



SOUTHAMPTON
CITY COUNCIL



QUALITY QUESTIONNAIRE

CANTILEVER BALCONY SUPPORTS - LOT 2 - WALK UP BLOCKS

MOUNTJOY LTD | 12 JULY 2017



QUALITY QUESTIONNAIRE

QUALITY QUESTIONNAIRE



QUALITY QUESTIONNAIRE



Southampton City Council

Framework Contract for Refurbishment of Balconies in
Southampton

Refurbishment of Walkway Balconies to 2 Storey Walk
up Blocks



QUALITY QUESTIONNAIRE

QUESTIONNAIRE & AWARD CRITERIA



QUALITY QUESTIONNAIRE

INSTRUCTIONS

INTRODUCTION

This document relates to the competition for the Refurbishment of Balconies to Walk Up Blocks.

The questionnaire **MUST** be completed as failure to do so will make the submission non-compliant and your submission will be disregarded.

Your answers, together with your clarifications at a clarification meeting, will be used as the Quality Assessment of the bid in accordance with the process given below.

In the event that sufficient space is not available in the boxes provided, additional pages may be included in your submission. Additional pages shall be clearly labelled with the question number (as well as the name of your organisation), and the box on this document shall be marked '*see extra page provided*'.

The appointment of the contractors/contractor will be on a "Most Economically Advantageous Tender" basis, the methodology for assessing this is given below.



QUALITY QUESTIONNAIRE

QUESTIONNAIRE

Ref	Question
1	<p>Please provide an organisation structure identifying staff who will be involved with the day to day management of the work., with clear identification of those involved with each sector of work, eg. Stage One (Surveys, Pre-fabrication Drawings,) and Stage Two (Construction of Pad Foundations, Above Ground Supports to Balconies, Balustrading and Balcony System and Redecoration).This should include operational and financial management/control. Additionally, please identify what resource will be made available to support the Contract from central sources. Please provide CVs for all key members of staff specifically those involved with the day to day running of the contract, giving details of their qualifications and training.</p>
<div style="background-color: #1a3d4d; color: white; padding: 10px; border-radius: 10px 10px 0 0;"> <p>BENEFITS FOR SOUTHAMPTON CITY COUNCIL</p> <ul style="list-style-type: none"> • Experienced Project Manager to oversee both Phases for each project, ensuring top level quality control for Southampton City Council (SCC) • Full project team with vast experience in delivering this type of work, providing SCC with assurance of our capability </div> <p>1.1. Proposed Delivery Structure</p> <p>1.1.1. Project Management</p> <p>Our proposed Project Manager, Mark Kinahan, will hold overall responsibility for the delivery of projects under this framework. He will be supported by Duncan O'Rourke, our Special Projects Operations Manager.</p> <p>1.1.2. Site Management</p> <p>Our proposed Lead Site Manager is Andy Woodhouse. He will be supported on a rotational basis by other Site Managers from Mountjoy, which will ensure that supervision is present at all times on each scheme, and that an individual contact is available for each site.</p> <p>We have an additional 4 Site Managers within Mountjoy, who we have listed below. They will all be on hand for site management on schemes under this framework should Andy become unavailable.</p> <ul style="list-style-type: none"> • Stuart Hendry 	



