

Year 16 April 2012

Annual report

Creating and caring for safe, efficient highways

M1-A1 Link Road

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 M1-A1 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 M1-A1 LINK ROAD, A DEDICATED MOTORWAY LINK OF NEARLY 30KM IN LENGTH WHICH PROVIDES STRATEGIC CONNECTIONS BETWEEN THE M1 AND M62 MOTORWAYS TO THE SOUTH OF LEEDS AND THE A1(M) SOUTH OF WETHERBY.

The project commenced in March 1996 as part of the Government's Private Finance Initiative (PFI) and runs until 2026. The contract was let by the Highways Agency, on behalf of the Secretary of State, the Highway Authority for the route.

In addition to the construction of the M1-A1 Link Road, the project included the improvement of the M62 east of Junction 28 to the Lofthouse Interchange, the M1 from Junction 42 to near Belle Isle, and the upgrading of the A1(T) from Micklefield to Bramham to motorway standard.

In partnership with our Operator, Balfour Beatty Major Civil Engineering, Connect Roads undertakes all the maintenance requirements, and working with its client, the Highways Agency, identifies and delivers improvements focusing on Road User and Road Worker 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 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.

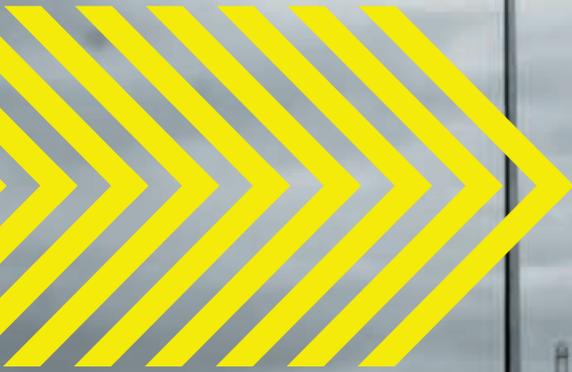


ROAD SAFETY WEEK

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



ZERO HARM



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



A-RATED OFFICE REFURBISHMENT

WITH AN EXCELLENT OFFICE SET-UP ALREADY ESTABLISHED AT THE M1-A1 OPERATIONS CENTRE NEAR BRAMHAM, IT WAS THE PREFERRED LOCATION TO PROVIDE ADDITIONAL OFFICE SPACE FROM WHICH TO MANAGE THE COORDINATION OF CONNECT ROADS CONCESSIONS.

Connect Roads teamed up with a local Architect and Contractor to design and construct the extension. The design incorporated a number of features to support sustainability, namely:

Connect Roads teamed up with a local Architect and Contractor to design and construct the extension.

- Increased wall and cavity thicknesses, incorporating insulation made from recycled materials;
- A-rated double glazed windows;
- Increased thermal insulation to floor and roof;
- Seven sun-pipes to the extension and five to the existing office to provide increased natural lighting and reduce energy consumption;
- Automatic, reactive, dimmable office lighting.

The above measures helped to ensure an A-rated Energy Performance Certificate was achieved for the extension.

Spotlight on

GRAHAM RILEY

GRAHAM RILEY IS THE HIGHWAYS AGENCY DEPARTMENTAL REPRESENTATIVE FOR THE M1-A1 LINK ROAD. HE LIVES IN SCHOLES IN NORTH EAST LEEDS AND HAS BEEN DEPARTMENT REPRESENTATIVE FOR THE LAST YEAR.

WHAT IS THE MOST CHALLENGING ASPECT OF YOUR ROLE?

All DBFO contracts operate under very complicated contracts - with the M1-A1 Link being one of the earliest of this kind of operation in place. The biggest challenge is to ensure that both the Highways Agency and Connect Roads are operating within their respective contractual obligations and therefore making sure that risks and liabilities are shared correctly between the contract partners.

WHAT IS THE MOST REWARDING ASPECT OF YOUR ROLE?

I enjoy working with Connect Roads and their service providers to find best value solutions to emerging issues or opportunities. Following the Highways Agency's objective to 'Put Customers First' gives us the exciting challenge of operating and maintaining a busy part of the strategic road network in a way that will cause least disruption to road users but give the greatest opportunity to Connect Roads to keep the link in a good operational condition.

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

The strategic road network provides the essential links which keep the English economy moving and communities in touch with each other. All of us need to keep showing care, courtesy and consideration to other road users and to the road worker workforce so that our increasingly busy motorways and trunk roads continue to be safe and efficient places to travel.

WHAT ARE YOUR HOBBIES OUTSIDE OF WORK?

