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WINTER 2013/14 | www.fmconway.co.uk

Construct



FOREWORD BY MICHAEL CONWAY



WELCOME TO THE FIRST *CONSTRUCT* OF 2014. WE'RE NOW WELL UNDERWAY WITH THE YEAR'S WORK FOLLOWING A WELL-EARNED BREAK AND AN IMPORTANT SERIES OF EVENTS FOR EVERYONE HERE.

It has been a great start to the year already, but I'd like to reflect on the final months of 2013 when we held our Company Roadshow. Held across a number of dates, our senior management team and board spoke with our people across the business about 'going the extra mile'. It's a quality that defines our people: a willingness to go beyond what's expected to make a real contribution and a lasting impression. I'd like to thank everyone once again for going the extra mile in our work, and look forward to your achievements in 2014.

We're delighted to launch our new training facility, the London Highways Academy of Excellence. It's an important part of ensuring our people represent a gold standard of excellence within London, our capital – and also in our ability to help others to gain the same skills. The London Highways Academy of Excellence will help us to further embed that level of work within our business, and help others across London and the south east.

We're also looking forward to starting two major new contracts in April. As I write, we've had fantastic news that we have been appointed as Westminster City Council's highways contractor. It's a terrific win for us. We've worked in Westminster for many years, and taking on such a prestigious contract will be a privilege. Our new contract with the London Borough of Lewisham also represents the extension of a strong relationship, and we thoroughly look forward to continuing what has been a successful partnership. We'll have full details in our next edition, but suffice to say we are thrilled to be working on both contracts.

Ultimately, it's the quality of our work that has given us our success. The fantastic examples and projects in the pages that follow show our willingness to go the extra mile, keep projects on track, tackle difficult challenges and introduce intelligent new ways of working.

Finally, I'd like to wish all of our people, partners, clients and communities a successful, happy and healthy 2014. It's an exciting time for us and everyone we work with. Have a great year.

MICHAEL CONWAY
CEO FM CONWAY

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FLEET SCOOPS FORS GOLD

FM Conway has been awarded Gold status by the Fleet Operator Regulation Scheme (FORS).

It's the highest accolade the scheme has and recognises our commitment to road-related health and safety, environmental emissions reductions and further improvements to our vehicle fleet.



It's an important achievement and has been the result of improving our fuel consumption, environmental impact and the safety of our fleet. Perhaps most importantly, it recognises the safety improvements we have made by retrofitting our fleet and training our drivers, which help us to protect cyclists and other road users. This is a key issue for everyone at the company and we are delighted to be one of less than 20 companies to have achieved the Gold standard.



This investment underlines our absolute commitment to the highest standards when it comes to managing the emissions of our fleet.



In December we took delivery of two new Mercedes 32T grab lorries equipped with Euro 6 standard engines.

The engines significantly reduce nitrous oxide and carbon emissions, and were two of the first four of their kind in the UK. They are part of the continuous process of upgrading our fleet to ensure we stay ahead of current European requirements. Steve Hart, director of transport and plant, comments: "This investment amounts to around £270,000. It's the first stage of a much greater investment and underlines our absolute commitment to the highest standards when it comes to managing the emissions of our fleet."

Following a fantastic event last year, we'll be sponsoring the FT London Cycle Sportive again in 2014, including the second annual Conway Cup.

BACK IN THE SADDLE

We had a great turnout last year, with teams from a number of London boroughs as well as FM Conway and CONWAY AECOM. We're still on the lookout for teams for this year's event, and there are routes for all abilities.

It's also a great opportunity to raise money for charity - so please contact us if you would like to participate, by emailing Maria.Pratt@fmconway.co.uk



GOING THE EXTRA MILE



BEFORE CHRISTMAS WE HELD A SERIES OF COMPANY ROADSHOWS TO SPEAK WITH EVERYONE IN THE COMPANY ABOUT THEIR ROLE IN PROVIDING EXCELLENCE FOR LONDON'S ROADS AND PUBLIC SPACES.

We know that 80 per cent of what we do is expected by our clients. But it's the 20 per cent on top that can set us apart, and that's the ethic we instil.