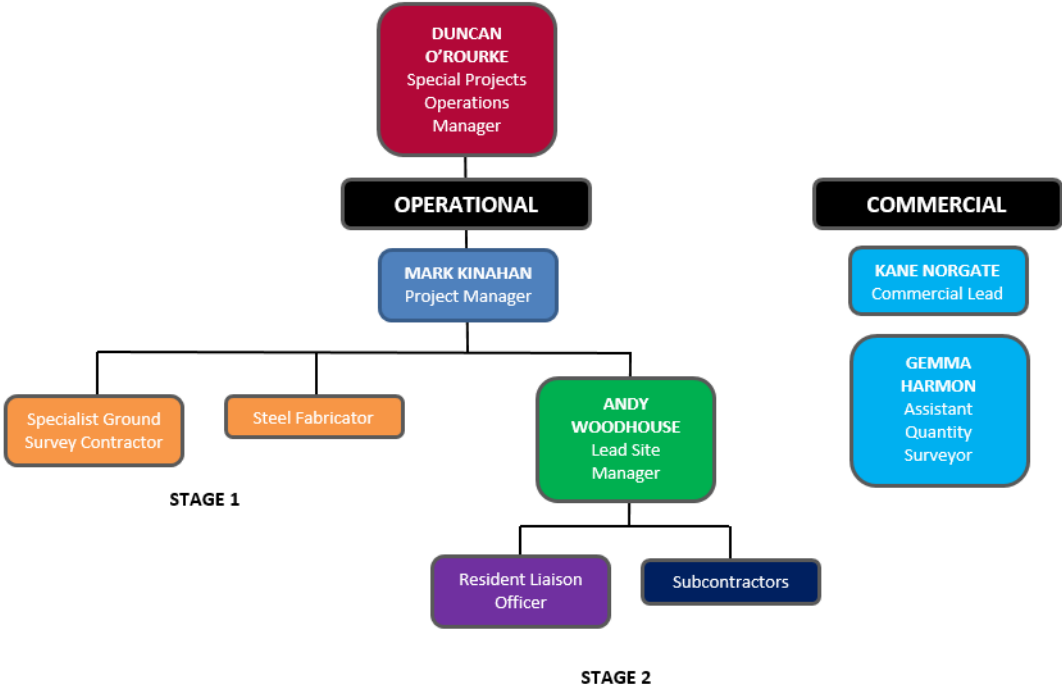
QUALITY QUESTIONNAIRE

- Andy Carlyle
- Darren Quainton
- George Hobart (Assistant Site Manager)

1.1.3. Additional Support

We will also be supported by Kane Norgate, who will act as our Commercial Lead for this Framework Contract. Kane already has considerable experience with this particular framework, having previously been employed by a Contractor undertaking these works. He will implement this knowledge into our approach, ensuring that SCC receive an improved service delivery.

1.2. Organisation Structure





QUALITY QUESTIONNAIRE

1.3. CVs for key members of staff

Duncan O'Rourke

*Special Projects
Operations Manager*



Qualifications:

- Chartered Institute of Housing Pathway (CertCIH)
- BTEC Higher National Certificate in Building Studies
- SMSTS

Role in the Framework Contract for the Refurbishment of Balconies in Southampton

Duncan is responsible for managing the Special Projects Operations delivery team in Mountjoy. On the Framework Contract for SCC, he will advise on producing a fully compliant programme, provide a point of escalation for complex technical issues and review our quality control procedures.

Relevant Experience

Project name: Downton House & Artillery Close refurbishments
(*Portsmouth City Council*)

Project value: £165,000

Project date: February 2016 – May 2016

Nature of works: External and communal repair including balconies, decoration and improvements

Trades: Electrical, lighting, doors, external concrete repairs, re-pointing, asphalt renewals to balconies, verge repairs, tarmac, signage, flooring, decorating, drainage, railing installation

Duncan's Role: Special Projects Operations Manager

Project name: Purbrook Way refurbishments (*Portsmouth City Council*)

Project value: £750,000

Project date: September 2016 – March 2017


Nature of works: Planned maintenance, including concrete repairs, internal/external decorations and balcony repairs

Trades: Electrical, lighting, doors, external concrete repairs, re-pointing, asphalt renewals to balconies, verge repairs, tarmac, signage, flooring, decorating, drainage, railing installation

