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WINTER 2018-19 | www.fmconway.co.uk

Construct



FOREWORD FROM MICHAEL CONWAY



AS 2019 BEGINS, WE SHOULD REFLECT ON SUCCESSIONS AND LESSONS LEARNT AND SET PRIORITIES FOR THE FUTURE.

Uncertainty was an over-used word in our industry in 2018 with Britain's exit from the European Union looming. Nevertheless, FM Conway has weathered five decades of political and economic cycles. What we can be certain of is that we're in a strong position to tackle any challenges ahead.

We must focus on what we do best for our customers – that means our core strengths in highways infrastructure delivery and maintenance. Looking back on 2018, we've seen great successes. Highlights included our appointment to Highways England's Category Management Pavement Framework and our first term maintenance contract with the London Borough of Croydon, marking FM Conway's emergence as a tier-one contractor operating on both the strategic and local road networks.

The creation of our standalone civil engineering and structures divisions is seeing both go from strength to strength with our structures team winning an exciting contract with the Illuminated River project to light up London's bridges (page 4). Our civil engineering director Mark Tooley, then discusses plans for the future of civil engineering at FM Conway on pages 16-17.

Of course, there have been challenges too. We remain mindful of the wider economic picture and, especially for local authorities, of price pressures. In 2019, we will continue working with clients to help them do more with less, while still ensuring that we deliver work at a fair price.

For us, the key to this is through ongoing investment in our self-delivery model. This isn't the easiest path to take, but it is what sets our business apart. By employing our own people, plant, materials and equipment, we can deliver work better, faster and more efficiently.

We've continued to invest in our fleet to drive road safety and environmental best practice (pages 14-15). We also remain a leader in materials innovation. Most importantly, we invest in our people, supporting talented colleagues from all walks of life and across all levels of our business. Our big push around training and skills this year will ensure we're armed with the knowledge needed to deliver great work.

There will be challenges as the EU transition period begins, but we have always taken a long-term view. We concentrate on the next 50 years, not the next five – both for our customers and in our own ambitions as a business.

I'm confident that by working with colleagues, partners and customers, we can make the most of the opportunities ahead. For now, I'd like to wish you all a happy and successful 2019.

MICHAEL CONWAY MBE
CEO FM CONWAY

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FM CONWAY COMMENDED AT EUROPEAN HEALTH AND SAFETY AWARDS

FM Conway continues to be recognised for its exacting approach to road safety after being highly commended by the European Transport Safety Council (ETSC) at the 2018 PRAISE awards – a European-wide initiative aimed at celebrating excellence in work-related road safety.

The business was commended for its investment in vehicle safety innovations, with a particular focus on protecting vulnerable road users such as cyclists. Initiatives have included a behavioural training programme for drivers and new technologies that block incoming calls or messages when vehicles are on the move to prevent driver distractions.

Dave Conway, quality and environmental manager at FM Conway, commented: “Whether it’s investing in new apps to minimise the risk of road incidents or working with drivers to help them better tackle day-to-day challenges, FM Conway is committed to setting the standard for fleet safety in the construction industry. Initiatives such as the PRAISE Awards are an important means of sharing best practice and we are delighted to have been recognised at this year’s ceremony.”

BRINGING TOGETHER THE INDUSTRY’S FUTURE LEADERS

Conway House played host recently to 50 aspiring construction professionals at a Chartered Institution of Highways and Transportation (CIHT) satellite event, held ahead of the 2018 CIHT Young Professionals Conference.

The event provided an invaluable opportunity for the next generation of construction and highways workers to hear from speakers drawn from across the industry – including representatives from FM Conway, the Royal Logistics Corp and the CIHT – about the key challenges facing the strategic road network.

There was a particular focus on how new innovations and technologies can support more efficient construction and enable the industry to respond to the needs of 21st century cities, including a presentation from Ashley Bateup, FM Conway’s head of technology and strategy.

Liz Garvey, HR director at FM Conway, commented: “These events are a fantastic opportunity to inspire younger colleagues, ensuring that our sector is ready to meet the challenges of modern-day living.”

AWARD SUCCESS FOR CIVIL ENGINEERING DUO

Two of the business’ rising young stars – Rebecca Schreur, finance assistant in the civil engineering division, and Akisam Mughezi, a project management apprentice also in the civil engineering division – have been recognised for their outstanding contributions to the business and its customers.

