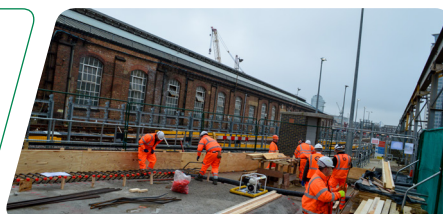


# CORPORATE SOCIAL RESPONSIBILITY

## SOCIAL IMPACT REPORT



**FM CONWAY'S**  
COMMITMENT TO  
**MAKING A DIFFERENCE**



1<sup>ST</sup> APRIL 16 – 31<sup>ST</sup> MARCH 17



# Contents



Executive Summary .....	4
Who We Are .....	6
People First .....	8
Apprenticeships .....	10
Kickstarting Careers in Construction.....	12
Conway Charitable Foundation .....	14
Supporting Our Communities .....	16
Environment.....	18
Health and Safety.....	20
Summary .....	22

# Executive Summary

At FM Conway, we are proud of our reputation as an innovative and responsible infrastructure services company with a vision to bring clear thinking and efficiency to challenges in the built environment across London and the south east. We are dedicated to encouraging and empowering our people to provide excellent services to customers within our communities.

This second social impact report demonstrates our commitment to our core values through the delivery of our Corporate Social Responsibility (CSR) Programme in 16 – 17.

It reports our ongoing journey to better understand the social impact of our work – helping to inform our approach in subsequent years and better quantify the difference we are making.

This report has been produced through engagement with beneficiaries of our donations, and surveys with our people, to understand where we are making a difference. We wish to thank everyone that has participated and contributed to this project.

## WHO IS THIS REPORT FOR?

This report is for both our internal and external customers to highlight our key successes over the year through our CSR initiatives in 2016 – 17. We look forward to continuing to invest in our people and communities to maximise our social impact and make a positive difference.

## WHY MEASURE OUR SOCIAL IMPACT?

We want to ensure that our CSR programmes are delivering real benefit. By measuring our social value, we can better understand the difference we are making. This enables us to mitigate negative outcomes and review how we can maximise the positive impact to our employees, partners, clients and communities. As we build our understanding of our impact, we can improve how we capture and record outcomes to ensure we effectively measure the social value created.

## HOW DID WE MEASURE OUR SOCIAL IMPACT?

We have used the principles of Social Return on Investment (SROI) to help inform our approach to measuring our social value. Social Return on Investment is a framework for measuring and accounting for social, economic and environmental value<sup>1</sup>. This has guided our analysis together with HACT wellbeing valuations and we plan to build on this approach in future years to better understand and quantify our impact.

A SROI Analysis as published by Social Value UK comprises 6 key stages. This enables a theory of change to be developed which demonstrates what changes for each stakeholder involved. Financial proxies are then attributed to each outcome and the social impact calculated with consideration for what would have happened anyway (deadweight), who else contributed to the change (attribution), how long the impact is felt for (drop-off) and whether this displaces impact elsewhere (displacement).

## INPUTS

**£112,286**  
DONATED TO local causes through the Conway Charitable Trust

**£84,777**  
DONATED TO local charities, events and sponsorship

**£675,368**  
INVESTED IN our apprenticeships, work experience and Inspire Scholarship Scheme



**400**  
PEOPLE attended wellbeing talks

**69**  
PEOPLE making use of our gym facilities

**14**  
APPRENTICES graduated and employed full time with FM Conway

**35**  
APPRENTICES currently working across the business

**7**  
STUDENTS completed work experience placements

**4**  
STUDENTS supported through the Inspire Scholarship Scheme

**500k**  
TONNES OF recycled aggregate supplied to sites nationwide

**43**  
FEWER INJURIES through our near miss reporting campaign

ACTIVITY

ESTIMATED SOCIAL VALUE CREATED FROM ACTIVITIES

APPRENTICESHIPS

**£1,992,759**

WELLBEING AND GYM

**£846,388**

ENVIRONMENT

**£620,047**

COMMUNITY

**£260,497**

HEALTH AND SAFETY

**£125,174**

CONWAY CHARITABLE TRUST

**£50,584**

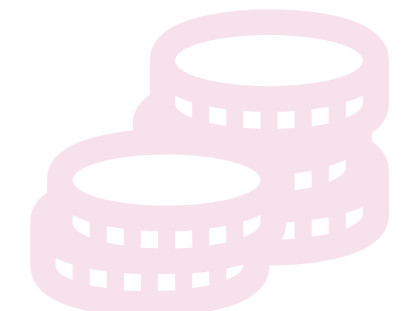
WORK EXPERIENCE AND INSPIRE SCHOLARSHIPS

**£37,777**



**£3.93m**

ESTIMATED SOCIAL VALUE created through our activities



# Who We Are

## FM CONWAY

was established in 1961 by Francis (Frank) Michael Conway. Today, FM Conway retains its family heritage with Michael Conway MBE as Chief Executive Officer who is supported by a dedicated team of Board directors.

