

# Collaboration on M20 delivers project efficiencies, minimal disruption, and satisfied customers

Chevron Green Services worked collaboratively with its clients to combine two separate projects and deliver an efficient programme of works which satisfied each client and their customers who lived adjacent to the M20.

## Overview

National Highways installed a new gantry on the M20 which required the clearance of vegetation to allow the works to proceed. The vegetation clearance resulted in a problem for a neighbouring property which experienced lighting nuisance from the adjacent motorway.

National Highways had appointed Chevron Green Services as their principal contractor to undertake tree planting and vegetation works to address the lighting nuisance issue.

Simultaneously but as a separate project, Kier Highways were contracted as the Area 4 Maintenance and Response Contractor to renew an 850m section of dilapidated boundary fencing on the M20. Kier Highways appointed Chevron Green Services as the subcontractor for the fencing renewal.

## The Challenge

Chevron Green Services identified the opportunity to find project efficiencies for both clients by combining the works, which were located on the same site, into a single project timeframe. The challenge was to ensure that we met the specifications of each individual client. We also had to consider the impact of any works on third party customers whose land or property were impacted by the works.

## Key obstacles included:

- The initial specification for the planting work specified standard trees six metres in height. When our Contract Manager arrived on site, it was clear from a visual inspection from the third party property that the trees specified would not meet the needs of the customer living adjacent to the M20 and would not therefore solve the lighting nuisance issue.
- The adjacent property was a farm holding which farmed livestock, specifically sheep. Repairs to the fencing needed to ensure that the animals were contained and that there was no risk that they could escape and enter the motorway boundary.



### The Solution

Chevron Green Services appointed our Contract Supervisor in Area 4 to lead this project to deliver this important piece of work for the local area. Our Contract Supervisor collaborated with both National Highways and Kier to understand the specifics of each project. Holding site meetings with both clients and the neighbouring landowners to identify issues or concerns.

Following these meetings, we developed and delivered a collaborative programme of works which met the needs of all parties.

### Key elements of the programme included:

- Tree specifications were changed from the suggested standard trees to extra heavy Scots Pine trees to provide screening of the M20 and immediately resolve the lighting nuisance for the adjacent properties. Combining a variety of sizes of extra heavy trees and broad leaved trees will encourage species diversity as well as colour within the plot.
- The landowner's concerns in relation to his livestock were addressed by the installation of a temporary fence whilst the boundary fence was replaced. This approach allowed the landowner to continue to hold livestock in the field whilst the fence was replaced.



### The Outcome

Close collaboration, excellent working relationships and a willingness to address any concerns led to the successful completion of two separate projects in a single timeframe. This delivered operational efficiencies for both clients as well as meeting and even exceeding expectations of key stakeholders and landowners.

**“From the offset Chevron Green Services were very professional. At the very first meeting Chevron Green Services reinforced Kier’s strict stakeholder management policy and gave assurances to a worried landowner. These assurances were upheld tenfold as the project met its conclusion. National Highways and Kier Highways were very happy with the stakeholder management as well as the quality of the works.”**

Michael Smith  
Area 4 Schemes Project Manager, Kier