Akisam beat stiff competition to be crowned Best Overall Winner at the 2018 Berkeley Group Apprentice Awards. Akisam is based at Berkeley’s Southall Waterside development where FM Conway is delivering vital engineering works to support a major regeneration scheme. He was

unanimously backed by the expert judging panel for his leadership in developing an on-site mental health awareness campaign. Akisam also triumphed in the Best Exteriors Apprentice category.

Rebecca was awarded second place in the Apprentice of the Year category at the Sevenoaks Business Awards, after being nominated by FM Conway for her conscientiousness and ability to take the lead during challenging situations. Rebecca’s inquisitive and pragmatic approach has resulted in her quickly taking ownership of projects and helping her team to analyse complex financial data.



Rebecca Schreur, finance assistant in civil engineering division



Akisam Mughezi, project management apprentice in civil engineering division

FM CONWAY HAS SECURED THE FIRST PHASE OF THE ILLUMINATED RIVER PROJECT - A MAJOR ART COMMISSION FOR LONDON'S BRIDGES.

LIGHTING UP THE RIVER THAMES

FM Conway has been awarded the contract for the first phase of the Illuminated River project, which will see the business install lighting on London, Southwark, Cannon Street Railway and Millennium Bridges.

Designed by artist Leo Villareal, the Illuminated River scheme aims to celebrate the river's historic bridges through the installation of a lighting artwork on up to 15 bridges, from Albert Bridge in west London to Tower Bridge in the east. The completed scheme will span 4.5 nautical miles of the River Thames, making it the world's longest public art commission.

FM Conway will work closely with the Illuminated River Foundation, the charitable organisation set up to deliver the project. Initial works will begin on the bridges in early 2019, with completion of the first phase scheduled for summer 2019.

The business will bring its considerable track record to bear on the new project, drawing on its experience working with the Greater London Authority to deliver a colour-changing LED lighting system on seven London bridges for the 2012 Olympic Games. Through its long-term relationships with over half of the capital's boroughs, FM Conway has responsibility for over 850 bridges and highways structures across the city and up to 150,000 lights.

FM Conway's head of structures, Ed Barford, said: "This project brings together our expertise in lighting and structures to help deliver a unique piece of artwork for the capital. The bridges across the River Thames are integral to how Londoners and tourists alike identify with, and travel through, the city and we are looking forward to working with the Illuminated River Foundation to deliver such an exciting scheme."

Neil Mendoza, chair of the board of trustees at the Illuminated River Foundation, commented: "The Illuminated River project will be an art commission on an unprecedented scale - using light to boost connectivity, economic activity and public enjoyment of the city at night, whilst improving conditions for the natural environment in and alongside the river."

WINTER IS COMING

VIGILANT WINTER PLANNING IS VITAL TO KEEPING THE A249 – THE ONLY ROAD LINK TO THE ISLE OF SHEPPEY IN KENT – OPEN FOR THE 30,000 DRIVERS WHO USE IT DAILY.



The weather may be a perennially popular conversation topic for Brits, but for Karl Hopper, contracts manager at FM Conway, monitoring the forecast is also a critical part of the winter planning process for the A249 in Kent.

FM Conway holds a £12 million, ten-year operation and maintenance contract with Sheppey Route Ltd – the Design, Build, Finance and Operate (DBFO) contractor that manages the road for Highways England. Encompassing the Sheppey Crossing, the A249 is the only major route connecting the Isle of Sheppey to Kent, with up to 30,000 drivers using it daily. It also provides an important link to ports along the rivers Medway and Swale. This means maximising lane availability is crucial to residents and businesses who depend on it, especially during the winter.

“The key thing is that once an alert comes through, we’re ready to spring into action.”

KARL HOPPER
contracts manager,
FM Conway

Karl explains: “We start by writing our annual severe weather plan. This complex manual assesses all weather eventualities, including heavy snowfall, fog, rain and high winds, which can pose particular challenges for the high-level Sheppey Crossing, and details our approach for managing them.”

The team map any changes on the network during the past year and factor these into their planning. Karl continues: “We consider any new developments along the route, such as rises in traffic levels or even new schools opening, which will impact daily user peaks. It’s also important to incorporate lessons from the previous winter.”

