

Year 9 April 2012

Annual report

Creating and caring for safe, efficient highways

M77/GSO

Connect
roads

Welcome

WE ARE PLEASED TO REPORT YET ANOTHER SUCCESSFUL YEAR WHERE WE CONTINUE TO WORK CLOSELY WITH OUR PARTNERS TO MAINTAIN AND ENHANCE THE PERFORMANCE OF THE ROUTE. CONNECT ROADS CONTINUES TO WORK TO IMPROVE THE HEALTH AND SAFETY OF THE ROUTE FOR BOTH ROAD USERS AND ROAD WORKERS. EXAMPLES OF WHAT WE HAVE BEEN DOING TO ACHIEVE THIS OVER THE LAST 12 MONTHS ARE PROVIDED IN THIS REPORT.

Whilst the winter weather was considerably more 'normal' than the previous two winter seasons, our staff operatives remained dedicated to ensuring the M77/GSO network remained passable at all times throughout the winter.

Should you have any comments about the report or wish to discuss any other issues, please do not hesitate to contact us at the address provided on the back cover. We hope you enjoy the read.

Mark Mageean
General Manager

In partnership with



About us

CONNECT ROADS OPERATES AND MAINTAINS THE M77 MOTORWAY BETWEEN MALLET SHEUGH AND FENWICK AND THE GLASGOW SOUTHERN ORBITAL (GSO) BETWEEN THE M77 AND EAST KILBRIDE, AS WELL AS PART OF THE EXISTING A726 WITHIN EAST KILBRIDE.

In partnership with our Maintaining Agent Contractor, Balfour Beatty Regional Civil Engineering, Connect Roads undertakes all the operation and maintenance requirements along the route. The contract was let by East Renfrewshire Council on behalf of East Renfrewshire Council, the Scottish Government and South Lanarkshire Council.

Continuous improvement

OVER THE LAST YEAR CONNECT ROADS HAS SUCCESSFULLY MAINTAINED ITS ISO 9001, ISO 14001, BS OHSAS 18001 AND PAS 99 ACCREDITATIONS. THIS WAS ACHIEVED BY ENSURING OUR INTEGRATED MANAGEMENT SYSTEMS (IMS) ARE CONTINUALLY REVIEWED AND IMPROVED TO ENSURE THEY REMAIN EFFECTIVE AND APPROPRIATE FOR THE BUSINESS.

A key element of the IMS is monitoring and measurement which is required to determine the extent to which the requirements of the management systems are being met.

As part of the annual management review process which is held in March, the output from operational activities are reviewed to evaluate compliance, such as:

- Results from external audits and internal audits of the IMS
- Status and results of corrective and preventive actions
- Achievement of objectives and targets for each concession document in Integrated Management Plans
- Recommended actions from Director Safety Tours carried out at each concession and Concession Tours of the network by Connect staff
- Review of feedback from customers and interested parties.

The outcome from this review process provides focus areas and opportunities for improvement for the following year.





**REFURB,
RETHINK,
RETROFIT (3RS)
AWARDS 2011**

AWARDS SUCCESSES

Connect Roads proudly accepted the 'Transport Infrastructure Award' at the Refurb, Rethink, Retrofit (3Rs) Awards 2011 for the hard work involved on the Calva/ Workington Bridge project on our CNDR (Cumbria) concession.

The 3Rs reward and celebrate excellent design, engineering and construction of projects which:

- Extend the life of an existing building through retrofitting in an exemplary way
- May do this by rethinking the use of the building and adapting it as a result
- And in either case achieve greater energy efficiency and carbon reduction because of improved environmental performance, and the continuing use of existing building stock

BALFOUR BEATTY SUSTAINABILITY 'EMPLOYEE AWARD'

Exactly two years following the launch of the 2020 Vision and Roadmap for sustainability, Balfour Beatty our shareholder held an evening event to showcase a new sustainability film and celebrate the programme successes. Employees from Balfour Beatty Group were armed with cinema tickets and popcorn as they entered the film premiere following a networking reception!

