

2017

BRMCA Award for

Excellence in

Customer Service

WINNER

Hanson

SUPPORTING INDUSTRY AWARDS



Hanson is the 2017 winner for its Eden Brows/Merseyside Loop projects.



'Can of Ham', City of London.

Eden Brows/Merseyside Loop

The British Ready-Mixed Concrete Association Award for Excellence in Customer Service recognises ready-mixed concrete companies who provide a high-quality, efficient and professional service. Over ten nominations were received in 2017 and the winner was presented at The Concrete Society Awards Dinner.

The 2017 winner is Hanson for a brace of contracts for Story Contracting – Eden Brows and Merseyside Loop.

Eden Brows is the reinstatement of the historic Carlisle–Settle railway that was closed due to a severe landslide, where the engineering challenge was described as "... one of the biggest ever faced by Network Rail".

To put the disaster into context, the landslide was over ten times the magnitude of the widely reported Dawlish landslide in 2014. Over half a million tonnes of earth moved along a strip 130m long by 70m wide, continuing to move at around 0.3m each month. The site had to be continuously monitored for movement and this was a factor that had to be carefully considered during repair. Adding to the challenge was the location: the site was only accessible through densely populated and environmentally important woodland supporting protected floral species and wildlife.

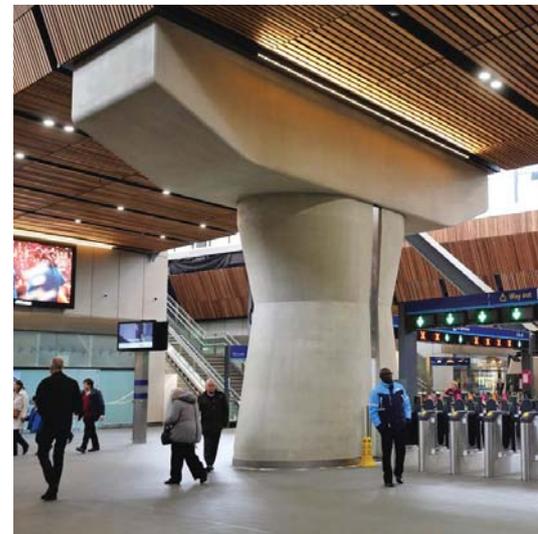
The second contract was the upgrading of the MIR Birkenhead–Liverpool 'Loop' Line, where over half a kilometre of track slab and

four stations were upgraded. The strength-class C40/50, F5 concrete was initially retarded for five hours; a Hanson technician added an accelerator just before placement into the second pump. It is not only the clever technical solution but also the commitment from all involved, including production staff, logistics and technical to deliver exceptional customer service. Story Contracting had no hesitation in engaging Hanson's technical team to once again engineer specialist concretes and 'deliver the goods'.

Highly Commended

CEMEX for 60–70 St Mary Axe

The 'Can of Ham', as 60–70 St Mary Axe is known, is in one of the busiest parts of the City of London with very restricted access. The 23-storey, 90m-tall tower required 4000m³ of slipformed concrete to be supplied within 14 weeks. The CEMEX technical team worked closely with AJ Morrisroe to design concretes that could be readily placed where ambient temperature varied from as low as 12°C to as high as 31°C. Results exceeded customer expectations.



London Bridge Station Redevelopment.

Tarmac for London Bridge Station Redevelopment

Tarmac has been Highly Commended for a fluid concrete using maximum 10mm aggregate that was specifically designed for Costain and trialled at its holding yard in Edmonton. Carrying out multiple tests allowed both parties to assess the required placement methodology as well as a realistic supply time, to ensure that the concrete remained within specification throughout the process. It also allowed for formwork release agents and reinforcement spacer options to be tested – reducing variables and ensuring that the concrete supplied fulfilled the client's requirements. ■