With this plan in place by September each year, the team then run through their annual checks, covering three vital elements: materials, plant and people.

“Perhaps the most familiar aspect of winter preparation works is gritting,” says Karl. “Gritting the A249 is doubly important because it provides access to the South Eastern strategic salt stockpile at Ridham

Docks, so if the road isn’t kept open this will have wider impacts across the region.”

The business procures 300 tonnes of salt which is stored at its Sittingbourne depot. This is typically enough for six days of continuous gritting.

The next step is to confirm that the team’s equipment, including the gritter, plough and loading shovel, is serviceable. They must also factor in provision for standby machines and breakdown processes should any one of them fail.

Finally, the team develops its rota, ensuring it has sufficient skilled people to respond to severe weather 24 hours a day, seven days a week if needed. Karl adds: “Each gritting run takes three hours so we may do up to eight runs in a 24-hour period. We need two people per run for safety reasons and every operator must be trained to Highways England standards. It’s important that we factor in facilities for eating and sleeping and also think about how the team members themselves will get to work during bad weather.”

With the plan in place, Karl then monitors daily weather reports to decide what action should be taken. “It’s always a balance between preparedness and not overcommitting resources unnecessarily,” says Karl. “The key thing is that once an alert comes through, we’re ready to spring into action. We coordinate with local stakeholders, the police and public transport operators and work in collaboration with Kent County Council and Highways England Area 4 to ensure we’re joined up and can maintain a safe driving experience for road users.”



FM CONWAY HELPS CLIENTS UNDERSTAND AND MANAGE THE LIFECYCLE OF THEIR BRIDGES AND STRUCTURES TO ENSURE THEY CAN EFFECTIVELY PLAN AND BUDGET FOR THE FUTURE.

“These structures were not originally built to withstand the traffic demands that we are currently placing on them.”

MATT SMITH
structures director,
FM Conway

The UK contains tens of thousands of bridges, which are crucial to our road network. In London alone, 33 bridges span the River Thames providing vital infrastructure links between the north and south of the capital.

FM Conway's structures team has worked with local authorities to provide advice on the long-term management of their bridge assets. Matt Smith, structures director at FM Conway, explains:

“Over the past 50 years, the population explosion in the capital has led to unprecedented pressures on our road network. With a significant percentage of London's bridges constructed in the 20th century or earlier, we need to recognise that these structures were not originally built to withstand the traffic demands that we are currently placing on them.

“This is a real challenge for clients and it's vital that a robust asset management programme is put in place to monitor and track structural degradation and plan for future maintenance works – that's where we step in.”

Surveying the asset

A holistic, three-step programme is crucial to the ongoing management of bridges and structures. As a starting point, Matt advises that clients put in place rigorous checks and inspections to understand and track the structural integrity of the bridge.

“FM Conway's team of structural engineers regularly carry out general and principle bridge inspections for our clients to help monitor the bridge's performance over time,” Matt continues. “However, for local authorities, regular inspections are also vital as it can evidence their applications for additional government funding if the bridge is beginning to deteriorate.

“Additionally, there have been significant advances in digital tools recently and web-based systems, such as Bridge Station, are extremely useful in helping clients manage their assets more effectively.”

THE FULL CYCLE TO

FM Conway delivered a £1.5 million refurbishment of London's Grade-II listed Putney Bridge. The works included stripping the 210 metre-long bridge down to its deck, carrying out repairs to its concrete core, and applying waterproofing to protect it from future water damage. FM Conway then rebuilt and resurfaced the bridge's carriageway and relaid its footpaths with high-quality paving.



Planning ahead

Once clients understand how their bridges are deteriorating, they can begin to plan and budget for future works. "It's about moving from a reactive to a proactive approach to works," adds Matt.

"When clients fully understand their assets, they can start pinpointing and prioritising the works that need to be done most urgently and factor this into their budgeting. As government cuts start to take their toll on local authorities, being able to properly budget and plan for the future can make a significant difference."

Innovative design

The third step in the cycle is designing effective and long-lasting solutions to bridge failures. As part of this, FM Conway's consultancy team has been working with clients to create tailored solutions that incorporate the latest innovations in bridge maintenance to ensure their structures can cope with increasing road pressures and traffic volumes.



