



**Fulton Hogan**

**ASSET  
MANAGEMENT**  
Cost-effective maintenance solutions  
from a trusted provider



# Your partner for a smooth and trouble-free journey

With a diverse, geographically challenging landscape and a relatively small population, New Zealand is heavily reliant on its critical infrastructure. Whatever the asset – urban, regional, highway, motorway, tollway; or the operator – national, local government or private operator, the maintenance requirements for road, footpath, drainage or electrical networks are complex, extensive and ongoing.

As a leading civil construction, asset management and maintenance provider, Fulton Hogan has an enviable record in maintaining the infrastructure and associated assets across New Zealand, Australia, and the South Pacific. In regions as densely populated as Auckland, as isolated as Stewart Island, or as prone to extreme weather events as Fiji, our dynamic company is helping infrastructure owners and operators control costs while maximising their investment's operational efficiency.

Fulton Hogan is a customer-focused company, offering all-encompassing infrastructure services solutions tailored to the customer's specific needs.

We promote a whole-of-life approach to managing assets within our customers financial constraints. This includes identifying, prioritising and careful treatment selection of defects using specialised software combined with highly skilled asset management and modelling practitioners to identify the networks current and future needs.

Notably, Fulton Hogan is a largely self-performing company, able to manage and draw on its own extensive resources of people, equipment, materials and technical expertise. This ability comes to the forefront in an emergency when we are able to rapidly mobilise and effectively respond as the situation unfolds.

Fulton Hogan has the experience and resources to enter into mutually beneficial, long-term partnerships that ease the journey and smooth the sometimes rocky road of infrastructure services.

# The Fulton Hogan advantage

## One-stop shop

Fulton Hogan is New Zealand's complete asset management and maintenance service provider. Thanks to our vertically integrated business model, we are able to provide comprehensive, all-encompassing, whole-of-life solutions as well as specialised solutions tailored to specific customer needs. From aggregates to asphalt, and signs to surfacing, Fulton Hogan's unique approach provides customers with a seamless transaction, providing significant cost and time savings.

## New Zealand-wide

Fulton Hogan provides infrastructure services across New Zealand, in both urban and regional areas. This widespread experience allows us to deliver outstanding outcomes by bringing local knowledge to projects and engaging with communities.

## Experienced in collaborative relationships and alliances

We have the experience and resources to enter into successful collaborative arrangements with both customers, consultants and contractors. This approach is showcased by the award winning Auckland Motorway Alliance contract which, along with our client and partners, sees the alliance maintaining a 240km road network in Auckland. Co-located with our client and delivery partners, Fulton Hogan works closely with council, residents and the many people who use this

network every day. This is a 10 year relationship that has seen us truly set an international standard for collaborative contracts.

## Fostering long-term relationships

Fulton Hogan values and fosters open and honest, long-term relationships with its customers, employees, partners, suppliers and sub-contractors. This has translated into a high level of repeat customers and contract renewals.

## Extensive in-house resources

As a largely self-performing company, Fulton Hogan has the in-house resources to undertake a broad range of asset maintenance services, supplemented where appropriate, by specialist sub-contractors and equipment. By managing the internal supply chain, we maximise value for our customers. In an emergency, this ability to self perform is critical in ensuring a rapid and effective response.

## Access to specialists

Fulton Hogan employs a number of asset management specialists and maintenance practitioners who play an integral role at Fulton Hogan, delivering asset management and modelling, pavement design and repair treatment selection, and speciality product development.



## Maintaining a customer focus

Focusing on understanding our customers long-term needs, allows Fulton Hogan to deliver work programmes on time and on budget, frequently exceeding expectations. Our staff are the eyes and ears of our clients and we take pride in engaging with stakeholders and network users on a daily basis.

## Leaders in innovation

By going beyond convention and constantly seeking new and innovative solutions to our customers needs, Fulton Hogan is committed to achieving outstanding results.

Developed out of our highly advanced laboratories and production plants, are a number of specialist products and processes such as EZ Street®, CoolPave®, Dust-lock™ and the UHP Watercutter, providing safe, cost efficient benefits for road network operators.