People have always been at the heart of our business, and as we grow we're passionate about keeping our values at the core of everything we do. In November and December we held a company roadshow led by Michael Conway CEO, Andrew Hansen COO, David Donnelly CFO, our head of SHEQ Andrew Cox, and head of CSR and training Sharon Field.

The purpose was to communicate our vision for the company and our continued commitment to the people who work here.

Most importantly, it was about empowering our people to go the extra mile. We have great people who do great work every day, and sometimes it is those extra touches that make a genuine difference.

'Going the extra mile' was the key theme of the roadshows. We have had some fantastic examples of people who have done just this, so this was the opportunity to both congratulate and inspire. We asked everyone in the company to pledge ways in which they would make a difference as part of their role, whilst we too as a business pledged to go the extra mile.

At the roadshows we also spent time explaining the future of our business. With our new plant at Heathrow Asphalt coming on board, and the broader growth of the company, we want people to understand where we are going, and what their role is in our success. They then had the opportunity to ask questions.

Andrew Hansen, chief operating officer of FM Conway comments: "Our people set the tone for everything we do - whether it's in our back office, managing a project, or working in the heart of communities.

"We know that 80 per cent of what we do is expected by our clients. But it's the 20 per cent on top that can set us apart, and that's the ethic we instil.

"The events have been hugely successful and we'd like to thank our staff for attending and participating in the sessions. It puts us in great shape for 2014."

FM CONWAY HAS LAUNCHED THE LONDON HIGHWAYS ACADEMY OF EXCELLENCE TO PROVIDE COMPANIES AND AUTHORITIES ACROSS THE CAPITAL WITH TRAINING FOR THE EXACTING DEMANDS OF WORKING IN LONDON.



LONDON
HIGHWAYS
ACADEMY of
EXCELLENCE

THE LONDON HIGHWAYS ACADEMY OF EXCELLENCE

“”

High quality training is crucial for giving people the skills they need to excel under London's acute, specific demands.



London's infrastructure has unique demands, and the sheer pace and size of the city means that unique skills are needed for working here. That's why we've launched the London Highways Academy of Excellence.

The academy will provide training courses to cover a comprehensive range of skills, and will spread best practice for working in London and the south east. Our courses include modules for technical delivery, health and safety and customer service as well as other key skills, and will also help highways professionals to work towards accreditation through our London Pass.

The London Pass includes three different levels (gold, silver and bronze) based on the amount of training received. This allows local authorities and contractors to quickly and efficiently understand the relevant qualifications that workers hold and aims to provide a consistent standard for people working on sites across London - its different boroughs, organisations and contracts.

Sharon Field, head of training and CSR for FM Conway, comments: "High quality training is crucial for giving people the skills they need to excel under London's acute, specific demands.

"The key objective of the London Highways Academy of Excellence is to provide a suite of courses to complement professional qualifications.

"The Academy will be open to anyone wanting to develop their skills, and we believe it will be a major asset for our project and framework partners - as well as smaller contractors across London who often do not have enough candidates to fill courses by themselves.

"More broadly, it meets a growing need to leave a skills legacy from infrastructure works. Our training, apprenticeships and local employment ensure our work brings jobs and new skills to the areas in which we work. The Academy will support FM Conway and our project partners in delivering new skills for people in London and beyond."

Courses can be booked for the London Highways Academy of Excellence via www.lhae.co.uk. For any further information or questions, please contact us on **0203 139 1795**.



BERMONDSEY'S HERITAGE BACK ON TRACK



*Working with FM Conway,
we had practical and creative
input into how we could protect
the bridge throughout the
works and make improvements
to what we were doing.*

“ ”

YVONNE SAMPOH
planning officer,
London Borough
of Southwark

IN 2013 WE REFURBISHED ABBEY STREET BRIDGE, A 177 YEAR-OLD STRUCTURE CARRYING NINE MODERN RAILWAY TRACKS THROUGH TO LONDON BRIDGE ON WHAT WAS LONDON'S FIRST PASSENGER RAILWAY LINE.