BRIDGE MAINTENANCE



"Using the latest innovations in smart technologies means that we can futureproof clients' bridges."

Matt comments: "Each bridge is different and as a result we need to be creative in our solutions. With one of our clients, we have begun integrating road temperature technology to monitor the impact of climate change on bridge performance. We are also using smart technology to understand how increasing traffic volumes impact life expectancy, for example on bridge joints or other key structural features – this will help us to determine what structural aspects we need to monitor more regularly, ensuring we maintain a proactive approach to bridge maintenance."

"Using the latest innovations in smart technologies means that we can futureproof clients' bridges, helping them move to a medium to long-term asset management approach and ensuring our road networks can continue to cope with 21st-century demands."



ON POINT WORKING

FM CONWAY IS WORKING WITH THE LONDON BOROUGH OF MERTON TO PRESERVE THE BOROUGH'S UNIQUE CHARACTER AND HERITAGE WHILE FUTUREPROOFING ITS ROAD NETWORK TO MEET 21ST-CENTURY LONDON LIVING.

"FM Conway has played an integral role in helping us to stay abreast of new materials innovations."

GARY MARSHALL
highways engineer,
London Borough
of Merton

Many people will be familiar with the London Borough of Merton as the home of the world-renowned Wimbledon Grand Slam tennis tournament. They're less likely, however, to know that Merton is one of the greenest boroughs in the capital, boasting over a hundred parks and green spaces.

Merton also has a strong local character. The south-west London borough is made up of a number of smaller individual town centres as opposed to one main hub. Wimbledon, Morden and Mitcham – along with Colliers Wood and Raynes Park – act as the larger town centres, with each hub boasting its own unique sense of place and history.

Responding to these unique characteristics is essential for FM Conway – Merton's highways term maintenance contractor. The business provides a portfolio of works ranging from cleansing and traffic management to structures, consultancy and large-scale public realm regeneration projects, and adapting FM Conway's delivery approach to meet the needs of the area has been key to its success.

Gus Smith, contracts manager at FM Conway, comments: "Our work in Merton as the borough's long-term partner has allowed us to build up a unique understanding of the area's requirements. Crucially, it's important for us to take a flexible approach to works in different areas across the borough, both in terms of the projects themselves but also in the way we work. So, for example, we may need to think about how the materials we're using complement an existing streetscape in one of Merton's town centres."

"It's also important to consider local businesses and stakeholders, and how we can accommodate their needs by re-adjusting works schedules to minimise disruption."

Below: FM Conway at work in Merton after the company secured its first London highway term maintenance contract with the borough back in 1979



IN MERTON

FM Conway has been working with the local authority to ensure that it leads environmental best practice through the term maintenance contract, reflecting Merton's identity as one of London's greenest boroughs. Recent high-profile projects such as the regeneration of Mitcham town centre – the largest scheme of its kind in Merton – have focused on maximising the percentage of recycled asphalt in the surface layer of roads and FM Conway is also now recycling 100 per cent of the borough's used road materials.

Gus continues: "We've built up a detailed on-the-ground understanding of how residents, visitors and workers travel in and around Merton during our experience of delivering projects in the borough over the past four decades. As well as building on experience however, it's also important that we keep an eye on the future and reflect anticipated changes in the way that the public travels as we look to future-proof Merton's road network."

Merton's population has grown significantly since FM Conway delivered its first job for Merton Council in 1979, resulting in an increase in traffic volumes and putting strains on the road network. To address this, FM Conway has been looking at ways to make Merton's roads more resilient by designing-in durability and preparing them to cope with the pressures of fluctuating weather patterns caused by climate change.

Gary Marshall, highways engineer at the London Borough of Merton, comments: "As Merton's population grows, we're constantly looking to the future of the borough's road network and stress-testing whether it will be able to withstand these new and unprecedented pressures to continue to meet the needs of Merton's residents and commuters.

"FM Conway has played an integral role in helping us to stay abreast of new materials innovations. This has not only boosted road resilience but also improved the borough's overall sustainability, ensuring Merton can continue to be enjoyed by residents and visitors for years to come."