Duncan's Role: Special Projects Operations Manager



QUALITY QUESTIONNAIRE

	<p>Responsibilities</p> <p>Duncan is responsible for leading and motivating our Special Projects Operations delivery team to achieve and maintain the highest standards of build quality and health & safety. He will also ensure effective communication and implementation to deliver each project on time; initiating corrective action if necessary.</p> <p>Duncan has a full understanding of this Framework Contract and will be responsible for managing the overall operational and financial aspects of each project to achieve Mountjoy’s commercial objectives.</p> <p>Duncan will ensure compliance with Mountjoy’s quality management processes, which include zero defects at hand over and ensuring effective after care arrangements are in place for the prompt closure of defects during the rectification period.</p>
<p>Mark Kinahan</p> <p><i>Project Manager</i></p>  <p>Qualifications:</p> <ul style="list-style-type: none"> • HNC Construction • Diploma Site Management (CIOB) • ONC Site Management (CIOB) • ACIOB • APM • Health & Safety Certificate • SMSTS 	<p>Role in the Framework Contract for the Refurbishment of Balconies in Southampton</p> <p>Mark will manage both Stages of each project, reporting to Duncan O’Rourke, our Special Projects Operations Manager, who has ultimate responsibility for the project.</p> <p>Mark will be responsible for overseeing the programme delivery including updating the programme and scheduling of subcontractors. He will make formal weekly project inspections and stage completion inspections to monitor progress and the quality of work in regard to both Stage One and Stage Two.</p> <p>Relevant Experience</p> <hr/> <p>Project name: Downton House & Artillery Close refurbishments <i>(Portsmouth City Council)</i></p> <p>Project value: £165,000</p> <p>Project date: February 2016 – May 2016</p> <p>Nature of works: External and communal repair including balconies, decoration and improvements</p>



QUALITY QUESTIONNAIRE

<ul style="list-style-type: none">• CSCS card	<p>Trades: Electrical, lighting, doors, external concrete repairs, re-pointing, asphalt renewals to balconies, verge repairs, tarmac, signage, flooring, decorating, drainage, railing installation</p> <p>Mark's Role: Project Manager</p> <hr/> <p>Project name: Purbrook Way refurbishments (<i>Portsmouth City Council</i>)</p> <p>Project value: £750,000</p> <p>Project date: September 2016 – March 2017</p> <p>Nature of works: Planned maintenance, including concrete repairs, internal/external decorations and balcony repairs</p> <p>Trades: Electrical, lighting, doors, external concrete repairs, re-pointing, asphalt renewals to balconies, verge repairs, tarmac, signage, flooring, decorating, drainage, railing installation</p> <p>Mark's Role: Project Manager</p> <hr/> <p>Responsibilities</p> <p>Mark will be responsible for the management of the Site Manager, direct labour, subcontractors, plant hire and material ordering. He will ensure that all operations are executed in a safe manner in line with current health, safety and environmental legislation and Mountjoy's health and safety management processes.</p> <p>Mark will conduct weekly site inspections and will be responsible for producing accurate, up-to-date reports and will be the primary contact for liaison with the Council including attending and contributing to pre-start and fortnightly review meetings.</p>
---	--





QUALITY QUESTIONNAIRE

<p>Andy Woodhouse <i>Site Manager</i></p>  <p>Qualifications:</p> <ul style="list-style-type: none">• SMSTS• CSCS card• Carpentry and Joinery B*• Shop fitting site fixing• First Aid at Work	<p>Role in the Framework Contract for the Refurbishment of Balconies in Southampton</p> <p>Andy will be responsible for overseeing site operations on a day-to-day basis and the key point of contact for the Council's representatives. He will ensure all work is completed safely, on time, within budget and to the required quality by effectively organising and managing on-site activities.</p> <p>Relevant Experience</p> <hr/> <p>Project name: Purbrook Way refurbishments (<i>Portsmouth City Council</i>)</p> <p>Project value: £750,000</p> <p>Project date: September 2016 – March 2017</p> <p>Nature of works: Planned maintenance, including concrete repairs, internal/external decorations and balcony repairs</p> <p>Trades: Electrical, lighting, doors, external concrete repairs, re-pointing, asphalt renewals to balconies, verge repairs, tarmac, signage, flooring, decorating, drainage, railing installation</p> <p>Andy's Role: Site Manager</p> <hr/> <p>Project name: Allaway Avenue External Repairs & Refurbishment (<i>Portsmouth City Council</i>)</p> <p>Project value: £515,000</p> <p>Project date: June 2016 – November 2016</p> <p>Nature of works: External and communal repair including balconies, decoration and improvements</p> <p>Trades: Roofing, concreting, decoration to communal areas, new balcony partitions, re-asphalting of balconies and replacing a number of front doors.</p> <p>Andy's Role: Site Manager</p> <hr/>
--	---