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

Self delivery and innovation are at the heart of our offer and we operate our own technically advanced manufacturing plants and vehicle delivery fleet, delivering high-quality materials for local and strategic projects across London and the south east.

We take pride in our ability to self deliver all services and help our customers to cut the cost of construction and maintenance. Whether working on small maintenance projects, major frameworks or large, complex commissions, our vision is to bring clear thinking, innovation and efficiency to challenges in the built environment.

Our forward thinking and customer focused approach enables us to work in partnership with local authorities, network operators, the private sector and local communities to provide integrated, flexible and sustainable solutions.

We have offices, operational facilities and production plants across London and the south east with our head office based in Sevenoaks, Kent.

We are a member of the British Safety Council, the Civil Engineering Contractors' Association (CECA), the British Association of Landscape Industries, the Quarry Products Association, Highways Term Maintenance Association (HTMA), Mineral Products Association (MPA) and Chartered Institute of Highways and Transportation (CIHT). We are registered with the British Standards Institution (BSI) for our activities.

£247.8 MILLION turnover

OVER 1,400 employees

OVER 250 employees at our head office

OVER 800 vehicles in our liveried fleet

8 plants and asphalt recycling centres



# Our Values

We have grown substantially since our humble beginnings in 1961, but it has been our growth rate over the past decade that has been incredible, turning over £71m in 2006—compared to around a quarter of a billion pounds today. This is a sustainable organic growth rate of 248% achieved by an innovative company strategy in a fast moving industry. The size of our workforce has followed a similar trend. Ten years ago we had just over 400 people working for us. Today we employ more than 1,400 permanent staff members—a 250% increase. Our core values have remained throughout and continue to underpin our actions and decisions:

## Care



By caring, developing, encouraging and empowering our people, we support our customers and communities in achieving their goals, within a safe working and living environment.

## Integrity



We treat our people, customers and the communities that we live and work in with the respect and integrity they deserve. An open and honest relationship is the key to our success.

## Innovation



Our passion is to always search for the best possible solution for all parties and partners. With a proven track record in innovation, we continue to research, develop and invest in new products and solutions.

## Excellence



Excellent people, delivering excellent work and service are the fundamentals to making us a successful company.



# People First



People First is our approach and commitment to the health, safety and wellbeing of our people, the people we work with and the communities we work in.

We continue to invest in our people recognising they are central to achieving our ambitions and delivering excellent services to our clients. Last year saw us move to our new head office in Sevenoaks bringing over 250 staff together to streamline services and enhance our collaborative working. This also provided the opportunity to improve staff facilities with the installation of a new fully equipped gym, subsidised canteen with healthy eating options, break out areas and a library.

**29** employees attend weekly coached gym and exercise classes

**65** employees have signed up to use the gym facilities

**39** employees use the gym on a weekly basis

**60** people signed up for the free flu jab from the company nurse

**400** OPERATIVES attended 2 stand down days held with a wellbeing speaker

## OF THOSE ATTENDING THE GYM SESSIONS:

**85%** reported an improvement in their physical health

**74%** reported maintaining a healthier weight

**70%** reported an improvement in their mental health

**7%** reported visiting the GP less

**5,500** DAYS INVESTED in the **LEARNING AND DEVELOPMENT** of our people during the last year

*The gym and programmes had contributed to not only wellbeing, but also fellowship amongst staff—most excellent!*

*Having the gym on site makes it so much easier to exercise. It's a fantastic perk and really appreciated.*

## OUR TRAINING PROGRAMME



ensures we continue to build our people and provide them with skills to excel. We are committed to being an employer of choice where everyone is recognised for the contribution they make to our business and the diversity of our workforce is vital to maximise our company's performance.

Over the past year, we have devoted increased time, energy and enthusiasm into the establishment of a truly professional learning and development function within the business; we have brought together our professional, vocational and technical training under one team, operating under the banner of the Conway Academy. We continue to support long term professional development as well as our more immediate operational requirements.

## MICHAEL CONWAY RECEIVED AN MBE

in January 2017 for services to UK construction, infrastructure support and road safety recognising his contribution to the sector and our ongoing work to promote safety on the road within the construction industry.