KEEPING A WORLD-CLASS SHOPPING DESTINATION OPEN FOR BUSINESS



DOLCE & GABBANA

BOND STREET

FAMED AROUND THE GLOBE FOR ITS SHOPPING, LONDON'S WEST END IS ONE OF THE CITY'S MOST ICONIC DESTINATIONS AND A MUST-HAVE ADDRESS FOR ANY IN-DEMAND RETAILER.

From quirky Soho to elegant Mayfair, FM Conway is continuing to transform the area's streets to deliver high-quality public spaces that meet customers' expectations and reflect the West End's prestigious heritage. At any one time, its teams could be working on up to 70 different projects for Westminster City Council from public realm improvement to lighting schemes within the great estates.

PROJECT: BOND STREET

CLIENT: Westminster City Council

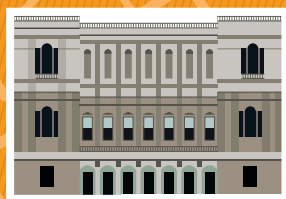
VALUE: £9.9 million

BRIEF: improve the customer experience on the West End's most prestigious shopping street. This included widening and paving footpaths with durable granite slabs and upgrading street lighting to create a high-end shopping destination for residents and tourists, as well as reinstating the famous Allies Bench featuring Winston S. Churchill and Franklin D. Roosevelt. FM Conway also resurfaced the carriageway at Bond Street with bespoke coloured surfacing to reflect the unique nature of the street.

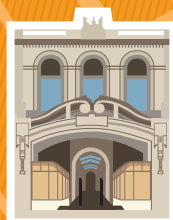
COMPLETED: Phase one completed in October 2018



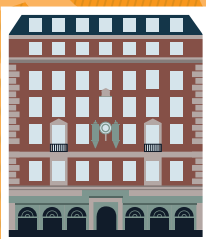
SAVILE ROW



ROYAL ACADEMY OF ARTS

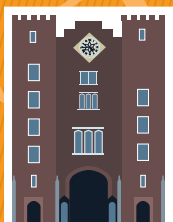


BURLINGTON ARCADE



FORTNUM & MASON

JERMYN STREET



ST JAMES'S PALACE

PROJECT: SAVILE ROW

CLIENT: Westminster City Council

VALUE: £1 million

BRIEF: keep this renowned tailoring destination looking sharp and showcase its history and heritage. This included comprehensive public realm improvements such as footway reconstruction in Yorkstone paving and granite setts to create an attractive route between key tourist attractions in Westminster. FM Conway also upgraded street lighting, improved the streetscape creating a new layout to manage vehicle dominance at kerbsides and improve the pedestrian experience.

COMPLETED: June 2018

PROJECT: JERMYN STREET

CLIENT: Westminster City Council; The Crown Estate

VALUE: £6.3 million

BRIEF: modernise the historic home of London's high-end tailors, boutique retailers and art galleries. To achieve this, FM Conway is delivering footpath widening to improve pedestrian accessibility and installing attractive Yorkstone paving and granite setts to create an environment that is both welcoming and inclusive. FM Conway is also fitting modern wall-mounted lighting to reduce street clutter and future proofing the area's utility network to withstand anticipated long-term demand.

TO BE COMPLETED: Spring 2019

PROJECT: ST JAMES'S PALACE FORECOURT

CLIENT: Westminster City Council; The Crown Estate

VALUE: £2 million

BRIEF: transform the unused public realm space at the south-western end of Pall Mall – fronting St James's Palace – to create an engaging streetscape, which pedestrians can navigate safely and easily. As part of this, the team is creating a new central feature to enhance the surroundings for the palace. FM Conway is also extending the existing footways and creating new road crossings to improve safety for all road users. Vehicle accessibility is being enhanced with the provision of a new right turn into Pall Mall via Marlborough Road from The Mall and St James's Park.

TO BE COMPLETED: Spring 2019

WORKING CLOSELY WITH COSTAIN/JACOBS, FM CONWAY HAS DELIVERED A DURABLE MATERIALS SOLUTION FOR HEATHFIELD HIGH STREET TO KEEP THIS IMPORTANT LOCAL HUB OPEN FOR BUSINESS FOR LONGER.

FOCUSING ON THE FUTURE AT HEATHFIELD

"By revising our resurfacing programme, we were able to finish the overall scheme two days early."