The film was launched by Mike Peasland, CEO Balfour Beatty Construction Services UK and Jonathan Garrett, Group Head of Sustainability Balfour Beatty and showcased examples of sustainable business practices across Balfour Beatty's global operations and a key message from Ian Tyler, Chief Executive on why sustainability is important to us.

Mark Mageean, General Manager Connect Roads was also awarded with the 'Employee contribution to sustainability award' during the evening's celebrations. This award recognised Mark's efforts with our sustainability practices put in place on the M1-A1 Operations Centre refurbishment project, both in the office and promoting best practice procedures to our clients.

Proactive management

IN PREVIOUS REPORTS WE HAVE COVERED OUR USUAL PREPARATIONS FOR THE WINTER SEASONS AND HOW (IN RECENT YEARS) WE HAVE REACTED TO THE SEVERE SNOWFALL THAT HAS AFFECTED US ALL. WHILST IT IS FOR OTHER ORGANISATIONS TO DETERMINE WITH ANY CERTAINTY WHETHER CLIMATE CHANGE IS THE INFLUENCING FACTOR IN THE APPARENT MORE EXTREME WEATHER PATTERNS, BY ANALYSING OUR 15 YEARS OF OPERATIONAL RECORDS, WE DO APPEAR TO BE EXPERIENCING MORE EXTREMES OF WEATHER.

As we will be managing winter maintenance on our road concessions for at least another 15 years, there is no room for complacency and we recognise the challenge to do more in proactively managing the issues that arise from extreme weather assuming this trend continues.

In respect to traditional winter weather this has included working with the Highways Authorities and police authorities to prepare formal plans to actively manage heavy goods vehicles during periods of extreme snowfall and heavy rainfall. Heavy rainfall is a particular challenge as the conventional approach to drainage improvement is not necessarily cost effective and so we need to look innovatively at making better use of our drainage assets and maximising the impact of affordable enhancements.



Network developments

OUR PAVEMENT TREATMENT STRATEGIES ARE DRIVEN BY A NUMBER OF SURVEY INSPECTIONS ACROSS THE NETWORK.

The survey data is entered into our Pavement Management System (PMS), Deighton Total Infrastructure Management System (dTIMS), for life-cycle analysis. The heart of our whole life-cycle planning process is founded on calibrating the latest condition data against historical performance in order to establish trends for each road category and construction type.

For each pavement element, dTIMS generates between 200 - 600 different maintenance scenarios where one optimum strategy is selected which meets both the in-service and end of contract requirements.

Every year, a series of workshop sessions are organised to discuss the schemes identified by dTIMS against other consideration factors and where our maintenance contractor and the client are engaged in the planning process.

Our network knowledge and data analysis are enhanced by a range of sophisticated tools including Geographical Information System (GIS), Strip Plans, dTIMS PMS system and video imaging technology.



Zero Harm

RON A YEAR ON

LAST YEAR WE INTRODUCED RON THE ROAD WORKER, OUR ROAD WORKER SAFETY MASCOT. RON WAS CREATED TO ASSIST OUR OBJECTIVE TO RAISE THE PROFILE OF ROAD WORKERS TO THE ROAD USER. A YEAR LATER AND RON IS STILL WORKING HARD TO SPREAD THE ROAD WORKER SAFETY MESSAGE ACROSS OUR ROAD CONCESSIONS WITHIN THE UK.

Littering not only looks unsightly to all but someone has to collect it. Working on live high-speed roads is a potentially hazardous environment, so clearing other people's litter is particularly disappointing as it is avoidable. Clearing up the litter puts our road workers at risk.

Ron also made an appearance at our Road Safety Week events, where Ron ice-scrapers were handed out to members of the public in return for road safety pledges. The events were a huge success and we were pleased to receive a total of 2,470 pledges from road users.

Ron has been a great success in helping to communicate road safety messages to the road user about the role of road workers and the risks they inherently face. He has also gone down a treat with our younger customers, the sons and daughters of our road users!

DID YOU KNOW

During Road Safety Week we received a total of 2,470 pledges from road users.