## Financially stable - NZ owned

With assets of over \$1.5 billion and a long history of financial stability, Fulton Hogan has the strength and resources to ensure our services are successfully and consistently delivered over the life of a contract.

## Industry-leading safety practices

Working safely is Fulton Hogan's number one priority. We have extensive experience working in live traffic environments and emergency situations. Our 'Zero Harm' policy leads industry best practice in safety and traffic management practices.

## Part of the community

Working across the country, Fulton Hogan's 3500+ New Zealand employees are involved in projects in central cities through to locations with a remote backdrop. Our local knowledge is valued by the communities we work in, and in turn the company gives back by supporting local events, groups and charities such as the Highlanders 1st XV secondary schools competition in Otago, and Life Education Trust.

## The extra mile

### **The story - as told by a nearby resident:**

"I am writing to tell you how impressed I am with one of your hard working teams!! On Thursday, I was walking with my small son (in his stroller) on Birkdale Road, when we came across a crew of your guys resealing the road.

As we approached, I saw they were using hand-held compactor type machines. I started talking to my son about it, explaining that it would get very noisy as we walked past, but it wouldn't take long for us to get past the men...

But, as the guys saw my son and I approach, they gestured to one another, and immediately turned off ALL their machines! I was so impressed with their consideration of his small, unprotected ears. And further to that, one of the guys hopped out of the fenced-off area, to hold up all the hoses etc that were laid across the footpath, so we could simply duck under them, rather than have to push the stroller across all the hoses.

I don't think I have ever encountered such consideration and chivalry when passing a team of workers before. It was absolutely brilliant, and really made my day. When you are a pedestrian pushing a stroller there are so many hazards to navigate around – it was wonderful to see the guys go out of their way to make my day easier."



# Asset solutions for our customers

## All-encompassing and tailored solutions

Thanks to our comprehensive range of services, Fulton Hogan is able to offer a seamless approach to asset owners and operators. From routine road repairs, drainage, roadside maintenance through to rehabilitation and construction of major roads and bridges. Fulton Hogan has the experience, technology and resources to maintain your valuable assets and respond promptly to emerging issues.

We take ownership of leading and delivering solutions which will result in the best outcomes for an equal or reduced costs. Our continuous improvement framework combined with our culture of innovation, has resulted in examples of value for money innovations, such as the Walk'n'Roll grader attachment, saltwater spray for weed spraying and aggregate blending of metals on unsealed roads.

## The total service provider

### Asset Management

Fulton Hogan is renowned as a leader in asset management and project delivery. We focus on what is best for the asset and whole-of-life cost cycle planning while taking into consideration the dynamic needs of our customers and community.

Fulton Hogan understands the value of identifying ongoing or widespread maintenance issues and applying whole-of-life solutions. Where appropriate, we identify and rectify the underlying cause, for example ongoing potholing is often due to a drainage issue. The short-term cost of fixing the underlying problem is usually more than offset by the medium to long-term gains.

Our asset management software assists by spotlighting problem areas that may benefit from targeted intervention. Working with existing

customers we have developed a range of systematic asset management processes that encourage integration between parties, resulting in a more effective management approach which focuses on extending the assets life.

Fulton Hogan utilises best practice in all its asset management programmes. We leverage off a range of new and existing technologies to formulate asset management strategies that consider whole-of-life costs.

Leading edge technology is used by field staff to log inspections, any remediation work required and the GPS coordinates. This data is uploaded and listed for action, ensuring the correct information is captured. The system's transparency allows reporting of inspection frequencies and encourages integration between parties by allowing the customer to understand when the problem was logged and when action was taken.

Our commitment to effective collaboration allows us to adjust asset management programmes to reflect changing customer priorities, emerging safety issues, and community expectations within funding constraints.

### Roads / Pavements

Building on our strong construction and civil engineering background, Fulton Hogan provides a holistic asset management service for roads and associated pavements. Offering complete maintenance and construction capabilities of roads, bridges, roundabouts, car parks, footpaths and road shoulders, Fulton Hogan manages all aspects of the works including traffic management, linemarking, street lighting and signage, to deliver a seamless service for customers and the community.