QUALITY QUESTIONNAIRE

	<p>Responsibilities</p> <p>Andy will oversee Stage Two of each project on site from mobilisation to completion, ensuring that appropriate site rules are being followed. He will be the initial point of contact for any issues or complaints on site and will attend daily site meetings with the Council’s representatives.</p>
<p>Kane Norgate <i>Commercial Lead</i></p>  <p>Qualifications:</p> <ul style="list-style-type: none"> • Foundation Degree in Quantity Surveying (1st achieved) 	<p>Role in the Framework Contract for the Refurbishment of Balconies in Southampton</p> <p>Kane will act as the Commercial Lead for this contract, providing commercial support and advice particularly throughout Stage One.</p> <p>Relevant Experience</p> <p>Kane already has considerable experience with this particular framework, having previously been employed by a Contractor undertaking these works. He will implement this knowledge into our approach, ensuring that SCC receive an improved service delivery.</p>
<p>Gemma Harmon <i>Assistant Quantity Surveyor</i></p> 	<p>Role in the Framework Contract for the Refurbishment of Balconies in Southampton</p> <p>As Assistant Quantity Surveyor, Gemma will be responsible for the commercial aspects of each project. Daily, this means her duties will include sending out enquiries, attending site(s) to check progress, placing orders, processing payments and obtaining CIS, insurance and VAT details.</p> <p>Gemma will submit a monthly application to SCC for the works carried out to date on each project, ensuring that applications are submitted on time and in accordance with the contract. In addition, Gemma will identify any variations that are not in the original scope and address</p>



QUALITY QUESTIONNAIRE

	<p>Qualifications:</p> <ul style="list-style-type: none">• MSc Quantity Surveying (<i>Sep 2015 – Sep 2017</i>)	<p>any design issues that may be outstanding by liaising with all parties/subcontractors in order to push the project forward.</p>
--	---	--



QUALITY QUESTIONNAIRE

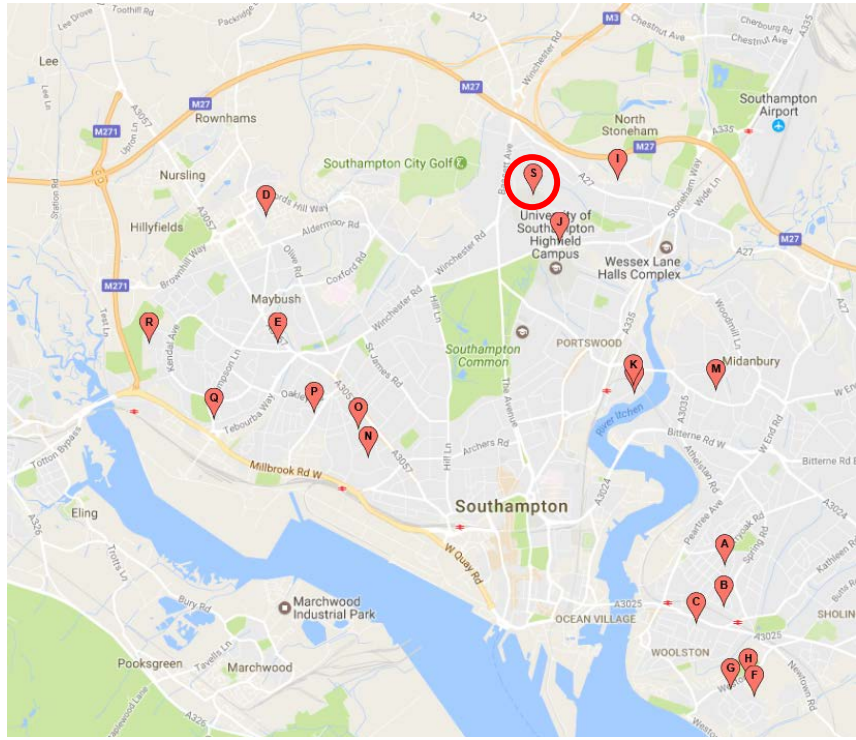
2 Please identify the location(s) of the office from which the day to day management of the contract will be undertaken. Please identify the location of any works depot that will be used to deliver the services if separate from the day to day management function location(s) and what office/welfare resources will be provided at each individual scheme.