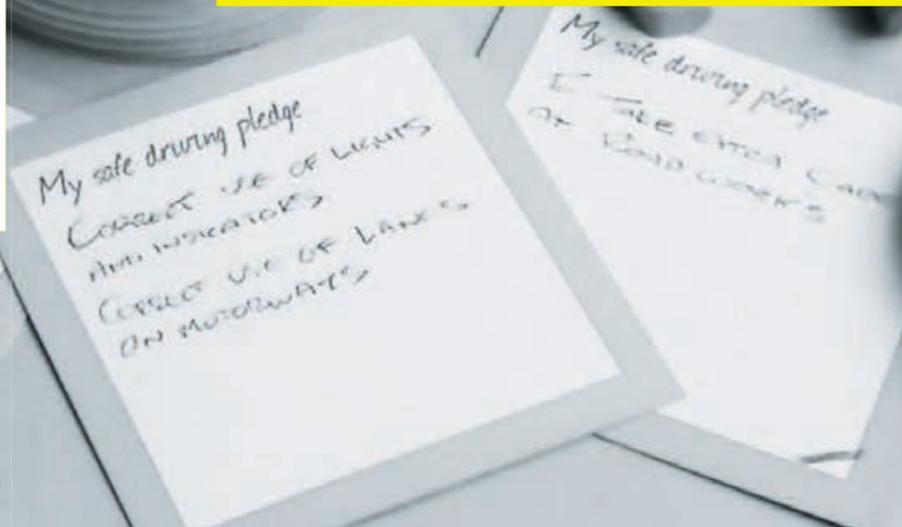


ZERO HARM



ROAD SAFETY WEEK

MONDAY	CNDR	RICHARD ROSE MORTON ACADEMY, CARLISLE AND ASDA, CARLISLE
TUESDAY	A50	EURO GARAGE, UTTOXETER AND PICKNALL'S SCHOOL, UTTOXETER
WEDNESDAY	M1-A1	WETHERBY SERVICES, TADCASTER
THURSDAY	A30/A35	HONITON COMMUNITY COLLEGE, AXMINSTER AND MORRISONS, BRIDPORT
FRIDAY	M77/GSO	SILVERBURN RETAIL PARK, GLASGOW





Sustainability

PROGRESS TOWARDS 2020 VISION

SINCE THE LAUNCH OF THE 2020 VISION PROGRAMME IN 2009 CONNECT ROADS AND ITS MAINTENANCE CONTRACTOR, SOUTH WEST HIGHWAYS/ BALFOUR BEATTY JOINT VENTURE, HAS BEEN PLAYING ITS PART IN EMBEDDING SUSTAINABILITY INTO EVERYTHING WE DO.

The Connect Roads 2020 Vision Roadmap and Action Plan, introduced in previous reports, sets out challenging sustainability targets to be achieved by the end of 2012 in each of the three key areas;

- Environmental Limits
- Healthy Communities
- Profitable Markets

We are pleased to report that significant progress has been made in each area and recent audits by KPMG (on behalf of Balfour Beatty) and Connect Roads confirmed progress towards the December 2012 targets as being 80% complete; a significant achievement. Later this year we will be reviewing progress again and setting new objectives and targets for the period to 2015.

2020 vision

Profitable Markets
– Customers
– Influence

Commitment

Healthy Communities
– Our people
– Our supply chain
– The communities we serve

Innovation
Integrity

Sustainable Successful

Environmental Limits
– Climate change
– Waste
– Water
– Materials
– Ecology

Durability

Case studies



BELLE CRAIG ROUNDABOUT

WHILST MANY PEOPLE THINK OF SUSTAINABILITY IN TERMS OF THE 'SOFTER' ASPECTS, FOR EXAMPLE LIVING WITHIN ENVIRONMENTAL LIMITS AND CARING FOR FLORA AND FAUNA, IT ALSO EXTENDS TO HEALTHY COMMUNITIES – LOOKING AFTER PEOPLE. FOR CONNECT ROADS M77/GSO THIS INCLUDES THE PEOPLE WHO WORK DIRECTLY FOR US, OUR CONTRACTORS AND SUB-CONTRACTORS, AND NOT LEAST THE LOCAL COMMUNITIES WITH WHOM WE INTERFACE ALONG THE NETWORK WE MAINTAIN.