Our maintenance strategy is multi-faceted, linking inputs from contractor, consultant and customer feedback. It results in a maintenance intervention strategy and forward works programme that will be practical, functional and designed to suit the needs of the network.



## Auckland Motorway Alliance

### **Operating and maintaining Auckland's motorway network**

Established in October 2008, The Auckland Motorway Alliance (AMA), consisting of NZTA, Fulton Hogan, Opus, Beca, Resolve Group and Armitage Systems Ltd has been providing safe, efficient, and reliable maintenance to the Auckland Motorway network and SH22.

The AMA has brought a sophisticated collaborative approach to managing the Auckland Motorway network. The Auckland Motorway network underpinned by robust asset management solutions supports much of the social and economic activity of the Auckland region, with 240km of motorway, more than 140 structures varying in scale, in excess of 900,000 vehicles per day, and supporting over 8% of the nation's traffic.

The AMA has continually challenged itself to improve performance and deliver more for less for both the client and associated stakeholders. Fulton Hogan takes a lead role through governance, delivery, ITS and traffic operations.

### **An award winning model**

The success of the AMA model has been recognised across both national and international award forums. The vertically integrated model benefits the client through offering a seamless transaction for the management of the roading network. With the client, consultants, and contractors all housed under one roof, the contract activities - be it emergency response work, vegetation control, or pavement renewals are able to be communicated with ease and allow a sharing of on-hand specialists and resources.

### **Stakeholder first approach**

With an average of 900,000+ vehicles per day, the AMA continue to drive a strong focus on stakeholder relations. To ensure reduced disruption to road users, the AMA undertakes a vast majority of its maintenance activities at night and takes an active approach to communicating with road users. Information about the contract including delays, accidents, and scheduled works are communicated through the use of tools such as VMS boards, a dedicated Auckland Motorways website, an information phone line and smart phone applications. The level of stakeholder engagement on the AMA, has set a standard in which other maintenance contracts will be benchmarked against.



**Customers benefit from access to Fulton Hogan systems that provide information online and in real time. Our systems are designed to align with customer processes and formulate asset management strategies that consider whole-of-life costs.**

# Infrastructure solutions, putting the customer first

## **Associated assets**

Additionally Fulton Hogan has the expertise to maintain all associated assets including stormwater drains and pits, kerb and channel, road signs, street lighting and traffic signals, and linemarking.

## **Inspections / Emergency response**

Fulton Hogan has numerous custom built inspection, patrol and emergency response vehicles able to meet the specific needs of the relevant task and network. Inspection cycles are programmed to meet contract requirements and include use of GPS and vehicle monitoring to ensure utmost efficiency and ability to immediately respond to emergencies.

## **Network operations – Traffic management**

The provision of network management services including road closures and traffic management for major events such as the Rugby World Cup, as well as festivals and community events can be easily managed by Fulton Hogan's team of traffic management specialists. Whether customers require road closures, pedestrian management, traffic signal phasing adjustment, or monitoring of network performance, they can be assured that Fulton Hogan's systems will ensure the task is undertaken efficiently with a key focus on keeping the community and local road users safe at all times.

## **Roadside maintenance - Open space management**

At Fulton Hogan we understand the importance of maintaining the roadside environment for the safety and general amenity of the travelling public. Our maintenance programmes include: routine and cyclical

mowing, weeding and herbicide spraying, periodic pruning and fertilising, replanting of annual plants, verge planting and maintenance, emergency and routine tree clearing, roadside parking maintenance including litter collection, and the removal of debris.

## **Facilities management**

Complimentary to road and asset management, Fulton Hogan offers customers around New Zealand a complete facilities management service. Ranging from management of a single piece of equipment to a substantial site with large infrastructure assets, such as a military camp, our professionals can manage all aspects of building maintenance, ground and garden maintenance, security, cleaning and catering.

## **Workshop facilities**

Fulton Hogan operates a range of large and small workshops throughout New Zealand. These facilities maintain plant and equipment to industry best practice, using a comprehensive plant asset management system.

