast before we committed. We also monitored forthcoming public events to ensure the works didn't clash with larger-than-normal crowds in the city centre."

In preparation for the weekend shutdown, FM Conway's employees meticulously practiced different stages of the programme to understand how long would be needed for each section, carrying out as much preparatory work as possible to streamline the process.



Matt continues: “The term maintenance team installed over 100 road signs in advance of the works. These signs would eventually direct the traffic following the switch to two-way running. To avoid any confusion before this point, the signs were covered with stickers which would be removed during the final steps of the switchover. We needed to test how long this would take so that we could factor it into our schedule and synchronise the different teams on site.”

On the clock

Once the weekend was agreed it was all systems go. FM Conway’s Westminster term maintenance, water and drainage management, road markings and traffic management teams were on the clock to deliver the conversion in 62 hours, drawing on their multiple expertise to meet the logistical and operational challenge.

“We started closing the roads on Thursday night followed by further closures on Friday and Saturday and needed to have the network back up and running for two-way traffic by Sunday morning,” explains Matt. “This meant that all teams had to be

closely coordinated, working together to meet the deadline. At one point we had over 60 traffic management operatives on site – the most we’ve had working on a project at one time since FM Conway played its part in the 2012 Olympics!”

FM Conway needed to remove existing road markings before adding new linings for two-way traffic. The business’ water and drainage management team used four specialist Hydroblasters to strip off the old markings with the vehicles’ high-pressure water jetting systems. The Hydroblaster operators worked to an exacting timetable, ensuring the road could dry before the lining team laid the new markings. The rest of the practiced signage sequencing then followed on.

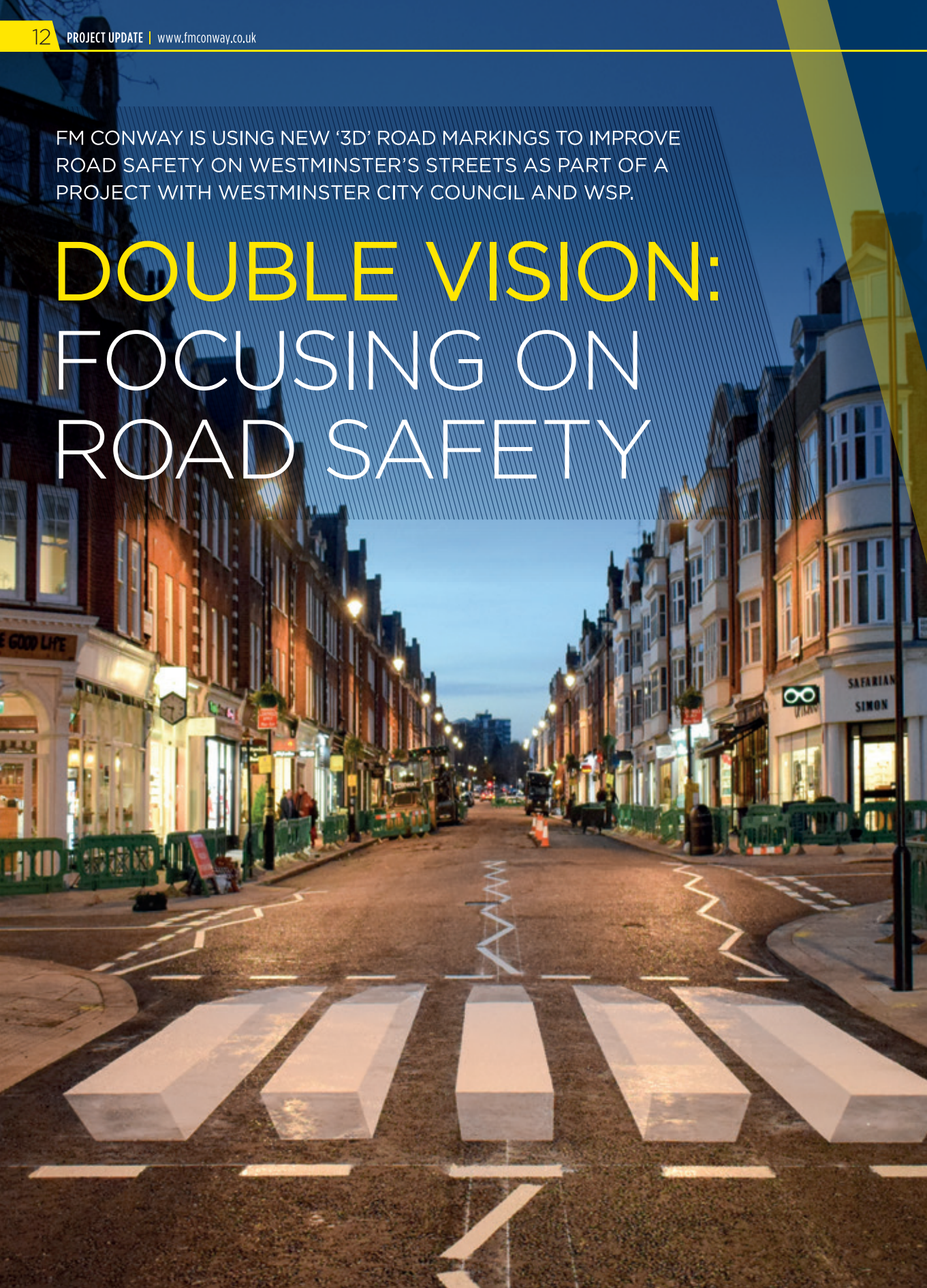
The teams’ attention to detail and cooperation paid off. By 10.30am on Sunday morning, Baker Street, Gloucester Place and Marylebone Road were back open – but now to two-way traffic, making it easier for road users, pedestrians and fans of famous detectives to navigate these iconic London streets.