Last year we undertook a significant re-surfacing scheme at Belle Craig roundabout on the Glasgow Southern Orbital (GSO). Significant road closures were required and it was necessary to liaise with the client, local authorities, police, bus operators and other interested parties to minimise disruption and ensure that suitable diversion routes were used. The full closure of the GSO between Redwood and Mearns Kirk also allowed Connect Roads and its Operator, Balfour Beatty Regional Civil Engineering, to complete certain routine and cyclic maintenance tasks at the same time. The following activities were undertaken in addition to the re-surfacing:

- Litter picking and scavenging network wide.
- Grass cutting to the central reservation and verges.
- Sign cleaning.
- Replacement of roadmarkings and road studs.
- Surveys and cleansing of filter drains.
- Replacement of high friction grip surfacing.
- Re-surfacing of the Glasgow/Eaglesham Road approaches to Belle Craig Roundabout (on behalf of East Renfrewshire Council).

The weekend closure proved a great success, enabling us to complete multiple work tasks in a safe environment whilst limiting the overall disruption to road users and local communities.



Spotlight on

GRAHAM DRUMMOND

GRAHAM DRUMMOND IS THE NETWORK MANAGER FOR THE M77/ GSO DBFO. GRAHAM LIVES IN CARNBROE, A SMALL VILLAGE ON THE EAST SIDE OF GLASGOW, WITH HIS WIFE SHAARON AND THEIR THREE CHILDREN. HE HAS BEEN A NETWORK MANAGER ON THE M77/ GSO ROUTES SINCE IT OPENED IN APRIL 2005.



WHAT IS THE MOST CHALLENGING ASPECT OF YOUR ROLE?

Winter Service is very challenging as it runs from October through to May. We have to ensure the roads are free from ice and snow and make decisions on when gritters should be deployed onto the network. We also need to monitor weather conditions every day to ensure that the correct treatments are used. During the summer months we are still involved in winter maintenance, for example meeting with neighbouring authorities and suppliers and ensuring all the vehicles are calibrated, serviced and ready for the following season.

WHAT IS THE MOST REWARDING ASPECT OF YOUR ROLE?

Ensuring that the roads are safe for the travelling public. It is rewarding when a scheme is finished on time and within budget and has not caused any inconvenience. This is achieved by good planning and informing the public when the proposed works are going to be carried out.

IF YOU COULD GIVE YOUR LOCAL ROAD USER A MESSAGE, WHAT WOULD IT BE?

Please take your litter home. Our operatives spend many hours each month picking up people's rubbish, which is endangering our workforce and the environment. I feel very passionate about keeping our countryside tidy!

WHAT ARE YOUR HOBBIES OUTSIDE OF WORK?

I like playing golf, travelling and watching Formula One racing.

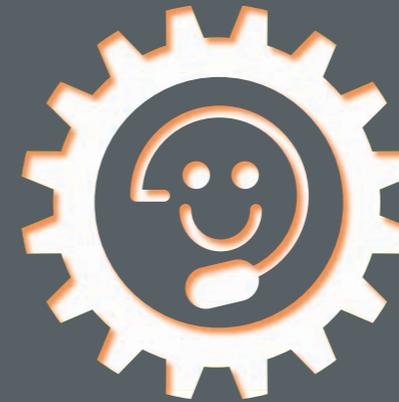


Performance monitoring

MAINTENANCE		
	Target	12 month average
Percentage of Planned Works carried out during Peak Periods / Public Holidays	0%	0%
Percentage of Winter Maintenance Salting completed within 2 hours	100%	100%
Average completion time for Precautionary Salting	<2 hours	1 h 26 mins
Percentage of Emergency Responses completed on time	100%	100%
Amenity Index for Road Network	9	9.79
Number of Nightly Winter Patrols		186
Number of Salting Runs		194
Tonnage of Salt Used		1200