## **Laboratory services and testing**

A broad selection of testing services are available to our customers. These range from civil engineering materials testing, through to water and air quality monitoring processes.

As well as the typical range of civil engineering testing, our laboratories operate specialist services such as skid resistance testing using our Grip Tester, advanced asphalt mix performance testing, and pavement deflection testing.

## Delivering end-to-end solutions

As a specialist maintenance provider our vertically integrated model allows us to deliver end-to-end solutions ideally suited to deliver small and large scale maintenance programmes, throughout New Zealand.

### Key maintenance contracts

- **West Waikato (PSMC)** - Over a contract period of 8.8 years the full length of state highway 1 will be four laned from Auckland motorway to Cambridge. Key components of the \$100M contract include the management in and out of sections of road such as the Te Rapa bypass as projects are completed, and efficient traffic management due to the high accident rate on the existing road.
- **Dunedin City** - Re-awarded in March 2013, Fulton Hogan holds both the rural and urban road network contracts for the entire DCC area. The three plus three year contract is valued at \$39M for the initial three year period, with work being undertaken through a partnership approach between the client, Dunedin City Council, Fulton Hogan, and sub-contractors, known as DART (Dunedin Area Roading Team).
- **Central/Eastern Fiji** - The Fulton Hogan / Hiway Stabilizers joint venture commenced the four plus two plus one year maintenance contract in January 2013. This contract sees the JV partners manage and maintain the central and eastern roading network. The FJ\$197M contract is investing heavily in local employees, with a focus on training residents and investing in its people.
- **Central Otago** - This five year maintenance contract, valued at \$30M, contains all typical road maintenance functions including reseals, road marking, and minor improvements. It is a cost reimbursement contract with detailed forward works planning and financial control extremely important to the client, Central Otago District Council.



# When catastrophe strikes...

## Emergency response

Fulton Hogan has an outstanding record of responding to emergency events. Whether it be the devastating Canterbury earthquakes, the Nelson floods, or the Auckland tornado. Fulton Hogan has always stood tall and assisted our clients and the community with our extensive resources and expertise.

The ability to respond at any time to emergency road conditions is a standard feature of Fulton Hogan's road maintenance contracts. Rarely has it been put to the test as much as during the devastating earthquakes that hit Christchurch.

Within hours of the first earthquake hitting in small hours of the morning, in excess of 100 Fulton Hogan employees were assembled at the depot ready to assist. The New Zealand government's Crisis Command Centre also made use of Fulton Hogan's asset management technology to map the road network, show the live status of road and bridge openings/closures and to communicate to the community and emergency services. The information is available on a public web page that is live and continues to be used to coordinate and communicate the rebuild phase of Christchurch. Fulton Hogan continues to assist with the rebuild of Christchurch as a member of the Stronger Christchurch Infrastructure Rebuild Team (SCIRT).

In mid-December 2011, high intensity rainfall saw rivers burst their banks and landslides cut off roads in both central and regional Nelson. Our local operations were on call and worked directly with civil and emergency authorities to clear trees from roads, place hazard warnings, set up detours and close roads to ensure the region was accessible through the busy Christmas period.

Work continued in the months that followed with further tree clearing, road repairs and reinstatement, drainage construction and repairs, and constructing landslide controls. There are always lessons to be learned from an emergency on this scale, however Fulton Hogan is justifiably proud of its team's performance under these extreme conditions.

## The extra mile

### **The story - as told by Auckland Transport representative:**

"Not often does a unexpected event occur to truly test the character of an organisation

During the Albany tornado event in 2011, Fulton Hogan's emergency plan was tested.

The response to the tornado by Fulton Hogan was nothing short of spectacular. Their Albany office was severely damaged, yet they were able coordinate 8 crews during the incident.

They coordinated the crews to provide assistance to all emergency services, private property owners and ensured the safety of road users. What impressed most, was the ability to provide continuous feedback, updates and information to the Auckland Transport incident response group while the Albany yard was partly destroyed.

In events like this it is vital to have a contractor that has the capacity to deliver under extreme pressure, thank you Fulton Hogan."



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