Abbey Street Bridge off Jamaica Road in Bermondsey is a nine-track, 43 metre-wide bridge spanning nearly 25 metres of road and footways. It was first completed in 1836 as part of London's first passenger railway line, the London and Greenwich Railway, and is a Grade II-listed structure.

In 2013 we were commissioned to refurbish the bridge and deliver accompanying highways improvements to the road and footways beneath it. The project was officially re-opened by Lord McAlpine on 11 October having originally been identified as a priority by the London Borough of Southwark's Community Project Bank, for which residents put forward recommendations for local works.

Funding for the £375,000 project was provided by a £150,000 grant secured by the borough from the Railway Heritage Trust. The funding marked the one millionth pound invested by Network Rail and its partners, who match the money Network Rail provides to fund heritage projects. A further £225,000 for the scheme came from developers' Section 106 contributions.

Intricate works, careful planning

"With such an old structure we had to plan our works meticulously and agree working practices that would protect the bridge," comments Kevin Brown, project manager for FM Conway. "The bridge pre-dates standardised specifications or materials, so it was a detailed process to decide on appropriate methods for cleaning, repainting and renovating all of the different aspects.

"For example, we had three types of brickwork, all of which needed to be cleaned in a way that would not cause any damage. That ruled out more abrasive techniques, and we worked closely with the borough, Network Rail and the Railway Heritage Trust to confirm how we would do it.

"It's been a comprehensive renovation. We have repainted the unique cast iron columns that support the bridge, putting up new and more effective pigeon meshing and coating the structure with anti-graffiti paint.

"Lighting has been installed to make the bridge more attractive and reduce the fear of crime, while we have altered the carriageways beneath the bridge to improve safety for pedestrians and cyclists. The paving has also been upgraded, using Yorkstone paving, which reflects the original materials used in this area.

"Throughout the project, there has been an excellent working relationship between everyone involved. We have had to collaborate with up to five different organisations at a time, including charities, local authorities, network operators and local businesses and residents. Given Abbey Street's listed status, the team even secured permissions from the Secretary of State. We're proud to have brought such a historic part of our network back into excellent condition, and to deliver a much-wanted improvement for the local community."

An uplift for Bermondsey

Yvonne Sampoh, planning officer for the London Borough of Southwark, comments: "Abbey Street Bridge had been identified by the community in Bermondsey as a key renovation project. It's a fantastic historic structure, but the area beneath had become dark, dingy – not a route people felt safe to walk through.

"We're very happy with the end result. This was an intricate project, and we had a lot of stakeholders. Working with FM Conway, we had practical and creative input into how we could protect the bridge throughout the works and make improvements to what we were doing. It's important to get that from a contractor, and we were delighted to unveil the completed project."



WHEN FM CONWAY RECEIVED THE CONTRACT TO RENOVATE ENGINEER'S WAY, BETWEEN WEMBLEY STADIUM AND THE LONDON BOROUGH OF BRENT'S NEW £90 MILLION CIVIC CENTRE, THE COMPANY SHOWED AN IMPRESSIVE TURN OF PACE TO COMPLETE AN ACCELERATED PROGRAMME.

PITCH PERFECT IN WEMBLEY

The London Borough of Brent's £90 million new civic centre sits in the heart of Wembley, between the national stadium, Wembley Arena and a new retail park. The centre is the most sustainable public building in the UK, and brings each of the borough's departments under one roof – with everything from town hall functions, customer service and a public library.

It's a core part of the wider regeneration of Wembley, and will see thousands of extra pedestrians and visitors using the centre's main thoroughfare, Engineer's Way, which provides access to the building and a conduit for reaching Wembley's landmark attractions. We delivered a major scheme to transform the road and the street scene into a safe, secure and attractive environment for the centre through a series of major improvements.

We had over 30 people working on the scheme at its peak, and were operating 24/7.



Early goals

"The conditions at Engineer's Way were fairly poor before the civic centre opened" explains John Dryden, senior engineer for highways and transportation delivery at the London Borough of Brent. "Our brief was clear: we needed the local infrastructure to match the quality of the centre, and to improve safety for the pedestrians and residents who would be using its services.