REACTIVE MAINTENANCE		
	Target	12 month average
Percentage of Safety Inspections and Safety Patrols completed on time	100%	100%
Percentage of Street lighting on the network functioning correctly	97%	98.4%
Percentage of Category 1 defect repaired not exceeding the requirements	100%	100%

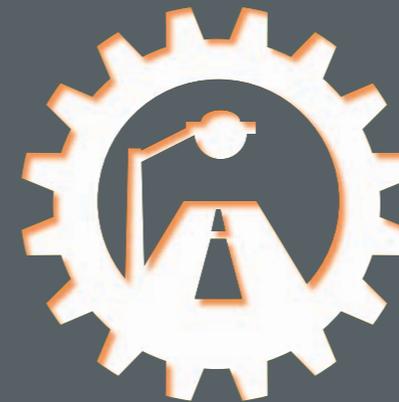
COMMUNICATIONS		
	Target	12 month average
No. of Communications received from all Roads Authorities		19
No. of Communications received from all other sources		117
No. of Communications received, requiring a response		14
No. of Communications within 5 day limit	100%	100%
No. of Communications outwith 5 day limit	0%	0%
No. of Communications within 7 day limit	100%	100%
No. of Communications outwith the 7 day limit	0%	0%
Average response times for communications		2.5 days
Percentage of Planning Applications completed on time	100%	100%
Average response time for Planning Applications	<5 days	1 day
Percentage of reports completed on time	100%	100%
Percentage of Weekly Programmes sent out on time	100%	100%



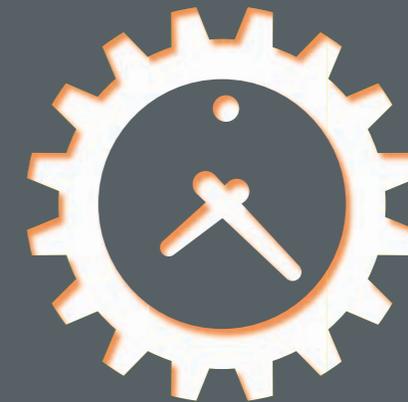
100%
NO. OF COMMUNICATIONS
WITHIN 7 DAY LIMIT



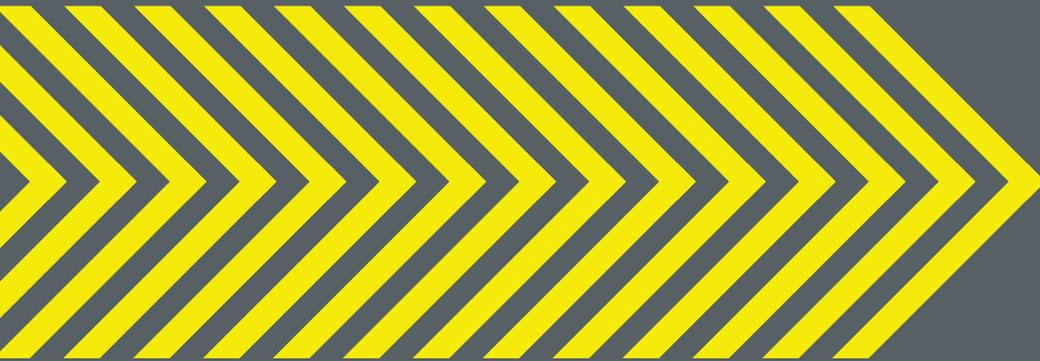
100%
WINTER MAINTENANCE SALTING
COMPLETED WITHIN 2 HOURS



98.4%
STREET LIGHTS
FUNCTIONING



100%
CAT 1 DEFECTS REPAIRED
NOT EXCEEDING THE
REQUIREMENTS



**NOTE TO DESIGNER:
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Connect
roads

Connect M77/GSO plc
Connect Roads Operation Centre
Maidenhill Interchange
Ayr Road
Glasgow
G77 6RT

Telephone: 0141 639 8638
Fax: 0141 639 2267
Email: connect@connectroads.com
Freephone: 0800 783 0379

www.connectroads.com

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