Outside of work my main passion is riding and working on my motorcycles. I ride all year round in all weathers and have been known to set off on camping trips with snow falling! I also enjoy making silver jewellery and have recently discovered the joys of cooking.



Performance monitoring

CUSTOMER SATISFACTION		
	Target	12 month average
Number of enquiries	n/a	5
Number of complaints	n/a	1
Complaints requiring corrective action (%)	50 %	0
Complaints requiring corrective action that were closed within 15 working days (%)	95%	100%

RESPONSE TO EMERGENCY INCIDENTS		
	Target	12 month average
Emergency incidents for which an immediate response by an ISU was required	n/a	38
ISU call-outs to emergency incidents achieved within the response time defined in the contract (%)	100%	100%
Average response time achieved for ISU call-outs	20 mins	9 mins

NETWORK AVAILABILITY		
	Target	12 month average
Peak availability	98.5%	99.99%
Off-peak availability	98%	99.98%
Night time availability	98%	99.61%

STREET LIGHTING OUTAGES		
	Target	Actual
Category 2 (high and medium) outages fixed within target time (%)	100%	100%

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 defects (days) (Performance affected by 7 day response time described above.)	5 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 hour' 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



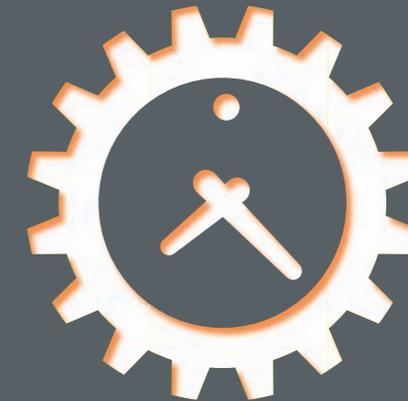
100%
ENQUIRIES RESPONDED
TO WITHIN TIME



100%
CALL-OUTS REACHED
IN TIME



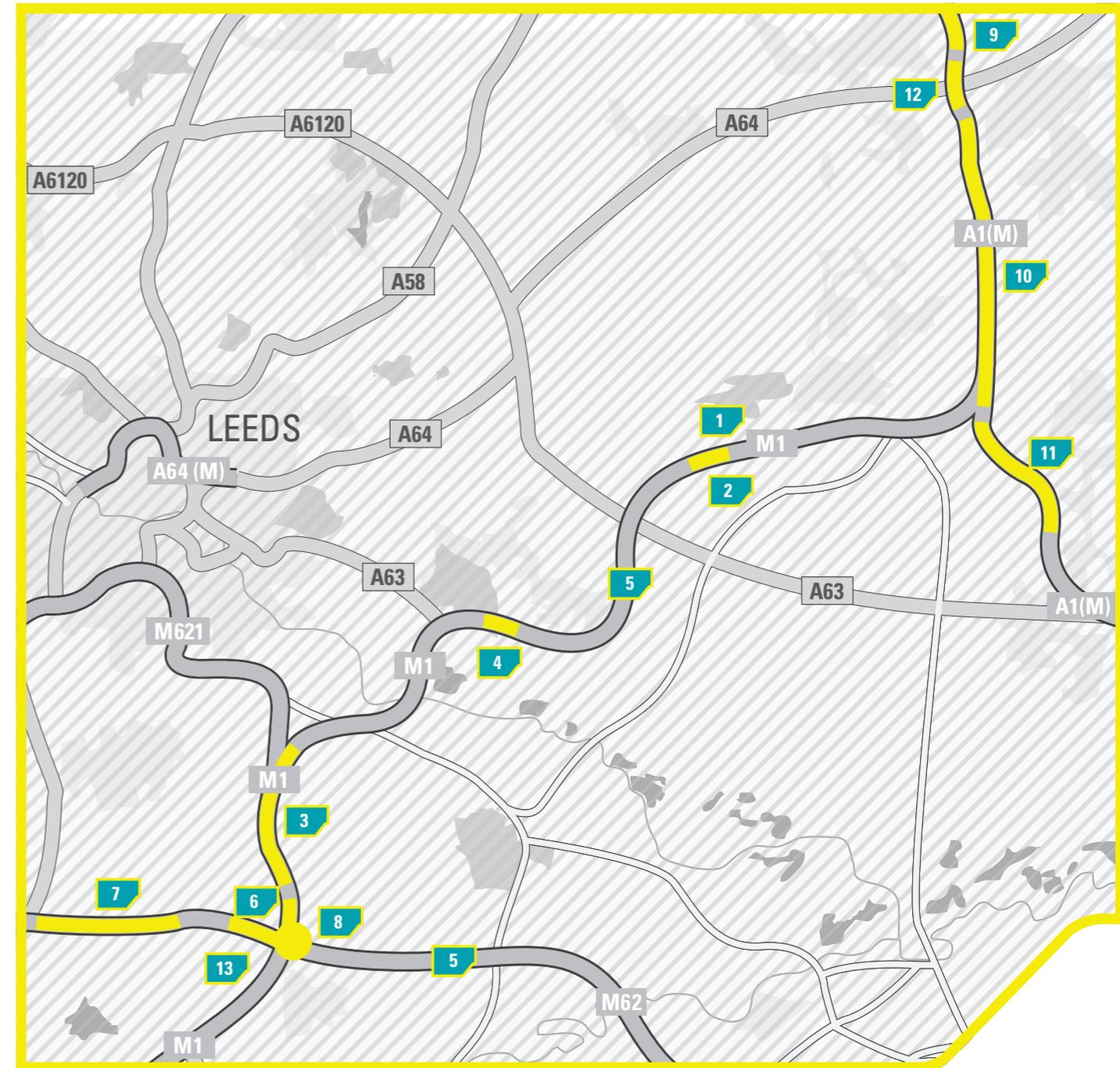
100%
STREET LIGHTS
FUNCTIONING



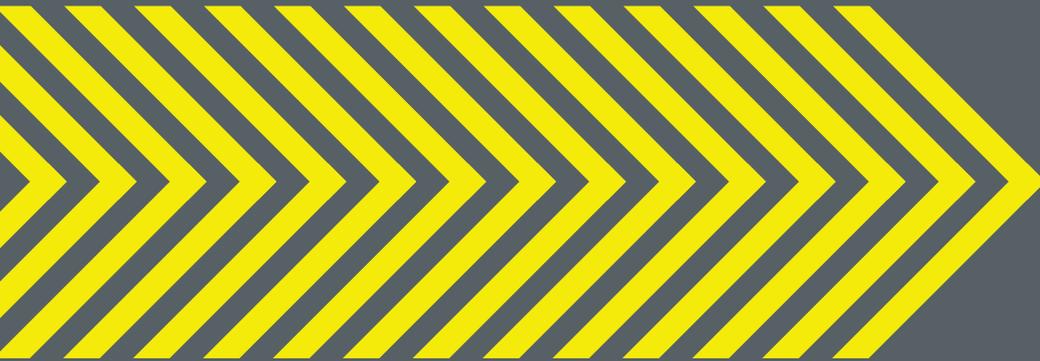
100%
CAT 1 DEFECTS REPAIRED