## WE ARE ALSO COMMITTED TO BUILDING STRONG, PARTICIPATIVE PARTNERSHIPS

with our supply chain and our clients to ensure that best practice in terms of fairness, inclusion and respect becomes a trademark of our delivery and builds a platform for continuous improvement.



In order to promote continuous improvement, we have created a Fairness, Inclusion and Respect plan – which will establish our public commitment to our employees, clients and other stakeholders.



It is our intention to plan, take action and finally to review what we do in order to evaluate our progress in comparison to the goals we have established. Being clear about our goals and communicating the outcomes of our activity is crucial to our success with respect to our Fairness, Inclusion and Respect programmes.

**£846,388** ESTIMATED SOCIAL VALUE

created through our wellbeing sessions, installation of our new gym, instructor-led classes and EAP resulting in improved physical and mental wellbeing.



**£24,774**

## DONATED TO SUPPORT OUR EMPLOYEES CHOSEN CHARITIES

We are exceptionally proud of all our employees that dedicate time to charitable causes both at work and in their own time. We donate to all our people's charitable activities to actively encourage and support them in their campaigns. In March 2017, we were delighted to be in the top 1% of donors on JustGiving.



## OUR EMPLOYEE ASSISTANCE PROGRAMME

(EAP) is available to all staff and subcontractors and provides confidential advice and support on personal matters. 42 of our people utilised the service over the past year with 100% of those surveyed stating they found it valuable and would use it again.



# Apprenticeships

## APPRENTICESHIPS ARE AN INVALUABLE PART OF OUR BUSINESS.

They provide a platform for local people to gain industry related experience on the job whilst studying for a qualification. In fact, a number of our senior staff started as apprentices themselves.

This year, we were proud to see 14 of our young apprentices complete their apprenticeship. All 14 have now taken up full-time roles at FM Conway, including surfacing, street lighting and finance positions, as they start the next stage of their careers in the construction industry.

We currently have a further 35 apprentices across the business working across different professions and contracts including civil engineering, lighting, finance and HR. Our apprentices benefit from opportunities to further improve their skills and knowledge, hosting training and events throughout the year. Our mentoring programme ensures they receive all the support they need to realise their potential and we commit to offering full time employment to all our successful apprenticeships.

As part of our ongoing pledge to tackle the industry skills gap, we promote our apprenticeship programme through Apprentice Live events and Apprenticeship Fairs to encourage more young people to enter construction. We also advertise our apprenticeships through local authorities and community agencies.

**£1,992,759**  
ESTIMATED SOCIAL VALUE  
created through the employment  
and training of our apprentices  
with the commitment to retain  
100% post completion

## TONY AUGUSTINE



APPRENTICE  
HIGHWAYS  
MAINTENANCE  
OPERATIVE

Tony was offered an apprenticeship with FM Conway after completing a

pre-employment course with the London Construction Academy in 2015. Prior to starting the course, Tony was self-employed, working on construction sites, and actively looking for an apprenticeship. He comments:

“ I have a career now. I feel part of a team at FM Conway – it is like one big family. The support I receive is fantastic and enables me to maximise my potential.”

This year, Tony was announced as the Conway Apprentice of the Year 2016 in recognition for his work as part of FM Conway’s surfacing team, working on a number of high-profile contracts for the company including projects across the Transport for London (TfL) road network.

“ I was determined to win this award and it inspired me to work hard and stay motivated. I am very proud to be the Apprentice of the Year and hope to inspire future apprentices.”

Tony is continuing his apprenticeship as a highways maintenance operative and looking ahead to the future:

“ I feel at home working with FM Conway and have a stable and secure job. I can already see the benefits of being an apprentice and the opportunities that gives me. I have really grown as a person and I am continuing to enhance my skills – the sky is the limit!”

## NATIONAL APPRENTICE WEEK

The National Apprentice Week in March provided the opportunity to promote our apprenticeships across London, attending four roadshows and speaking to a vast number of potential candidates. This resulted in us receiving over 460 applications and 24,000 views on our twitter feed. During the week we attended:

- London and the South East National Apprentice Show for 2 days
- London Borough of Bexley Apprentice Event
- TfL Apprentice Day at City Hall
- London Highway Alliance Contract (LoHAC) Apprentice Forum hosted by Conway Aecom

Our apprentices have had a busy year and in addition to scheduled college attendance at Lewisham Southwark College and Southwark Construction Skills Centre they have participated in a number of forums and supported us to promote apprenticeships.