RICHARD COUGHLIN
senior operational manager,
FM Conway

British high streets may be facing challenges, but for towns and villages across the country they remain at the centre of local life. Providing good access and maintaining key routes to a high standard is vital to ensuring that residents can access amenities, that shops can trade and that these streets can continue to define local character.

These aims were at the heart of a recent £500,000 project delivered at Heathfield high street in East Sussex, where FM Conway holds a highways surfacing partnership with Costain/Jacobs and East Sussex County Council. Part of a wider programme managed by Costain/Jacobs, FM Conway was briefed to renew 3,600m² of road surface along the high street, which had deteriorated after many years.

Minimising disruption for local shops and traders was crucial to the scheme's success. FM Conway's senior operational manager, Richard Coughlin, comments: "The programme required periods of road closures so careful phasing by Costain/Jacobs, FM Conway and the other partners was vital to reduce the impact on Heathfield's shops.

"The material mix we specified was also chosen to maximise durability – driving cost efficiencies for East Sussex County Council and reducing public disruption by ensuring that repairs wouldn't be required again for many years."

The scheme was staggered across three phases along the high street, with Costain/Jacobs coordinating the project partners and liaison with local businesses. Each aspect of works, from initial carriageway reconstruction through to road markings, occurred continuously where possible to drive productivity. FM Conway marshals were on hand throughout to guide the public and keep them safe.

Once the carriageway reconstruction works overseen by Costain were complete, FM Conway planed the road surface to a depth of 65mm, transporting all arisings to its Chelsfield depot for recycling. Richard continues: "We then laid a 6mm SMA Surf from our Erith asphalt plant, followed by a CG100 Geotextile membrane to ensure good adhesion with the surface course and to maximise the road's resistance to reflective cracking, which is where pressure on one road layer spreads to another. After this, we laid a 10mm Surepave Polymer Modified Bitumen (PMB) surface course, also supplied from Erith, to a depth of 45mm. The addition of PMB, which we produce at our Gravesend facility, means the road can flex which helps it to last longer."

The programme was continuously reviewed to drive efficiencies. "We re-allocated the stretch of works outside the Co-Operative store to one night shift to avoid any impact on daytime trading," says Richard. "The carriageway reconstruction stage of the final phase was also completed quicker than anticipated, so by revising our resurfacing programme, we were able to finish the overall scheme two days early."

Mike Eggleton, service director for East Sussex Highways, said: "This was a high-profile scheme that required thorough planning, excellent communications and close cooperation by all project partners. A fantastic team effort ensured that we kept residents and businesses' needs in mind at all times, delivering the project ahead of schedule and safeguarding the high street's future. It is a blueprint for how we should manage similar schemes in future."





MIKE EGLETON
service director,
East Sussex
Highways

"We kept residents and businesses' needs in mind at all times, delivering the project ahead of schedule and safeguarding the high street's future. It is a blueprint for how we should manage similar schemes in future."





INVESTING IN AN INDUSTRY-LEADING FLEET

FM CONWAY HAS CONTINUED TO INVEST IN SKILLS AND PLANT TO ENSURE SAFE AND EFFICIENT SELF-DELIVERY.

FM Conway's self-delivery model enables the business to drive cost and time efficiencies for customers by employing its own people, plant and equipment to deliver construction works. The company has recently unveiled a wave of innovations, ensuring it remains at the forefront of fleet best practice when it comes to skills, sustainability and safety.

Tackling driver skills

Many in the construction industry will be aware of the issues around the sector's skills gap. Perhaps less well known is how the current shortfall of drivers – currently estimated at 45,000 by the Road Haulage Association – has the potential to hamper the industry's ability to get materials and equipment to site.

FM Conway is spearheading one of the industry's first Large Goods Vehicle (LGV) driver apprenticeships to encourage new entrants into a construction career while also supporting existing employees to upskill.

Liz Garvey, HR director at FM Conway, explains: "Without expert drivers, the construction industry would grind to a halt. As part of our focus on self-delivering projects, FM Conway has

decided to tackle this head on, offering a programme specifically targeted at helping workers gain the skills and experience required to drive an LGV.

"The beauty of this standard is that it is both a gateway for new talent and a way to help more experienced employees retrain and transition into positions that might better accommodate their needs."

Supporting sustainable transport

As part of its commitment to meeting the highest environmental standards, the business has also diversified its fleet – investing in electric vans through a partnership with commercial vehicle specialist Enterprise Flex-E-Rent.

