



**2014 MPA–
BRMCA Award
for Excellence
in Customer
Service**

WINNER

Lafarge Tarmac



Gatwick North Terminal

The British Ready-Mixed Concrete Association Award for Excellence in Customer Service recognises and celebrates ready-mixed companies who provide a high-quality efficient and professional service. The award was presented at this year's Concrete Society Awards Dinner.

The winner and commended entries demonstrate the range of applications for ready-mixed concrete and provide a showcase for the technical expertise of BRMCA members and their commitment to delivering solutions to meet client needs. Judges were impressed with the high quality of the members' work and the positive feedback from clients and contractors.

2014 Winner

The 2014 Winner is Lafarge Tarmac. The winning project for Gatwick Airport saw Lafarge Tarmac, Balfour Beatty and Landbuild construct new retail space at Gatwick North Terminal. The judges were impressed with how – despite the challenges of both the site and the project – Lafarge Tarmac met the project demands and delivered excellence in customer service.

There were a range of restrictions to take into account: noise, vibration, security, limited access, passenger safety and a site that needed to stay operational 24 hours a day.

To address the security standards of the airport authorities, Lafarge Tarmac provided a dedicated fleet and also had dedicated contacts at the plant and on site during the pours. This co-ordination, as well as technical support, ensured that standards, logistics and customer satisfaction were successfully achieved.

David Carroll, director of Landbuild, said, "The bespoke Agilia concrete had to be delivered on time and to consistent quality control. Success was achieved by forward planning of logistics and working methods plus close liaison with Balfour Beatty and the structural engineer, providing a product that met all the criteria in an airside and public environment."

The concrete in-fill slabs for this project were designed using the expertise of Lafarge Tarmac's in-house engineer to meet the specific client requirements and approval by the project engineer. Lafarge Tarmac ensured that the concrete was tested prior to delivery to ensure compaction without vibration and early-age strength could be achieved.

More time was saved on the project's programme by using steel fibres in the concrete. This preparation meant that the slabs were completed in four hours, reducing the programme by nearly half of that expected with alternative solutions.

The feedback from across the project team demonstrated to the judges the confidence the client and project team had in both the concrete's performance and the dedication of Lafarge Tarmac to the project and customer service.

Highly Commended

One St Peter's Square

This 15-storey building provides impressive office space in the centre of Manchester. The project was accredited as BREEAM 'Excellent' and delivers on aesthetics, performance and sustainability. The building was constructed by AJ Morrisroe & Sons, with concrete supplied locally from Hanson.

This dedication was again seen in the finished product, especially with the slipform constructed, 63m-high combined stair and lift core. With wall thicknesses ranging from 150 to 300mm, a total of 4000m³ of concrete was required. With ambient temperatures varying from +28°C to -6°C it was a challenge to maintain consistence, workability, viscosity, air content, setting time, strength and finish.

Using Hanson's expertise gained from previous high-rise and fair-faced concrete projects, the primary goal was to maintain uniform free water content throughout production, delivery and placement. This ensured a minimum colour variance from layer to layer and resulted in a blemish-free surface, as confirmed when the formwork was struck.

The judges and the project team were impressed with the high level of technical support prior to and throughout the project.

Dawlish railway

This year the judges have awarded a second Highly Commended award to Hanson Concrete for its efforts in the repair of the storm-struck Dawlish railway. With a high-profile project deadline, to return tourists to the English Riviera for Easter, the 70m section of railway was reopened by Prime Minister David Cameron, ahead of schedule.

Working with the contractor AMCO, Hanson Concrete supplied 1500m³ of ready-mixed concrete, which had to be offloaded from the road above the railway line and pumped 200m to the site. Chris Mewse, district operations manager at Hanson, said, "We had to be very flexible – and patient – as some deliveries were cancelled at short notice."

Andy Crowley of AMCO said, "Working against extreme weather conditions and tides meant that we were not able to predict with any sort of certainty the amount of concrete that we would need and when. Hanson managed this situation in a positive and proactive manner and offered the flexibility required to complete the scheme." ●

Top left: Lafarge Tarmac's winning entry – Gatwick North Terminal.

Top right: The Dawlish railway project saw Hanson highly commended.

Below: Hanson Concrete was also highly commended for the One St Peter's Square project.