OUR TARGET  
NEXT YEAR IS TO HAVE  
**1** APPRENTICE **25**  
FOR EVERY EMPLOYEES

## APPRENTICE ENRICHMENT PROGRAMME

2016  
March

- Presentation and open forum with Operations Director focussed on what they have learned and what their aspirations are for the future

May

- Traffic Management demonstration
- Learning about chapter 8 set up
- Open forum with Traffic Management and Surveying Contract Management

Nov

- Apprentice graduation event with Michael Conway
- External training provider workshop: Taking personal responsibility for your learning and development
- Internal learning and development workshop: Communication skills

2017  
Feb

- Apprentice and graduates tour of Erith Asphalt Plant & Drainage Treatment Plant

March

- Attendance to support and promote apprenticeships at the National apprentice show at Sandown Park and TfL apprentice fair at City Hall
- Lambeth Academy Apprentice and Careers event
- Wilmington, Dartford and Gravesend Schools' careers and apprentice event
- Hammersmith and Fulham apprentice day



# Kickstarting Careers in Construction

We promote, support and run a range of programmes that provide people with the opportunity to learn about the industry and enhance their skills to become 'job-ready'. Our aim is to help people to overcome any barriers to work and build their confidence to enable them to secure sustainable employment within the construction sector.

## LONDON CONSTRUCTION ACADEMY

We are proud to support the London Construction Academy (LCA), formally known as the London Highway Academy of Excellence. We recruit candidates following completion of the programme and provide both management and administrative support. The Academy is championed by the Worshipful Company of Paviers and gives local people the opportunity to attend a two-week construction related course.

The course aims to give candidates knowledge, information and certification to enable them to select a career pathway in the construction industry with one of 49 employers engaged offering opportunities including FM Conway.

Since the start of the Academy in 2014, we have offered apprenticeships to 25 candidates with a retention rate of 72%. This year we have taken on three candidates from the LCA, two of which were previously unemployed, and are now completing their two year apprenticeship.



FM Conway have supported the Worshipful Company of Paviers in measuring the social value of the most recent four courses from February 2016 to February 2017:

OF THE **74** CANDIDATES that started the course...

- 89%** completed the 10 days
- 69%** achieved the London Pass
- 57%** secured employment

This equated to **OVER £400,000** IN SOCIAL VALUE with an estimated

**£8** OF SOCIAL VALUE CREATED BY THE ACADEMY FOR EVERY £1 INVESTED

*I would say the work experience at FM Conway had a massive impact in my decision-making process on which industry to commit to.*

## INSPIRE SCHOLARSHIP

WE CURRENTLY SUPPORT FOUR UNDERGRADUATES studying a Construction or Engineering Degree through the Inspire Scholarship Scheme whereby they receive an annual bursary of £1,500, funded by FM Conway and the Construction Industry Training Board, to support them at University. In addition, undergraduates are invited for an orientation day at the start of their degree and then have the opportunity to complete paid work experience in the summer to give them the best start in their career.

**£32,374** ESTIMATED SOCIAL VALUE created through our Inspire Scholarship Programme from increased career aspirations and disposable income and work experience.

## WORK EXPERIENCE

We offer work experience opportunities throughout the year to enable school children and young adults to enhance their understanding of the construction industry and gain work ready skills.

**£5,403** ESTIMATED SOCIAL VALUE created through improved job ready skills of 7 young people provided with a one week work experience placement



## WOMEN IN CONSTRUCTION

Women in Construction still only account for around 12.8 per cent of the industry's workforce<sup>2</sup> and we recognise it is our duty to attract more women into the industry. Our work experience, apprenticeships, and graduate programmes all aim to promote opportunities to both women and men and demonstrate the significant variety of career paths within construction. We are about to launch a new women in construction work experience trial and we have our first women returnship—working in the CSR and Communications Team. We are proud to have women represented at Executive Level and are committed to providing equal opportunities for all our people.

WE CURRENTLY EMPLOY **143 WOMEN** WITH A **24% INCREASE** IN THE PAST YEAR (males increased by only 4.6%) AND WE HAVE INCREASED OUR FLEXIBLE OPPORTUNITIES BY **100% IN THE PAST YEAR**



## WE UNDERSTAND THE UNIQUE CHALLENGES FACING EX-OFFENDERS

when looking for work. We aim to provide specific support to both prisoners and ex-offenders to build skills and confidence to enable them to find sustainable employment within the construction industry. We are currently engaged with three prisons across Sutton, Lambeth and Greenwich and are exploring the ability to offer training courses for prisoners that would help to bridge the skills gap and support them in securing work following release.



We have also worked with the School of Hard Knocks – a charity which uses sport to help individuals tackle issues surrounding unemployment, crime and health and take positive steps forward.