"FM Conway has always strived to be at the forefront of fleet innovation in construction, whether to lead on road safety standards or showcase best practice in reducing carbon footprint," says John Tobin, FM Conway's asset manager.

FM Conway is trialling two Nissan e-NV200 plug-in vans in the London boroughs of Hammersmith & Fulham, Kensington & Chelsea and Croydon to fulfil its highway term maintenance contracts with the councils.

"Without expert drivers, the construction industry would grind to a halt. FM Conway has decided to tackle this head on."

LIZ GARVEY
HR director,
FM Conway



Supporting
sustainable
transport

*"FM Conway has
always strived to be
at the forefront of
fleet innovation
in construction."*

*"The business is
constantly
looking at ways
we can improve
our service to
customers and
the communities
where we work."*

JOHN TOBIN
asset manager,
FM Conway

"This trial is helping us to see how we can integrate more electric vehicles across our business and we have recently installed electric charging points at our vehicle depots to pave the way for further investment," says John.

"So far the two vehicles have been a huge success. Our drivers are recharging them about once every three days. They look and are used exactly like every other van in our fleet and operate exactly the same – except, of course, with zero emissions."

Supply chain collaboration on health and safety

Safety is a key concern for any construction business operating a large fleet and FM Conway has continued to invest in innovation here too. Working with Innovative Safety Systems (ISS), it has retrofitted its entire fleet of road sweepers – which are primarily used to support its surfacing business – with auto-braking technology to manage the risk of accidents. Using sensor technology, the Auto-Braking Reverse Radar system automatically applies the vehicle's brakes when an object comes within four metres of the vehicle, coming to a complete stop if the obstacle moves closer.

"Importantly, this system is designed to support drivers as a critical risk control measure, and not to replace our focus on supervision, training, and positional safety," says John. "The new system will enable us to track how often the technology is being deployed – meaning that we can identify the need for further training to ensure that safe practices become fully embedded across our teams."

John adds: "The business is constantly looking at ways we can improve our service to customers and the communities where we work. This calls for a holistic approach, setting the industry benchmark in terms of environmental and safety best practice and investing in our people to deliver great projects and ensure that our teams and members of the public go home safe and healthy every day."





5 MINUTES

...ON THE CIVIL ENGINEERING DIVISION

WITH MARK TOOLEY

CIVIL ENGINEERING DIRECTOR, FM CONWAY

"Our focus in civil engineering is largely around the construction of new assets or pre-construction works for major developments, while the structures team concentrates on the long-term management and maintenance of assets."

MARK TOOLEY
civil engineering
director,
FM Conway

Q Civil engineering was recently established as a standalone division within FM Conway. What does the team do?

A FM Conway has a long history of delivering civil engineering projects, working in partnership with clients like the Port of Dover and Transport for London. The creation of the standalone division, separate from the structures team, builds on this experience and expertise and allows for greater specialism within each division.

Our focus in civil engineering is largely around the construction of new assets or pre-construction works for major developments, while the structures team concentrates on the long-term management and maintenance of assets.

Our work spans from the construction of new roads, bridges and other major infrastructure assets to complex groundworks, marine defences and public realm improvements. We work with both public and private sector clients across highways and development projects.

Q What pressures are customers facing?

A It varies, but the main challenges are around how we can help clients to manage their construction budgets while delivering an asset that will perform in the long term.

The best way for us to achieve this is to engage with clients early on in the build process, when the works programme and specification can still be influenced. This means we can offer guidance on how to optimise delivery to minimise construction costs and risks, while building in resilience for the future. As an example, we might offer advice on innovative building materials or new ways of working. This is where FM Conway's wider experience in asset management comes to bear because we know what needs to be done at build stage to maximise longevity.



Q How does the division work with the wider business?

A We deliver standalone projects but we also collaborate on schemes with other divisions, whether that's consultancy, surfacing or street lighting, as part of FM Conway's self-delivery offer to customers. Our work for Berkeley Homes at Southall Waterside is a good example of this in action. It means that we can drive efficiencies for customers – for example, we might be able to synchronise public realm works and lighting works to reduce the overall programme and therefore disruption for the public.