BENEFITS FOR SOUTHAMPTON CITY COUNCIL

- Centralised office local to SCC and all proposed schemes will ensure our accessibility to SCC for all levels of communication
- Pool of local subcontractors to assist with each scheme ensures we are providing work for the local community
- Reduced travelling times and storage on site means less overall costs for SCC

2.1. Office from which day to day management will be undertaken

We have a satellite office in Southampton, located at **SO16 3UF** (see the red circle on the map below). All other markers are building locations as provided in the **SCC Info Pack Walk Up Balconies** document. From this centralised location, the farthest away site (F) is 6.1



miles away, with an approximate 22-minute drive to get there.

Our Southampton office would serve as our base for this contract and from here, we would be able to provide a hot desk for Mark Kinahan, our proposed Project Manager.



QUALITY QUESTIONNAIRE

We can ensure quick travel times to individual schemes by having our contract office in Southampton. At this location, we are also only 3 miles away from Southampton City Council's (SCC) offices, so we will be able to meet with Council members at short notice.

We would not require storage for this contract as materials would be ordered separately for each individual scheme.

2.2. Location of key subcontractors

Package	Subcontractor Name	Postcode
Carpentry / Painting	Hawke Property Services	PO10 8LG
Concrete Repairs	UK Gunite Ltd	SE26 5AQ
Electrical	CEI Electrical	SO30 2FY
Ground Surveying	Syteline	SO30 3HQ
Groundworks / Brickwork Repairs	Excel Groundworks	SO15 7RG
Liquid Roof Covering	Jones Brothers (Flat Roofing) Ltd	PO11 9BY
Scaffolding	SCA Group	BH21 6FA
Steel Fabricator	Triangle Ltd	SP6 1QX

2.3. Office/Welfare Resources provided at each individual scheme

At each individual scheme, we will provide a site office along with the following welfare resources:

- Sanitary conveniences (male and female)
- Washing/cleaning/drying facilities with cold and hot water
- Drinking water supply
- Clothing storage and clothing drying area
- Rest facilities, including a kitchen and dining area
- Meeting room
- Lockable store
- Diesel generator for electricity (hand tools will be charged off-site)