# Conway Charitable Foundation



**£12,000**

DONATED TO

**STREET SOCCER FOUNDATION**

The Street Soccer Foundation was set up to support vulnerable young people—facing homelessness and unemployment—through a football-themed programme providing employability and life skills. Through a partnership with Gillingham Football Club and its Community Trust, 20 young people had the opportunity to attend a 12 week personal development course—one in September 2016 and one in February 2017—for which FM Conway were proud to be the exclusive sponsor.

As well as sponsoring the programme, we have attended workshops during the course to promote employment opportunities at FM Conway and the London Construction Academy—resulting in one young person completing the LCA course.

*"The sponsorship from FM Conway has enabled us to deliver the programme in Kent and provide all participants with a complete kit creating a sense of pride, self-worth and belonging within the group. This has been critical in creating cohesion among the young people. Furthermore, the support and knowledge from FM Conway has helped to shape the delivery of the programme and better measure our impact."*

Keith Mabbutt  
Founder of the Street Soccer Foundation

**£16,272**  
ESTIMATED SOCIAL VALUE

through supporting the Street Soccer Foundation with mentoring and helping young people access employment opportunities.

**MICHAEL CONWAY MBE  
PRESENTED A CHEQUE FOR**

**£41,132**

to Lighthouse Club  
Charity Chairman,  
Cormac MacCrann  
at our Sevenoaks  
head office as

part of our pledge to donate £1 for every near miss reported. The money will enable the charity to support injured construction workers and their families, providing grants towards living costs together with opportunities to re-train in order to return to work.



*"We cannot thank FM Conway enough for this fantastic donation. It's estimated that for every 300 near misses reported, it is almost certain that a major incident will have been prevented. By being more proactive, we can help to reduce the worrying casualty statistics within the construction industry and make sure that every worker gets home safely at the end of their working day."*

Bill Hill,  
CEO of the Lighthouse Construction Industry Charity



*ellenor.*

**WE DONATED  
£50,000**

to local pioneering hospice care provider, ellenor. Working across Kent and south east London, ellenor is the region's only charity to provide support for people of all ages suffering from terminal illnesses. Ninety per cent of its care is delivered at patients' homes to help them maintain normal routines as far as possible.

The £50,000 sum donated by the Conway Charitable Foundation could pay for 561 home visit chemotherapy sessions, or over 1,600 sessions of play therapy, which helps young patients and their siblings to cope with the emotional impact of their illnesses.

*"We are so grateful to FM Conway for their generous donation. We currently care for over 150 seriously ill children each year in their own homes. This donation enables us to reach more families who need our support. Being able to provide care at home contributes to the wellbeing of the whole family."*

Katherine Mobey  
Corporate Partnerships  
Manager

**IN ADDITION  
TO THE DONATION OF  
£50,000 . . .**

**. . . £31,000**

**ESTIMATED SOCIAL VALUE WAS CREATED  
through the increased profile of ellenor**

**£100,000**  
DONATED BY  
FM CONWAY  
TO THE Conway Charitable  
Foundation

**£112,286**  
DONATED TO  
LOCAL CAUSES  
BY THE Conway Charitable  
Foundation



*Celebrating Life,  
Dignifying Death*



from disabilities to possibilities

CHEQUE FOR £41,132 PRESENTED TO THE LIGHTHOUSE CLUB CHARITY (LEFT) AND CHEQUE PRESENTATION TO ELLENOR (BELOW)





# Supporting Our Communities



Enhancing the communities in which we work is core to our values and we invest both time and money in supporting local community groups, charities and events. We have also opened our offices for use by local groups including the Sevenoaks Chamber of Commerce.



**£50,000**

DONATED TO

SEVENOAKS PRIMARY SCHOOL

TO HELP RAISE **£750,000**

TO FUND THE CONSTRUCTION

OF A **NEW STATE-OF-THE-ART BUILDING**

FOR THE 570 PUPILS.

The new designs of the building also aim to encourage further use of the school by the wider local community. This includes over 50 clubs which already make use of the facilities, such as childcare groups and Kent Music School.

In addition to the donation, we have actively engaged with the school inviting their Junior News Team to interview Michael Conway and Joanne Garwood to thank them for the donation and learn more about FM Conway. As the largest primary school in the local area, where our new head office is based, we are keen to develop a long-standing relationship and provide opportunities for the pupils.