Working closely with the consultancy team is particularly important for the type of work that we deliver. In light of the customer challenges I touched on, this design and build approach means that we can tackle projects in a holistic way. We can assess how the design and materials specified for a project will enable the best results while still supporting a practical and deliverable construction programme.

Q What are your plans for the future of civil engineering at FM Conway?

A We're aiming to grow the business' already strong client relationships with the London boroughs and developers operating in the capital, as well as building a pipeline of work across the south of England.

Ensuring we have a strong cohort of talent coming into the team is crucial to achieving this ambition and delivering a high-quality service for customers. I'll be working closely with the HR team to support both recruitment and the upskilling of our existing team.

CONWAY PEOPLE

EMPLOYEES OF THE QUARTER

CONGRATULATIONS TO EVERYONE WHO WAS NOMINATED: PETER WITHERS, MARTIN PHILLIPS, LOUISE BOND, JACOB BUNTING, JEMMA WATTS, ALYCE POTTER, ADELE NOVO, MATT CHAPMAN, LEWIS SHUTTLEWOOD, SEAN SOWNEY, PHILIP YAU, JAK EDWARDS, ANDREW JACKSON, PETER MOORE, JACK CALLAWAY, PAUL MARTIN, MATT STANLEY, MELISSA CHARLES, THE BUSINESS ADMIN TEAM, THE SMART MOTORWAYS SURVEY TEAM AND THE THEALE ASPHALT PLANT, WEYBRIDGE AND MIXER OPERATOR TEAMS.



**VICTORIA
HILLARY**
resource and
planning team

VICTORIA'S COLLEAGUES SAY:



"Victoria has contributed to the deployment of our new recruitment system and was concerned that the candidate experience was not affected by an automated system. Her customer service is exceptional and she has a great rapport with candidates applying to the business. The feedback from our hiring managers has also been excellent. She is professional, caring and an extremely likable member of the team."



**KIERAN
RUSH**
Westminster team

KIERAN'S COLLEAGUES SAY:



"Kieran is hardworking and committed to the company in general, and Westminster in particular. His endeavours working on St James Street in Westminster have been particularly appreciated. This was a really high profile and challenging project where it was particularly important to achieve great quality standards and ensure that the work ran to schedule – Kieran was instrumental in achieving this."



TEAM OF THE QUARTER

OUR TEAM OF THE QUARTER IS
THE **WESTMINSTER CONTRACT A
REACTIVE TEAM:** DINAH JAMES,
JAMES O'CONNELL, SEAN MCPOLIN,
GEORGE NOLAN, OLIVER COX,
TOM SCAMP AND JACK SAVILL.



THEIR COLLEAGUES SAY:



"The team have been working really hard to ensure all aspects of the service are delivered to the client, who has been very complimentary of their endeavours. They problem solve and work closely as a team to ensure the end goal is met. Recently there has been a cyclical closure programme put in place to close heavily used streets out of hours such as Oxford Street, Piccadilly, Shaftesbury Avenue and Waterloo Bridge, which has been a great success. This award recognises everyone in the team, from those working in the office to the operatives working on site, completing large volumes of works to an excellent standard."





A JOB WELL DONE

"As someone who works in construction myself and walks down Denmark Hill every day past where you are carrying out the pavement replacement scheme, I would like to say a huge congratulations. Every day I am impressed with your pedestrian and traffic management which is always logically thought out despite the tough logistics."

"Furthermore, the speed at which this project is progressing is admirable – those carrying out our motorway improvements could certainly learn a thing or two! Not only this but your workers are always working hard and safely, never have I seen them not wearing their full PPE or adopting incorrect manual handling. It is rare I see such a well-managed and hardworking site these days."

A member of the public commends the term maintenance team working in Denmark Hill.

"Can I say on behalf of New Eltham businesses and residents a big thank you for agreeing to and putting up the fairy lights around the lamp posts here in Footscray Road, New Eltham. Please also pass on our thanks to the people who actually put up the lights, very efficient. It has been very much appreciated and brightened up our little high street in the run up to Christmas."

A member of the public thanks the lighting team working in Greenwich.

"A quick note to thank you for your prompt response and action in clearing the drain during the recent flooding. I just thought you might appreciate a well done!"

A member of the public thanks the water & drainage management team working in Old Coulsdon.



Construct

WINTER 2018-19



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