QUALITY QUESTIONNAIRE

3	<p>Please describe how the programme which you will compile in accordance with Preliminaries Clauses will be undertaken to ensure that the project will be completed within the contract duration as stated.</p> <p>Please provide a detailed critical path programme and methodology for the works indicating clear milestones and showing a clear understanding of the sequencing and challenges</p>
	<p>BENEFITS FOR SOUTHAMPTON CITY COUNCIL</p> <ul style="list-style-type: none">• Our example single block programme has been developed by people who have experience of the timescales involved in this type of work, ensuring early accuracy for SCC• We have also produced an overall 4-year programme to ensure all schemes are kept on track, providing SCC with full visibility early on <p>3.1. Example Single Block Programme</p> <p>Duncan O’Rourke, our Special Projects Operations Manager has created an example programme for a single block which is attached in Appendix A.</p> <p>Our example programme identifies the typical sequence in which tasks would be carried out to ensure that such a project is delivered and completed on time. The programme also identifies:</p> <ul style="list-style-type: none">• Dates and durations that would be typically allocated to works of this type• Critical path (the sequence of critical tasks upon which the overall duration of the programme is dependent) e.g. site set-up, removal of furniture, temporary protection, removal of electrical services, removal of plasterboard ceilings etc• Tasks which can only be carried out after other tasks have been completed• Tasks which can be carried out simultaneously• Float within tasks that are not on the critical path i.e. delays that can be accommodated without affecting the critical path <p>The example programme also includes all of the critical elements of the project and takes into account:</p> <ul style="list-style-type: none">• Site restrictions and constraints typical to buildings of this type• Evaluation of activity quantities and standard timescales for the relevant trades• Resources available i.e. supply chain and management resources



QUALITY QUESTIONNAIRE

- Regular meetings with SCC
- Early surveys of undefined elements to ensure sufficient time for the work to be undertaken within the contract period

Working with SCC

Following the completion of Stage One and confirmation of the Stage Two programme, we will request a copy of SCC’s CAD survey and will overlay this with findings from our topographical survey to ensure accuracy and that any anomalies are picked up before works commence.

Pre-start meeting

Once procurement is complete, we will hold a pre-start meeting with subcontractors.

We are experienced at working to tight deadlines, so we appreciate the need for close liaison with all parties to ensure the project is delivered to the highest standards with minimal disruption to the building users and local residents.

3.2. Overall Framework Programme

Duncan O’Rourke has also created an overall framework programme, which is attached in **Appendix B**. This takes into account schemes operating simultaneously and offers SCC a broader snapshot of how we would ideally programme this framework.

In order to maximise our efficiency and ensure that SCC receive the best value for money, we propose that should we be awarded a place on this framework, we would group together schemes that are in close proximity to each other. Not only would this minimise overhead costs, it would enable shorter travelling distances for our Project Manager and other team members.

Furthermore, in creating a rolling scheme, we would be able to transport goods to each block once work has finished at the last, minimising the amount of storage space that would generally be required.



4 Please provide a detailed mobilisation programme indicating "lead in" periods for design approval and key pre-start operations

BENEFITS FOR SOUTHAMPTON CITY COUNCIL

- We have a vast understanding of Stage One processes thanks to our Commercial Lead, Kane Norgate, who has previous experience with this contract. This will allow us to provide an improved, more efficient service for SCC
- Our proposal includes grouping addresses located close to one other in a scheme, which would bring cost savings to SCC

4.1. Stage One Programme to encompass key pre-start operations

Upon receipt of the order from SCC, we will undertake the following tasks to minimise risks and deliver each individual scheme on time and to budget:

TASK NO	ACTION	ACTIVITY	IDENTIFIED RESOURCES	TIMESCALE
1	Ground penetrating (GPR) radar survey	The Specialist Ground Survey Contractor will carry out a thorough building survey of each site within the scheme. From this, a set of drawings will be produced, detailing any obstructions in the ground and the underside of walls. This activity will also identify a level survey of the balcony slabs.	Specialist Ground Survey Contractor	Within 1 week from Stage One Order
2	Issue of GPR drawings	The Specialist Ground Survey Contractor will issue the GPR drawings to Mark Kinahan.	Specialist Ground Survey Contractor	3 – 4 days from GPR radar survey
3	Sense check of GPR drawings	Mark Kinahan will conduct a sense check of the GPR drawings by visiting the sites, to ensure their accuracy before sending back to SCC.	Project Manager	Within 2 days after GPR drawings issued; sense check will take 1 day