IN 28 DAY RESPONSE TIME

ROUTE DEVELOPMENTS 2012-2013

REF	LOCATION	DESCRIPTION	EXPECTED COMPLETION
1	M1 motorway northbound J46 to J47	Carriageway resurfacing works including replacement of ULM	Programmed for Summer 2012
2	M1 motorway southbound J47 to J46	Carriageway resurfacing works including replacement of ULM	Programmed for Summer 2012
3	M1 motorway southbound J43 to J42	Carriageway resurfacing works	Programmed for Summer 2012
4	M1 motorway J45 (East Leeds Radial Junction)	Street lighting re-cabling	May 2012
5	M62 and M1 motorways, various locations	Road marking re-lining works (Hyperline)	Programmed for Summer 2012
6	M62 eastbound to M1 northbound free flow link road	Carriageway resurfacing works	Programmed for Summer 2012
7	M62 eastbound J29 to J28, localised area	Surface treatment (Rhinohalt)	May 2012
8	M62 eastbound J29	Carriageway resurfacing works	Programmed for Summer 2012
9	A1(M) southbound Bramham Village to Bramham Cross Roads (J44)	Carriageway resurfacing works	Programmed for Summer 2012
10	A1(M) southbound Bramham Cross Roads (J44) to Hook Moor (J43)	Carriageway resurfacing works	Programmed for Summer 2012
11	A1(M) southbound Hook Moor (J43) to Micklefield	Carriageway resurfacing works	Programmed for Summer 2012
12	A1(M) Bramham Cross Roads (J44) northbound exit slip road	Carriageway resurfacing works	Programmed for Summer 2012
13	M62 Eastbound and Westbound, Lofthouse	Geotechnical slope stabilisation	Programmed for Summer/Autumn 2012



MAP TO ILLUSTRATE M1-A1 PLANNED DEVELOPMENTS



**NOTE TO DESIGNER:
BEFORE PRINT,
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