“At one point we had over 60 traffic management operatives on site.”



FM CONWAY IS USING NEW '3D' ROAD MARKINGS TO IMPROVE ROAD SAFETY ON WESTMINSTER'S STREETS AS PART OF A PROJECT WITH WESTMINSTER CITY COUNCIL AND WSP.

DOUBLE VISION: FOCUSING ON ROAD SAFETY



“By appearing to be obstacles in the road, the designs encourage drivers to slow down when coming up to crossings.”

OLIVER SCUTTS
contracts manager,
FM Conway

70 years ago, the first Zebra crossings began appearing on Britain's roads, part of a trial by the Ministry of Transport and Transport Research Laboratory before they were officially rolled out in 1951. Now a familiar sight on our nation's streets, it is easy to forget the important role they play in road safety, ensuring vehicles and more vulnerable road users can co-exist.

Working with Westminster City Council and WSP, FM Conway recently set out to explore how the design of highway crossings could be further developed to encourage traffic calming, as part of regular maintenance works delivered in the borough. The result has been the introduction of the UK's first '3D' road markings – an optical illusion but one with the power to help improve safety for drivers and pedestrians.

With WSP, FM Conway is responsible for delivering highway maintenance and improvement projects for Westminster City Council. The idea to try something different for road markings came as part of routine resurfacing works for St John's Wood high street, in the north west of the borough.

Oliver Scutts, contracts manager – specialist surfacing at FM Conway, explains: “Having assessed the area's needs and resident feedback, it became clear that a new Zebra crossing was required, especially to support the growth of local schools.

“We took it as an opportunity to consider something different and WSP highlighted examples of new 3D-style crossings that have been introduced in Europe.

By appearing to be obstacles in the road, the designs encourage drivers to slow down when coming up to crossings, ensuring they can stop in time if a pedestrian is about to cross.”

After consultation with Westminster City Council, the team decided to trial the new approach on Sutherland Avenue, just off the high street. For the illusion to work, FM Conway needed to experiment with the laying technique and the colour of the markings' 'shadow' so that they would appear realistic.

After a successful trial, designs were confirmed with the manufacturer of the thermoplastic markings that would be installed on the high street. These pre-fabricated products were laid by FM Conway and then heated to permanently fix them to the road surface.

Oliver continues: “Westminster City Council will be monitoring the new 3D crossing over the coming months to assess its impact. It sounds simple but with some clever use of perspective, this project could help to reduce traffic incidents on Westminster's streets, making it a safer place for drivers, pedestrians and cyclists.”





ROYAL SEAL OF APPROVAL

HIGH-QUALITY PUBLIC REALM IMPROVEMENTS AT CLEVELAND ROW AND ST JAMES'S PALACE FORECOURT IN PALL MALL EARN FM CONWAY A VISIT FROM HIS ROYAL HIGHNESS, THE PRINCE OF WALES.

"It was also vital that the upgrade of the area was in keeping with the historic surroundings."

CIARAN WARD
head of
Westminster services,
FM Conway

Not often is a job well done marked by a high-profile guest, but on 4 March FM Conway was treated to a visit by none other than His Royal Highness, the Prince of Wales.