QUALITY QUESTIONNAIRE

4	Checking existing temporary props	During the sense check and site visit, Mark Kinahan will check any existing temporary props and obstructions.	Project Manager	1 day; concurrent with sense check
5	Issue of GPR drawings to SCC	Mark Kinahan will issue the checked GPR drawings to SCC for approval.	Project Manager	Immediately following sense check
6	Issue of foundation design from SCC	SCC's structural department to issue foundation design.	SCC	10 days after submission
7	Issue of foundation design to steelwork contractor	Mark Kinahan will issue the foundation design to our steelwork contractor for review.	Project Manager	10 days after receipt of approved design
8	Detailed site survey for steelwork	We will attend each site with our steelwork contractor to carry out a detailed survey for steelwork. This will ensure our quality control measures are adhered to. For the initial scheme, we will also invite representatives from SCC's structural department to attend and oversee this process.	Project Manager Steelwork Contractor	Within 2 days of steelwork contractor's review; survey will take 1 day
9	Issue of fabrication drawings	Following the detailed survey, our steelwork contractor will issue the fabrication drawings to us.	Steelwork Contractor	3 – 4 days from detailed steelwork survey
10	Sense check of fabrication drawings	Mark Kinahan will conduct a sense check of the fabrication drawings to ensure accuracy before being sent to SCC.	Project Manager	1 day
11	Issue of fabrication drawings to SCC	Mark Kinahan will issue the checked fabrication drawings to SCC for approval.	Project Manager	Immediately following sense check 10 days for SCC to review drawings



QUALITY QUESTIONNAIRE

4.2. Detailed Stage Two Programme

Once Stage One designs have been signed off by SCC, we will take the following actions:

TASK NO	ACTION	ACTIVITY	IDENTIFIED RESOURCES	TIMESCALE
12	Stage Two Order	Following approval, SCC to place an order for Stage Two.	SCC	Following approval
13	Orders placed	Following the order of Stage Two, Gemma Harmon will put in an order for the manufacturing of the steelwork and other work packages.	Assistant Quantity Surveyor	Immediately following Stage Two Order
14	Logistics Plan prepared	Mark Kinahan and the designated Site Manager will jointly prepare a Logistics Plan. This will detail items such as deliveries, site welfare and contractor parking. It will be submitted to SCC for approval.	Project Manager Site Manager	Minimum 2 weeks prior to contract start on site.
15	Detailed programme submitted	Mark Kinahan will prepare a detailed programme which takes into account all findings from Stage One and will incorporate critical elements of each site within the scheme. It will consider the phasing of works, site restrictions and constraints, resources available, critical path activities and regular meetings with SCC.	Project Manager	Minimum 2 weeks prior to contract start on site.
16	Construction Phase Plan submitted	We will submit the Construction Plan to SCC and agree upon all health & safety documentation including the health & safety plan, risk assessments, method statements and CDM documentation early in the mobilisation stage.	Project Manager	Minimum 2 weeks prior to contract start on site.

An example single block programme has been attached in **Appendix A**, with further details provided in **Question 3**. In relation to Task 15 on our mobilisation schedule above, we would suggest the inclusion of staggered balcony repairs within the programme, as this would ensure that SCC have adequate time to review and approve all information submitted.



QUALITY QUESTIONNAIRE

<p>Altogether, we envisage the above process taking 7-8 weeks to complete from Stage One order, depending upon the complexities of the scheme. We would require a minimum of 2 weeks following the Stage Two order to effectively mobilise, meaning there would be a maximum 10-week period between commencement of Stage One and commencement of Stage Two.</p>



QUALITY QUESTIONNAIRE

5 Please provide details of your proposed site set-up on each site and how you will deal with parking restrictions, material deliveries and storage

BENEFITS FOR SOUTHAMPTON CITY COUNCIL

- We have already visited the locations listed in the Info Pack to ascertain any restrictions and form our approach, providing SCC with the assurance that we have fully researched this contract
- The safety of residents and neighbours is our utmost concern and we have adopted a variety of security measures to protect them, which will assure SCC of our compliance to high health and safety standards

In line with your clarification received on 13/06, we have outlined a site set-up for Leaside Way, SO16 3EP.

