

Year 16 April 2012

Annual report

Creating and caring for safe, efficient highways

A30/A35



Connect
roads

Welcome

WE ARE NOW IN THE MID-TERM OF OUR 30 YEAR ROAD MAINTENANCE CONCESSION CONTRACT WITH THE HIGHWAYS AGENCY AND WE ARE PLEASED TO REPORT YET ANOTHER SUCCESSFUL YEAR ON THE PROJECT.

Major roads Operation & Maintenance is surprisingly dynamic, with rarely two days being quite the same. New operating challenges and performance requirements are never too far away, which means even though we have 15 years of local operating knowledge and experience, there is no room for complacency. This is why Connect Roads remains committed to continuous improvement.

In this report we detail some of the initiatives which we have implemented to continually enhance our service, in a safe and sustainable manner, with due regard for the diverse needs of our client (the Highways Agency) and our customers, the road users and affected residents.

Should you have any comments about this report or wish to discuss other issues, please do not hesitate to contact us at the address found on the back cover.

We hope you enjoy the read.

Andy Dean
Regional Manager

In partnership with



A30/A35
A30 Opening date 1 st February 2000
A35 Opening date 16 th April 1999
Length 102km



About us

CONNECT ROADS OPERATES AND MAINTAINS THE A30 FROM THE M5 JUNCTION 29 TO THE EASTERN END OF HONITON BYPASS, AND THE A35 FROM HONITON TO BERE REGIS.

The concession commenced on 1st October 1996 as part of the Government's Private Finance Initiative (PFI). The contract runs until 2026 and included the construction of the A30 Exeter to Honiton Improvement and the A35 Tolpuddle/Puddletown Bypass.

The contract was let by the Highways Agency, on behalf of the Secretary of State, the highway authority for the route. In partnership with our Maintaining Agent Contractor, South West Highways and Balfour Beatty (SWH/BBjv), Connect Roads undertakes all the road maintenance requirements, and working with its client, the Highways Agency, identifies and delivers network improvements focusing on Road User and Roadworker Safety, Journey Time Reliability and Road User Information.

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 Roads 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



The treated water is being used to “wash down” highway maintenance vehicles in the maintenance contractors yard, saving valuable water supplies.

REED BEDS UPDATE

WE REPORTED LAST YEAR THAT OUR MAINTENANCE CONTRACTOR, SOUTH WEST HIGHWAYS, WAS DEVELOPING A SYSTEM FOR TREATING POTENTIALLY HAZARDOUS WASTE WATER FROM THE A30/A35 THROUGH A REED BED. THIS TRIAL, ONE OF ONLY TWO OF THIS SIZE IN THE COUNTRY, HAS CONTINUED TO DEVELOP AND HAS NOW ACHIEVED ENVIRONMENT AGENCY APPROVAL TO “GO LIVE”.

The reed bed also takes all the rainwater from the premises, and the treated water is being used to “wash down” highway maintenance vehicles in the maintenance contractors yard, saving valuable water supplies.

Spotlight on

DAVID GROVES

DAVID WHO IS ORIGINALLY FROM HERTFORDSHIRE, MOVED TO THE SOUTH WEST IN 2007 ON JOINING THE CONNECT ROADS TEAM AS OPERATIONS MANAGER FOR THE A30/A35 AND A50 CONTRACTS. HE NOW RESIDES IN WRITHLINGTON, A VILLAGE CLOSE TO MIDSOMER NORTON IN SOMERSET, WITH HIS WIFE CARRON.

WHAT IS THE MOST CHALLENGING ASPECT OF YOUR ROLE?

Dealing with the diversity of issues is challenging whilst at the same time interesting. The route, client and customer expectations are constantly evolving so thinking ahead as well as managing the here and now is demanding.

WHAT IS THE MOST REWARDING ASPECT OF YOUR ROLE?

Touring the route and seeing how well it is looked after is extremely rewarding. Our operator does an excellent job in difficult circumstances and I take pride in the condition of the route that is presented to the general public.



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

Be careful out there! The A30/A35 is (in places) a narrow, busy trunk road that goes through the centre of a number of towns and villages. There are very few alternative routes to travel from the South West to the South of the country, and the route can get very busy - especially in the summer months. We try not to cause any extra congestion when undertaking maintenance works, but what we do is for the benefit of the travelling public, so please bear with us.