The Prince attended a ceremony signalling the completion of FM Conway's public realm improvements works at Cleveland Row and St James's Palace Forecourt in Pall Mall. His Royal Highness helped plant a tree – a semi-mature Spanish oak – as part of the new public realm scheme at Cleveland Row in front of the Palace's main gateway. The event was also attended by the Mayor of Westminster and guests from Westminster City Council and The Crown Estate, which had jointly led the project.

Transforming St James's

One of the most iconic areas in London, the grandeur of St James's attracts flocks of Londoners and tourists daily. The objective behind the project was to therefore showcase the area's prestige – providing an engaging and accessible environment for pedestrians, while also reflecting its heritage.

Ciaran Ward, head of Westminster services at FM Conway, explains: "St James's is a well-loved part of the capital and is often thronged with sight-seers and tourists. The projects at both St James's Palace Forecourt in Pall Mall and Cleveland Row are part of a wider investment in the area to make the streetscapes as pedestrian friendly as possible to provide visitors with a safe and enjoyable experience. It was also vital that the upgrade of the area was in keeping with the historic surroundings."



© The Crown Estate

FM Conway used high-quality, natural materials to provide an authentic look throughout the scheme and to ensure that the upgraded areas blended in with the existing streetscapes. However, slightly atypical requirements also had to be taken into consideration when installing the public realms.

"A requirement of both schemes was that the public realm needed to be designed to support ceremonial events held by the Palace – not your usual request!" Ciaran continues. "As such, we had to make sure that highways infrastructure, such as bollards, could be removed easily to accommodate events in the area."

"Through our work with Westminster City Council we're proud to deliver exceptional schemes across London, but it was particularly rewarding for the team to see their hard work recognised by His Royal Highness."





5 MINUTES

...ON WATER, DRAINAGE AND TRAFFIC MANAGEMENT

WITH JULIAN WYNN

TRAFFIC MANAGEMENT AND WATER AND
DRAINAGE MANAGEMENT DIRECTOR, FM CONWAY

Q The water and drainage management division has undergone some changes over the past year – what's happened?

A We've been investing in our services to reflect the day-to-day challenges that customers are facing. Many of these are linked to the effects of climate change and population increases putting major stresses on water and drainage networks, particularly in big cities.

To help clients respond, we've diversified our services which now range from gully cleansing and water jetting to specialised and innovative works such as CCTV drainage investigation and flood prevention. It's about making sure customers have the full suite of tools and services they need to future-proof their networks.

Environmental best practice has always been a priority, so we've also been continuing to invest in our drainage treatment plant in Dartford which now recycles over 15,000 tonnes of waste every year for our private and public sector customers.

Q What innovations are getting you excited in this division?

A Some of the most exciting technologies are allowing us to take a more proactive approach to asset management, and often a less invasive one too. Our focus is on investing in smarter ways of working for customers which will drive cost efficiencies, minimise public disruption and ultimately improve wider network resilience.

A good example is our work with Westminster City Council where we've been using new camera and mapping technology to chart the council's drainage network of over 14,000 gullies and other drainage assets. By gathering data on the performance and health of the network, we've been able to anticipate potential issues, like high-risk flood areas and blockages, and tackle them before they cause bigger problems in future.

Laser manhole and pipe scanning is another innovation that reduces the time – and therefore costs and public disruption – to network assets. This technique uses lasers and a 3D scanner to assess the scale and location of blockages.



In the past, manhole surveying would have been performed manually by our employees using confined space entry, so there are safety benefits too.

Q You also head up the traffic management division – how does this team work within the wider business?

A Our traffic management team is extremely versatile, working directly with clients or alongside other FM Conway divisions as part of our core service provision. Our work for Highways England on the M25 in Area 5 and on the Baker Street project – as highlighted earlier in this magazine – are great examples.

To ensure we deliver a high-quality service to our customers, we've been investing heavily in our equipment to ensure we have a ready supply of materials, the latest technology and a strong logistics function to back it all up. Likewise, we've been investing in our people through training and recruitment programmes.

Q What are your ambitions for the water and drainage management and traffic management divisions?

A We're continuing to support our partners on both the strategic and local road networks, and clients specialising in the utility and construction markets. One of the ways we are looking to make a difference is by helping them move to a predictive and proactive asset management model, particularly where assets are located in high-population areas as is the case with our London borough partners.