**£152,505**

ESTIMATED SOCIAL VALUE

created from engagement with pupils, reduced fundraising time and increased road safety awareness among pupils

"/

*The donation from FM Conway was incredibly generous and their genuine enthusiasm to work closely with our school – educating and supporting our pupils – is greatly appreciated. Their donation has enabled us to move the project forward faster than anticipated but it is their willingness to engage and explore further opportunities to work together that sets them apart. Our pupils can benefit from road safety and work experience and as a school it supports our drive to work more closely with the business sector. It is clear FM Conway wish to support the local community here in Sevenoaks and we look forward to continuing to build our relationship with them further.*

Mr Alan Duffy, Headteacher, Sevenoaks Primary School



## FM CONWAY SPONSORS KARTING CHAMPION KIERN JEWISS AHEAD OF HIS DEBUT MOTORSPORT SEASON



We have agreed to a multi-year sponsorship deal to support a young karting champion named Kiern Jewiss. Kiern is a hugely talented 14-year-old and one of the brightest and most exciting talents in the world of motorsport with a burgeoning career ahead of him. We are hopeful that this new partnership with FM Conway will help the five-time British karting champion to continue his unprecedented level of success as he enters his first season of competitive car racing.

Jewiss has been hugely grateful for FM Conway's support and feels that the new partnership will allow him to make a seamless transition into cars this year and beyond.

## FM CONWAY WELCOMES THE SEVENOAKS CHAMBER OF COMMERCE

On the 1st February, FM Conway was the main sponsor and host for the Sevenoaks Chamber of Commerce local business community meeting. The Chamber holds a 'First Wednesday Networking' meeting each month and always needs support from local businesses to sponsor and host the event. There were over 90 guests in attendance and it was a great experience to showcase our offices, encourage partnering with local suppliers and introduce ourselves to the local community.

WE ALSO HOSTED THE CIHT SOUTH EAST MEMBERSHIP MEETING in March with nearly 20 members in attendance with the opportunity to network with other businesses and hear two speakers.

## GENEROUS DONATION OF £10,000 ENABLES MORE NEW CHRISTMAS LIGHTS FOR SEVENOAKS



Sevenoaks Town Council has been gradually replacing and installing additional Christmas lights throughout the town. FM Conway donated £10,000 to Sevenoaks Town Council which has enabled them to increase their programme of new lights and ensure no gaps at the switch on!

## SUPPLY CHAIN

We actively encourage local businesses to work with us providing training and procurement opportunities.

We have joined the Supply Chain Sustainability School, as a supply chain partner to Balfour Beatty, and achieved Silver status in December 2016. The school provides free support, training and networking to promote sustainability and minimise environmental impact throughout the supply chain.



## CELEBRATING ST. PATRICK'S DAY



A team of dedicated FM Conway employees from the Irish community once again joined in the St Patrick's Day Parade across London on Sunday 19th March.

John Tobin, Martin O'Connor and Gerard O'Sullivan joined the famous parade and festival in Trafalgar Square supported by the Tanya Dirrane School of Irish Dancers. Two of our newest vehicles were used as floats throughout the Parade bringing our iconic FM Conway Green fleet to life!



WE WERE DELIGHTED TO WIN THE INSTITUTE OF CIVIL ENGINEERS (ICE) LONDON AWARD FOR COMMUNITY IMPACT in May 2016 for Bridget Joyce Square, Australia Road SUDS Scheme. The community led project was delivered in partnership with the London Borough of Hammersmith and Fulham, Robert Bray Associates and McCloy Consulting.

# Environment

Recycling is core to our business. Over the past 20 years, we have continued to invest in research, technology and facilities to find sustainable and innovative solutions to minimise our environmental impact. We are proud to be one of the first in the construction and infrastructure services sector to maximise the reuse, recovery and recycling of scarce resources to improve sustainability.

Our recycling facilities in Dartford and Colthorpe, and state of the art asphalt plants in Erith, Croydon, Heathrow, Reading, Theale and Aldershot coupled with our research and development laboratory enables us to manufacture a comprehensive range of high-quality asphalts including high-recycled content mixes.

We are continuing to promote the use of recycled materials and most recently this includes a collaborative project with TfL to address the challenges created by the geological scarcity of High Polished Stone Value (PSV) aggregates, by laying an asphalt surface course containing 50% recycled aggregate constituents. The trial has the potential to transform the way Britain's strategic road network is maintained.

We also ensure that our work impacts the road network as little as possible. This includes major investments to allow us to import aggregates via our jetty at Conway Wharf Erith as well as our rail terminal at Theale. By using our Bitumen facility at Gravesend during the day and night, we also reduce road traffic movements.