WHAT ARE YOUR HOBBIES OUTSIDE OF WORK?

I enjoy golf, although it seems difficult to fit this in with a busy lifestyle! I also like to travel, and recently drove to Corfu for a holiday which included a full tour of Europe en route!

Performance monitoring

CUSTOMER SATISFACTION

	Target	12 month average
Number of enquiries	n/a	13
Number of complaints	<1	<1
Complaints requiring corrective action (%)	n/a	0
Complaints requiring corrective action that were closed within 15 working days (5)	n/a	100%

RESPONSE TO EMERGENCY INCIDENTS

	Target	Actual
Emergency incidents for which an immediate response by an ISU was required	n/a	11
ISU call-outs to emergency incident achieved within the response times defined in the contract (%)	100%	100%
Average response time achieved for ISU call-outs	40 mins	27 mins

REACTIVE MAINTENANCE

	Target	12 month average
Response to Category 1 defects	100%	100%
Category 1 defects repaired in 7 day response time	100%	100%
Category 1 defects repaired in 28 day response time	100%	100%
Average time for repair of 7 day Category 1 '24 hour' defects which remain open and overdue	3.1 days	4 days
Rolling 12 month % of Category 1 '24 hour' defects which remain open and overdue	n/a	0
Rolling 12 month % of Category 1 '7 day' defects which remain open and overdue	n/a	0
Rolling 12 month % of Category 1 '28 day' defects which remain open and overdue	n/a	0



100%
COMPLAINTS THAT
WERE CLOSED WITHIN
15 WORKING DAYS



100%
CALL-OUTS REACHED
IN TIME



100%
CAT 1 DEFECTS REPAIRED
IN 7 DAY RESPONSE TIME

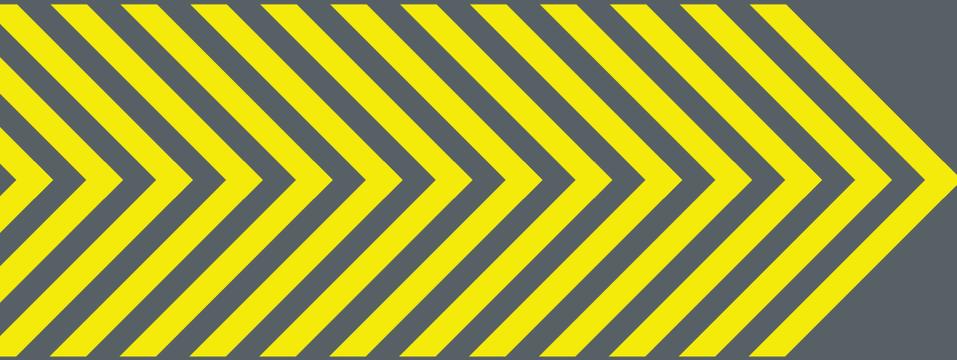


100%
CAT 1 DEFECTS REPAIRED
IN 28 DAY RESPONSE TIME

ROUTE ROADWORKS 2012-2013

LOCATION	EXPECTED COMPLETION
Turks Head off sliproad (East bound)	September
A35 Raymonds Hill	September
A35 Penn Dual Carriageway	September
A35 Penn Dual Carriageway to Wootton Fitzpaine Junction	September
A35 Charmouth	September
A35 Sea Road South Bridport	September
A35 Vinney Cross	September
A35 Stinsford to Yellowham	June
A35 Tolpuddle Bypass Hill	June
A35 Bere Regis	June
A30 West Bound Honiton to Daisymount	April
A35 Honiton to Axminster	April/May





**NOTE TO DESIGNER:
BEFORE PRINT,
CHECK PAPER STATEMENT**



The Zero Harm logo (including the gold disc) is a registered trademark of Balfour Beatty plc, 130 Wilton Road, London SW1V 1LQ.

Connect
roads

Connect A30/A35 Limited
Rockbeare Hill
Rockbeare
Exeter
Devon
EX5 2HB

Telephone: 01404 823381
Fax: 01404 832710
Email: connect@connectroads.com

www.connectroads.com

© **Balfour Beatty plc 2012**
Connect Roads is a registered trademark
of Balfour Beatty plc