"The quality of the footways was low and traffic speeds were fairly high, so we proposed a complete transformation that would calm traffic and be attractive to visitors.

"What's more, early in the works the scheme had to accommodate a much faster programme, completing mid-October rather than December. This was arranged to fit in with the opening of the London Designer Outlet, a major retail scheme also located on Engineer's Way, and was a significant challenge."



As part of the £750,000 scheme, FM Conway's civil engineering team installed a new pedestrian priority area outside the centre built with over 10,000 granite setts on reinforced concrete slabs, and changed the street level. Engineer's Way has been designated as a 20 mph zone, and this has been supported with speed cushions, narrowed carriageways and additional signage. The area has also become a restricted parking zone – the first of its type in Brent – which removes the need for yellow lines and maintains the high quality aesthetics of the scheme.

Riding the challenges

"The accelerated programme meant we had to plan meticulously to ensure the works could be completed on schedule" comments FM Conway's site agent, Peter McAnany. "We had over 30 people working on the scheme at its peak, and were operating 24/7. In practice, you have to think carefully about maximising night time working. Noise is restricted, so we worked closely with Brent's environmental control team to take sound meter readings, used sound suppression shields to contain noise, and planned our activities so that we wouldn't disrupt residents.

"We also worked around some incredibly high profile events, and collaborated with Wembley Stadium and Wembley Arena to ensure their fixtures, concerts and conferences wouldn't be impacted. That covered everything from the live X Factor shows to England's World Cup Qualifiers and the NFL game in October.

"When the NFL was in town we made extra space for its roadshow, which is a major event for fans. We cleared the site, made the area safe, and created more space for it to be held in."

Handling the events, the programme and the high-profile nature of the works was a key part of the scheme, and the results have been well received, as John Dryden comments: "This was potentially a very difficult place to work. We were outside the front door of the centre, and it's an incredibly busy environment. But disruption was kept to a minimum. FM Conway were a real help. Peter was very impressive, and the team had a helpful attitude that was important for managing all of the different interests in the area."

FM Conway were a real help. The team had a helpful attitude that was important for managing all of the different interests in the area.



RETAIL THERAPY

FM CONWAY HAS DELIVERED A HIGH-PROFILE REGENERATION OF MAIDSTONE'S LOWER HIGH STREET, BOOSTING SHOPPING AND UNLOCKING COMMUNITY SPACE.

The results have been terrific. There's been a definite increase in footfall already, and the comments from the community have been incredibly positive.



In December FM Conway completed the second phase of ambitious works on Maidstone High Street, as part of an £850,000 project aimed at revitalising the area's retail offer, encouraging high-quality occupiers and creating an attractive space for shoppers. FM Conway's implementation covered intricate works to create the pedestrian areas and a narrower carriageway to reduce the dominance of traffic.

One of the scheme's biggest challenges was to enable local businesses to keep trading, as John Crane, project manager for Maidstone Council, explains: "The Lower High Street looked tired before and we wanted to inspire new businesses to come here. However, we also needed to ensure that those already in place could remain operational.

"That was no mean feat given the scale of the works, which included creating a large public square, remodelling major sections of the highway along with significant decluttering of the overall environment. The Lower High Street is a critical part of our town centre. Beyond shopping it also links the river to the south with the main retail centre – so it's a crucial part of our public realm. The works went really well with the road itself only closed to traffic for 3 days within a 28 week programme."

Committed delivery

The scheme also had to manage a significant setback. Brian Morris, civil engineering director for FM Conway, explains: "We lost eight weeks because materials from China were delayed, but recouped six by committing extra resources to the job. By working on more areas at once than we had planned, we kept the project moving despite the setback, and that was crucial for delivering the scheme in time for Christmas shopping. It was testament to the team's ethic, and only possible by having a partnered approach to delivery with Maidstone.