98% OF the waste we generate is recycled

750,000 TONNES OF waste diverted from landfill

500,000 TONNES OF recycled products supplied to sites nationwide

250,000 TONNES OF asphalt recycled from roads in London and the south east

We have reduced the amount of waste that we send to landfill so significantly that **WE WILL SOON ACHIEVE ZERO WASTE TO LANDFILL STATUS**



**24,000** LESS ROAD JOURNEYS PER YEAR REPRESENTING A **250 TONNE REDUCTION IN CO<sup>2</sup>**

**£620,047** ESTIMATED SOCIAL VALUE created through carbon savings and reduced waste to landfill<sup>3</sup>.



3 Updated short-term traded carbon values used for UK policy appraisal (2016), Department for Business, Energy and Industrial Strategy, March 2017

# Health and Safety

Through our People First programme which aims to educate employees and shift our approach to health and safety, we have drastically enhanced our near miss reporting.

Near miss reporting enables a proactive approach to reducing accident rates through the reporting of potential hazards that could have caused an accident. We recognised that to embed near miss reporting into our daily activities, we needed to develop an engaging and interactive reporting mechanism. Through consultation with staff, we developed the near miss app which has revolutionised health and safety reporting across the business. 90% of all reports are now received in this way and we saw a 1500% rise in the number of near misses reported.

This is supported by our continuous communication and training to ensure health and safety is of priority for all employees. We have also held stand down days with our operatives to present talks on health and safety and increase awareness across the business.

THROUGH OUR HOLISTIC APPROACH WE HAVE SEEN AN **INCREASE IN THE NUMBER OF NEAR MISSES** AND CONSEQUENTLY A **REDUCTION IN INJURIES** AND **LOST DAYS**:

**43** LESS INJURIES in February 2017 compared with March 2016

**150** FEWER lost days in February 2017 compared with March 2016

**16,693** ADDITIONAL near misses reported in April 2017 compared with April 2016

**£125,174** ESTIMATED SOCIAL VALUE created through a reduction in injuries in the workplace and increasing road awareness in schools<sup>4</sup>

**WE WERE DELIGHTED TO RECEIVE LONDON UNDERGROUND'S PRESTIGIOUS BEACON SITE SAFETY AND WELFARE AWARD** for our work on the Four Lines Modernisation (4LM) programme. Achieving BEACON status not only recognises excellent standards of safety and welfare practices but also the rigorous planning processes needed to ensure the smooth running of one of London's most important transport systems.

**FM CONWAY HAVE BEEN THE KEY DRIVING FORCE** in assisting TfL in the pilot testing phase of the Fleet Operator Recognition Scheme (FORS) Driver Passport Scheme (DPS), by allowing TfL to use FM Conway drivers to test and provide invaluable feedback on this new initiative. The scheme records driver history, acting as an on-line CV, detailing all training in order to comply with the TfL Work Related Road Risk (WRRR) requirements. The DPS will give a WRRR Compliance Officer an instant overview of a driver's training and licensing history. The initiative will be introduced to industry shortly.

**FM CONWAY WAS AWARDED** a Gold Medal at the Royal Society for the Prevention of Accidents' (RoSPA) 2016 Health and Safety Awards. The prestigious RoSPA Gold Medal is given to companies whose health and safety practices have been judged as gold level standard for at least five consecutive years.

## ROAD AND SITE SAFETY

### ROAD SAFETY IS OF CRITICAL IMPORTANCE TO US

and we invest heavily in adapting our vehicles to ensure the safety of drivers and other road users is maximised together with educating drivers and the local community on safe practices.

£11.2 million was invested in our vehicle fleet with new features including an extended window in the nearside door of the 8-wheel and 6-wheel tipper trucks to improve drivers' field of vision and make it easier for them to spot vulnerable road users such as pedestrians and cyclists. The tractor units also bring major safety benefits to workers and the public thanks to their non-tip design.



### WE CONTINUE TO HOLD EXCHANGING PLACES EVENTS

in partnership with the Metropolitan Police and Local Authorities which enables cyclists to sit in the cab of the lorry so they can experience the drivers view and blind spots. The drivers demonstrate all the extra safe safety features that have been fitted to the vehicle and explain the levels of training they have had to undergo for Conway to be a Gold member of FORS and a Construction Logistics and Community Safety (CLOCS) champion—which includes the Vulnerable Road User Training delivered by TfL approved providers.



We hold our exchanging places events across London Boroughs and this year has seen us hold 12 events organised by the London Borough of Lambeth together with 6 events organised by the Metropolitan Police including Bromley, Hammersmith and Fulham and Shepherds Bush Green.



We were delighted to receive **4 AWARDS AT THE 2016 MPA HEALTH AND SAFETY AWARDS** including a Special Award for encouraging safer and healthier work practices through the use of safety alerts on two portals.