Geographically, we've been expanding on our core heartland of the south east and have recently won three major contracts with Leicestershire, Birmingham and Telford & Wrekin councils and partners to deliver cleansing and drainage services (see more details on page seven). We have opened a depot in Leicester to support these contracts and are looking forward to building long-term relationships with our county partners.

CONWAY PEOPLE

EMPLOYEES OF THE QUARTER

CONGRATULATIONS TO EVERYONE WHO WAS NOMINATED: JASON WARD, JAMES MCGUIRE, LOUISE BOND, JACOB BUNTING, JEMMA WATTS, ALNUR HASSAN, BALDEEP CHEEMA, NEIL BRABINER, PAT FEERICK, MICK DEVENNEY, PHILIP YAU, KWASI MENSAH, ASHIK BUIYAN, STAVROS KOUKOURIKOS, LORNA TURNER, KEVIN VEASEY, PHIL EDWARDS, DAVID THOMPSON, PAUL MARTIN, MATT STANLEY, AYSE MILLWOOD, WAYNE PEARCE, LAUREN PARSONS, ZAC TABRETT, VICTORIA O'DONNELL, SALLY TULEY, MEGAN PARKER, BEN CARTLEDGE, NDRIM PASHAI, TOMMY TAYLOR, SHARON BOWDERY, KEVIN RILEY, HANNAH GALLAGHER, PAUL CEREXHE, LOUISE DUVAL, BEN COSTLEY, LEE FULLER, ALF CLARK, TOM ASPINALL, THE IT DEVELOPMENT TEAM, THE ALDERSHOT ASPHALT TEAM, THE IMPERIAL WHARF BITUMEN TERMINAL TEAM AND THE WCC FINANCE TEAM.

➤ SACHA ATTARD – strategic projects team



SACHA'S COLLEAGUES SAY:

"Sacha is an extremely hard-working individual who I have never seen give less than 100 per cent. Despite his workload, he always makes sure that he helps everyone that he can and always has a smile on his face when he's doing so. The knowledge of the business he has gained over the last seven years is also fantastic, which in turn has helped

me out a huge amount as I only joined four months ago."

"Sacha Attard is a quiet but integral and foundational part of the FM Conway process. He works tirelessly to support the operations and support functions in every way that he can."



TEAM OF THE QUARTER

OUR TEAM OF THE QUARTER IS THE **BAKER STREET TWO WAY TEAM:** KEVIN GORMLEY, IVAN HEWSON, OLIVER SCUTTS, MARK CASON, JASON JOHN, GARY ADAMS, LIAM PEARSE, DAN SWAIN, MATT CERRONE & KEMAL MEHMET.



THEIR COLLEAGUES SAY:

"The team involved in the two-way traffic switch at Baker Street have demonstrated FM Conway at its best. Multiple divisions have been working collaboratively to transform Baker Street and Gloucester Place from a one-way to a two-way operation in just over 62 hours. Divisions involved in this complex and challenging programme included Westminster term maintenance, traffic management, specialist surfacing (road marking), water and drainage management (hydroblasting) and street lighting."





A JOB WELL DONE

"I am writing in my personal capacity to thank you and your teams for doing a highly professional job to upgrade the street lights in Rutland Street and Fairholt Street. I am sure it is a complex job for Westminster City Council to replace and improve whole street lighting in a Conservation Area but Westminster City Council and FM Conway have done an excellent job here, which should benefit residents and others for decades to come."

A member of the public thanks the lighting team (Ben Cartledge, Tony Peppiet, Andy Peppiet, Darius Sutkus) for their assistance.

"Thank you for your efforts on the A259 at Winchelsea this week. I was very impressed with the FM Conway traffic management team who worked hard to set up and maintain a safe closure for our teams. I think your supervisor Ian is a great ambassador for your company as he was very professional, had a great attitude and nothing we asked was too much trouble."

A member of the public thanks the traffic management team in Winchelsea (Shane Reynolds, Ian Bone, Del Crump, Shaun Manning, Suki Rai, Paul Bennett, Pete Yates, Adam Blanch, Terry Boudary, Darren Wickers, Harvey Morton).

"I just wanted to say thank you so much for our lovely new road (Edward Road, Hampton Hill), the contractors FM Conway have done a wonderful job upgrading the pavements and resurfacing the road. We're all really happy with it and relieved we found a solution that meant we can keep parking spaces but still allow access for fire engines. Thanks for all your help and understanding throughout the process."

A member of the public thanks Vasile Onica & Ionut Ferier in Richmond's term maintenance team.





Construct

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