“The work itself was intricate. We installed 2,000 m² of granite setts, individually installed on top of reinforced concrete slabs. It’s time consuming, but we worked hard to ensure there was minimal disruption to local people and businesses. As a Maidstone resident it was particularly rewarding to see the outcome praised by the town’s representatives when the Mayor opened the scheme in December.”

The project included additional elements such as the installation of eight new trees, attractive seating, 1,800 m² of road surfacing and extensive underground electrics to enable a greater range of community events. The team also removed and stored Maidstone’s landmark cannon as part of the works – it was originally captured in the Crimean War, and was presented to the town in 1856. The plinth it stands on, being part of a listed monument, was carefully taken apart and reassembled in its new position.

“The results have been terrific” continues John Crane, “There’s been a definite increase in footfall already, and the comments from the community have been incredibly positive.”



SHOW OF STRENGTH

IN 2013 FM CONWAY COMPLETED THE STRENGTHENING OF WILLOWBROOK BRIDGE, WHICH SPANS THE OLD GRAND SURREY CANAL ON A KEY ROUTE BETWEEN OLD KENT ROAD AND PECKHAM.

Originally completed in 1865, the ornate Grade II-listed bridge forms part of an important link for freight vehicles, and our work aimed to increase its load-bearing capacity to 40 tonnes to allow it to continue to fulfil its role.

Working with the London Borough of Southwark, FM Conway’s structures team developed an innovative approach that saw eight new, specially-manufactured spring-loaded beams installed beneath the bridge’s decking.

John Briggs, site manager for FM Conway, comments: “Working with such valuable assets requires an incredibly careful approach, and we ensured our techniques were sensitive to the structure’s needs. We have maintained its character and, most importantly, developed a safe and efficient method for strengthening the bridge which we believe could be a blueprint for structures elsewhere.

“The improvements could extend the life of this asset by another 120 years and we are now applying the same process to another bridge in Southwark.”

The improvements could extend the life of this asset by another 120 years and we are now applying the same process to another bridge in Southwark.

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PAVING THE WAY FOR A

BEFORE



AFTER



A new East Street is taking shape and we are already seeing more footfall and shops being let. We are playing our part to ensure that Bromley remains an enticing place for business and investment.

“”

**COUNCILLOR
PETER MORGAN**
executive
councillor
for renewal
and recreation



BEFORE



AFTER



BETTER BROMLEY

BROMLEY NORTH VILLAGE IS AN IMPROVEMENT SCHEME AIMED AT REVITALISING THE HISTORIC HEART OF THE SOUTH LONDON TOWN, BOOSTING STORE OCCUPANCY AND CREATING A MORE ATTRACTIVE AREA FOR BUSINESSES, RESIDENTS AND RETAIL.

Bromley North Village is the historic heart of Bromley and its traditional shopping centre.

The £5 million scheme – which began in July 2013 and is due to complete in winter 2014 – encompasses the area north of Bromley town centre including Market Square, High Street North and East Street. The scheme will develop pedestrian-friendly, clean and safe open spaces with improvements to the street scene and environment and help encourage more retailers and shoppers into the area.

A new lease of life

In order to make the area more pedestrian and shopper friendly, FM Conway is narrowing the carriageways and widening the pavements throughout. This is particularly evident in East Street which is predominately occupied by restaurants and uses the pavement for *al fresco* dining. Here, the carriageway has been narrowed from nine meters to three, allowing the pavement to be widened significantly. It will also be made into a one way only road and raised to the same level of the pavement to slow passing traffic.

The project involves the installation of 11,000 m² of high-quality yellow granite paving, planting of 48 trees and installation of 1,450 solar powered streetlights. Bus stops are being moved away from the front of shops to the ends of the high street to make the area more pleasant for shoppers and encourage footfall along the road.

We've worked from inception with Bromley Council and architects Studio Egret West to advise how the town centre design can best be implemented in practice.

“““

Councillor Peter Morgan, executive councillor for renewal and recreation, explains further: “These improvements underline our commitment to improving the town centre and ensuring people continue to shop, trade and spend time in Bromley North. We are working closely with local businesses at this crucial time and are encouraged to see the new Mitre Close car park well used on a daily basis and increased footfall in the High Street as a result. A new East Street is taking shape and we are already seeing more footfall and shops being let. We are playing our part to ensure that Bromley remains an enticing place for business and investment.”