**PREVENTING JUST ONE ACCIDENT** FROM OUR ROAD SAFETY AWARENESS CAMPAIGN WOULD **TOTAL SAVINGS OVER £130,000** IN LOST OUTPUT AND HUMAN COSTS<sup>5</sup>

### WE HOLD ROAD SAFETY AWARENESS EVENTS ACROSS SCHOOLS

to educate pupils and bring along our vehicles as part of the demonstration. In November 2016, we held road safety events at Hambrough Primary and Blair Peach Primary in partnership with St James as part of School Safety Week. We also provide educational material for schools to support teachers in highlighting the importance of road safety. This year, we visited Bromley Road Primary School to meet pupils and talk about both road and site safety.



### WE HAVE SUPPORTED THE ANNUAL CYCLE SPORTIVE SINCE 2013

to help promote cycle safety in London. We encourage employees, clients, partners and friends to take part in the Telegraph London Cycle Sportive held on Sunday 26th June with the Conway Cup on offer for the best team time. This year saw Transport for London's team victorious for the second year running.



<sup>4</sup> Cost to Society per case—average appraisal value estimates, Health and Safety Executive, <http://www.hse.gov.uk/economics/eauappraisal.htm>, 2014

<sup>5</sup> Average value of prevention per reported casualty and per reported road accident 2015, Department for Transport Statistics, September 2016

# Summary

Throughout our activities, we aim to enhance our social impact, minimise our environmental waste and support our people and communities. We are committed to being an innovative and sustainable infrastructure business which invests in the communities in which we work.

This report clearly demonstrates that we are achieving our aim and delivering positive outcomes to our people, clients and communities with lasting benefit. We have started to use social value measurement as a tool to better measure and understand this impact. By using the principles of Social Return on Investment, we can start to quantify our

impact and, over time, use our investment to calculate the Social Value Ratio created by our activities. This will help us in our drive to continue to maximise the benefit we have locally and demonstrate to new and existing clients how we can add value to our projects.

As we develop how we can quantify the impact we are having and improve our social value understanding, we will broaden our scope to measure the full extent of our operations and corresponding inputs. This will be achieved through ongoing stakeholder engagement and better capturing and recording of outcomes so as to inform our approach.

## CAPTURING OUTCOMES

We conducted surveys and interviews as part of our stakeholder engagement to understand what difference our activities made. This included surveying all our employees participating in our wellness programme and interviewing apprentices and beneficiaries of our donations. Internal data from FM Conway was also used to measure quantities and outputs together with external data from published reports. We will continue to develop our methodology for engaging with stakeholders and capturing our impact throughout the year.

## ASSUMPTIONS AND LIMITATIONS

The surveys and interviews with key beneficiaries sought to establish deadweight and attribution and is supported by standard figures published in HCA Additionality Guide and external statistics<sup>6</sup>. We have used the average wellbeing values developed by HACT to quantify the social impact of our CSR Initiatives together with other published public costs<sup>7</sup>.

We recognise that there is currently limited published reports on quantifying the social value created through minimising environmental impact. In addition, our activities have both a positive and negative impact on carbon emissions and the wider environment. In this report, we have

considered only the social value created from our recycling and waste reduction strategy as a way to start to quantify and measure our impact with consideration for the sector as a whole.

We have expressed our impact in terms of the social value created. As we increase the scope of our activities, we can determine all of the relevant inputs to enable a Social Value Ratio to be calculated.

The calculation and analysis of our social impact was completed by Kingfishers (Project Management) Ltd to ensure transparency and avoid overclaiming.

## ACTIVITY

 **400**  
PEOPLE

attended wellbeing talks

 **7**  
STUDENTS

completed work experience placements

 **69**  
PEOPLE

making use of our gym facilities

 **4**  
STUDENTS

supported through the Inspire Scholarship Scheme

**14**  
APPRENTICES

graduated and employed full time with FM Conway

 **500k**  
TONNES OF

recycled aggregate supplied to sites nationwide

 **35**  
APPRENTICES

currently working across the business

 **43**  
FEWER INJURIES

through our near miss reporting campaign

## SOCIAL VALUE DISTRIBUTION

 APPRENTICESHIPS  
**£1,992,759**

 WELLBEING  
AND GYM  
**£846,388**

 COMMUNITY  
**£260,497**

 HEALTH AND  
SAFETY  
**£125,174**

**TOTAL IMPACT**  
**£3.93m**

 CONWAY  
CHARITABLE  
TRUST  
**£50,584**

 WORK EXPERIENCE AND  
INSPIRE SCHOLARSHIPS  
**£37,777**

 ENVIRONMENT  
**£620,047**



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