Planning ahead

FM Conway and its professional services team have been involved from the design stages to make the process efficient and cost effective.

Tom McConnell, senior contracts manager at FM Conway, explains: “We’ve worked from inception with Bromley Council and architects Studio Egret West to advise how the town centre design can best be implemented in practice. By engaging early we could advise on the most appropriate materials for the job. For example, we recommended that granite paving was used instead of the resin block originally specified because it is harder wearing and more readily available.

Making these improvements during the design stage is more time efficient than doing so once the project has started and ultimately saves money for everyone involved. It allows us to provide value engineering and ultimately reduce cost for residents in Bromley.”



AT THE END OF 2013 WE WERE AWARDED TWO MAJOR INDUSTRY ACCOLADES IN RECOGNITION OF OUR WORK ON CYCLE SAFETY AND SUSTAINABILITY. THESE ARE CRUCIAL ISSUES FOR OUR INDUSTRY AND WE WERE DELIGHTED WITH OUR SUCCESSES.



TOP AWARD FOR CYCLE SAFETY

Our priority is now to continue to improve the way we operate and to help others in the industry do the same.



As part of a fantastic string of award wins, we were delighted to be recognised with a Special Award from the Mineral Products Association's annual health and safety awards.

The presentation was held on 12 November at BAFTA, central London, and brought together over 60 organisations to recognise, reward and share exceptional health and safety practices.

The awards received over 145 entries and we were very pleased to be recognised with a Special Award for our progress on cycle safety.

FM Conway carries out over 360,000 traffic movements across London every year and, given the major increase in the popularity of cycling in the capital, it's vital we do everything we can to improve safety for all road users.

This year we completed a retrofit programme for our entire fleet of vehicles over seven and a half tonnes, which included measures such as nearside blind spot cameras, additional mirrors, seven motion sensors to detect any nearby objects, and reversing cameras for the blindspot at the rear of the vehicle. Side guards have also been installed and we continue to work with TfL, our industry partners and, crucially, our own drivers to identify ways we can improve the safety of our vehicles.

Peter Parle, fleet manager for FM Conway, comments: "The safety of other road users is absolutely paramount, and as a responsible contractor we have been helping our drivers to protect cyclists for some time.

"It's fantastic to see that culminate in this award. It's a great achievement, and our priority is now to continue to improve the way we operate and to help others in the industry do the same."





NOVEMBER ALSO SAW US SCOOP THE RESOURCE MANAGEMENT AWARD AT THE 2013 ENDS GREEN ECONOMY AWARDS. WE'RE EXTREMELY PROUD OF THIS AWARD THAT RECOGNISES OUR INNOVATIVE APPROACH TO SUSTAINABLE CONSTRUCTION.

... AND LEADING WORK IN SUSTAINABILITY

The ENDS Green Economy Awards which are run by *The ENDS Report*, a leading environmental journal, recognise companies that excel in sustainability best practice.

We were praised particularly for the development of our £10 million asphalt manufacturing plant which is capable of producing asphalt with up to 85 per cent recycled content, diverting 450,000 tonnes of construction waste from landfill per year and for supplying 220,000 tonnes of recycled aggregate to construction sites nationwide each year.

FM Conway's Erith asphalt plant



Michael Conway commented: "Sustainability is at the heart of the service we provide for communities, local authorities and transport organisations in London and the south east. We think carefully about how we can re-use materials from our projects, and have invested over £25 million in our recycling facilities since 2005 to raise our sustainability credentials.

"It's terrific to have been recognised for our work. Using materials responsibly is crucial for the environment - but it also helps to reduce costs for our local authority partners and residents by cutting the need for expensive raw materials."

We think carefully about how we can re-use materials from our projects, and have invested over £25 million in our recycling facilities since 2005.



The ENDS and MPA award wins cap off a string of successes for us this year having also received a Fleet Operators Recognition Scheme (FORS) Gold Award and London Loves Excellence manufacturing, engineering and infrastructure company of the year award.



FM CONWAY AT THE HEART



IN DECEMBER WE HELPED STREATHAM GET FULLY INTO THE FESTIVE SPIRIT BY CREATING AND DONATING A FLOAT TO LEAD STREATHAM BUSINESS IMPROVEMENT DISTRICT'S CHRISTMAS PARADE.

WHILE STREATHAM WATCHES FLOATS BY NIGHT...

GRIT AND DETERMINATION

Winter brings acute challenges for residents – not least icy conditions, which can often be dangerous for both drivers and pedestrians.

In response, we supported the London Borough of Southwark in distributing free salt for gritting driveways through a series of events in November and December.

Free 5kg bags of salt were given to residents across the borough, and officers were also on hand to give top tips for making the salt last. FM Conway provided men and vehicles to support the initiative, which is an important step to making the winter weather a little bit easier to manage.

Led by our very own Santa, Andy Sparkes, the float toured up and down Streatham High Street, serenading local shoppers with carols.

The float then stopped off at the Streatham Odeon for the Christmas tree lighting and a round of carols, where we donated three hampers to local charities, alongside the Mayor of Lambeth and local MP and shadow business secretary Chuka Umunna.

The recipients were The Spires Centres, which provides help to the homeless and insecurely housed (including a rough sleepers services used by 531 people in 2013); The Streatham Youth and Community Trust, which runs youth clubs for children and provides support for disabled people and adult with support needs; and South Thames Crossroads, which supports 288 young carers in Lambeth.

"It's the third year we've supported the event" comments Andy Sparkes, central services manager. "It's great to be involved with the community in Streatham, and to bring them something special at Christmas. The kids absolutely love the day, and we've been able to make a terrific contribution to worthy causes."

Thank you so much for being our Santa on Saturday. You were brilliant and the kids absolutely loved our visit from Father Christmas.



OF THE COMMUNITY



SKILLS FOR THE FUTURE

IN NOVEMBER WE VISITED WESTMINSTER KINGSWAY COLLEGE, ON GRAYS INN ROAD, TO TAKE PART IN CAMDEN COUNCIL'S DESTINATIONS FAIR.

RAPID RESPONSE

St Jude's storm hit London on 27 October where CONWAY AECOM were ready.

Our contingency planning ensured that we were prepared, and our operational staff were on the network from 3.30am to start the clean-up. We received over 90 emergency calls - relating to everything from debris and electrical issues, to flooding and fallen trees.

It was the most ferocious storm to hit the UK in over 10 years and caused 37 trees to fall across our network. We assisted in cutting down trees as well as helping police in cutting a driver free when a tree landed on his car.

Our teams had an average response time of just 29 minutes and a clearance time of 85 minutes. The operation was coordinated from the London Hub and we worked closely with our LoHAC partners to share support across the contract's different areas.

The event helps young people aged 16-19 to make informed choices about their career and study options.

Sharon Field, our head of CSR and training, held talks with students about what the construction sector could hold for current students:

"We had a great session with lots of positive feedback from the students, whose enthusiasm is fantastic. We have a great track record for bringing young people into our business and giving them the skills and opportunities they need to succeed, so it was great to be able to meet with so many aspiring engineers face-to-face, and give them insight into what our sector could hold for them. We are also pleased to be involved in the Construction Youth Trust Budding Brunel's scheme, funded with the Worshipful Company of Paviers in Tower Hamlets."

We have a great track record for bringing young people into our business and giving them the skills and opportunities they need to succeed.

“”

SHARON FIELD
FM Conway
head of CSR
and training

AN ESSENTIAL CONSTRUCTION PARTNER



FM Conway is a leading infrastructure services company that is passionately committed to self-delivering vital services in transportation, the built environment and open spaces for communities and business.



THE PRIDE OF CONWAY AWARDS 2013

As part of our company roadshow we launched the **Pride of Conway Awards**, which recognise people in our business who have gone the extra mile for their clients or their colleagues.

A total of 33 people were congratulated for their achievements, which range from foremen going above and beyond the call of duty on their contracts, tireless efforts in our workshops and exceptional customer service in our accounts department.

Congratulations to everyone who received an award – and to everyone who works so hard to deliver great work on behalf of FM Conway.

OUR 2013 WINNERS WERE:

- | | | |
|-------------------|---------------------|------------------------|
| Derek Buckley | Ioan Nelu Deac | Mark Dyson |
| Ivan Hewson | Shpresim Maloku | Alf Clark |
| Aaron Manning | Colin Phillips | Michelle Neale |
| Tom O'Donovan | Peter McAnany | Andy Thomas |
| Rupert Hines | Vicky Watts | Michael Patrick Doolan |
| Valdas Gateveckas | Patrick Hughes-Gage | Vasile Florin Lucut |
| Tim Martin | Paul Durling | Steve Smith |
| Craig Young | Tony Conroy | Przemyslaw |
| David Griffiths | Islam Rama | Ioan Ofimias |
| Steve Boakes | Luan Rama | |
| Stuart Shand | Richard Jolliffe | |

EMPLOYEES OF THE QUARTER

Congratulations also go to our **Employees of the Quarter Ben Nicholson and Carl Eydmann**. Both have been identified by their colleagues as fantastic examples of standout work from our business. Each has received a certificate and £250 in high street vouchers.

BEN NICHOLSON,
drainage treatment plant
operator, recycling



BEN'S CO-WORKERS TOLD US:

"It often goes unnoticed how hard he actually works over there, so often he brings solutions not issues."

"He's totally dedicated to his duties."

"It doesn't matter what time of the day or night you ask the guys to do something or if they can tip a truck, the answer is always yes."

"Ben's work ethics and performance are unquestionably outstanding, since going back in the DTP productivity has increased by over 50% along with the general appearance of the place. We could all learn a lot from Ben's attitude and commitment to the business."



CARL EYDMANN,
night transport
co-ordinator, transport



CARL'S COLLEAGUES SAY:

"Carl constantly gives 110% in what is a very challenging and stressful role. Night after night he does beyond what is expected, a true asset for FMC. As you know our supervisors are not easily pleased but they have nothing but praise for Carl!"

"Organising night time transport and all it entails calls for special skills. Carl has them."

"Carl goes above and beyond his contracted duties to ensure the night work is completed. Not stopping there, he then does all he can to help the day shift get the best start to the day as possible."





COMPLIMENTING CONWAY

"As Vicar of St Andrew's Church I am writing to express our sincere thanks for the line painting completed in our car park. This is a community church in every sense and we serve the area throughout the week with over a thousand folk coming to us for events from playgroups to dance, AA and large parties and wedding receptions. The delivery and expertise that Conway gave was outstanding, all done in the late of night without fuss and good humour. It has transformed the look of the place and we are extremely grateful."

Rev. Lyndon North, vicar of St Andrew's Church, thanks Paul Powell, Nick Featherstone and the team for their work in the parish car park.

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"I would just like to say how helpful and professional Craig Young has been with the delivery of Lambeth's busy surfacing program. Nothing has been too much trouble for him from posting letters, joint measuring or dealing with the public – he can only be a credit to FM Conway and I look forward to a continuing working relationship with him in the conclusion of this program."

Franz Duffield, part of the highways department at Lambeth Council, passes on his thanks to Craig Young for his hard work this year.

"I want to compliment your people working on the Whitton repaving of the high street. Your people are clearly taking a very meticulous approach and are trying to do a perfect job. The paving that has been completed looks perfect. They are also very hard working – working at nights and weekends as needed."

Ian McDonald, a Whitton resident, compliments the team on their meticulous work on the high street.

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"The regeneration work in Ladywell looks lovely; it is a credit to you and your colleagues. We are really grateful; it's a nicer place to live because of everyone's hard work."

Julia Briant, member of the public, compliments Tom McConnell and everyone working on the project for their great work in Ladywell.

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**PEOPLE
FIRST**
GO HOME SAFE

Construct

WINTER 2013/14



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