5.1. Proposed site set-up

We will establish a self-sufficient site compound setup at Leaside Way, consisting of:

- Sanitary conveniences (male and female)
- Washing/cleaning/drying facilities with cold and hot water
- Drinking water supply
- Clothing storage and clothing drying area
- Rest facilities, including a kitchen and dining area
- Office
- Meeting room
- Lockable store
- Diesel generator for electricity (hand tools will be charged off-site)



The location of the proposed site set-up is indicated in the yellow circle on the left.



QUALITY QUESTIONNAIRE



A close-up image is provided on the left.

This serves as the ideal location for a site set up at Leaside Way as it does not obstruct access for residents, nor does it use limited recreational space or parking areas. We will ensure the footpath seen in the image remains accessible to the public.

We note that the site compound location sits within a largely residential

area. To this end, we will ensure minimal disruption is caused to local residents and the general public. We have provided further details on this in **Question 10**.

As this location is on a grassy verge, we will ensure that adequate protection is provided to contain mud and dirt within the compound. Where possible, slabs will be provided to ensure that grass is not damaged.

We will utilise a self-powered Evolution unit within the compound, in line with our pricing document. A separate portable toilet will be provided in line with SCC's requirements. In addition to this, we will utilise a separate storage contained as well as any skips that may be required. The site compound will be protected by Heras fencing, to prevent unauthorised access and ensure site security at all times.

On the right, we have provided an image of how our site set-up looks at Manston Court, our current housing refurbishment project with SCC.



5.2. Parking restrictions

We note that there is roadside parking at Leaside Way and neighbouring roads such as Brighstone Close and Bembridge Close, which we will utilise. To minimise the number of parking spaces used, car sharing will be encouraged. All staff and subcontractors appointed to the project at Leaside Way will be made aware that there will be no parking for contractor's vehicles on site. Where our staff or subcontractors park in the surrounding areas, they must park taking into consideration the safety and convenience of local residents. Parking restrictions will be stated in the Construction Phase Plan and site rules.



5.3. Material Deliveries

We will manage deliveries carefully to ensure the safety of our staff, Leaside Way residents and the general public during scheduled deliveries. All large vehicles will be escorted to the entrance of our compound with the guidance of a banksman, to ensure that their movement is safe at all times.

When scheduling deliveries or plant movement, we will always be mindful of local residents and traffic. We will plan to carry out deliveries/plant movement during quieter hours, which will be ascertained during our initial communication with residents at Leaside Way.

Mark Kinahan and the designated Site Manager will jointly produce a Logistics Plan for Leaside Way. Deliveries will be scheduled between 09.00 to 17.00hrs Mondays-Fridays, Saturdays 09.00 to 13.00hrs to minimise disturbance to residents and controlled by a banksman to ensure the safety of pedestrians. No deliveries will be allowed on Sundays and public holidays.

5.4. Storage

Materials will be stored safely within our site compound at Leaside Way.

All materials will be locked away at the end of each working day, and the designated Site Manager will check this each evening.

To prevent theft, we will instruct our subcontractors to remove their hand-held tools and power tools at the end of each working day. All site units will be deadlocked, and the site will be surrounded by Heras fencing. The Site Manager will check the fencing for any weaknesses or deficiencies at the end of each day. Any plant or machinery will be immobilised at the end of each working day.



QUALITY QUESTIONNAIRE

6	Please describe the procedure you would follow for submitting fabrication drawings for approval, fabrication of steelwork, galvanising, powder coating, site delivery and erection and how you would ensure the protection of the finished steelwork during transportation and erection. Provide details of the organisations you would use for galvanising and powder coating, including location and if separate organisations the quality checking between galvanising and powder coating
	<p>BENEFITS FOR SOUTHAMPTON CITY COUNCIL</p> <ul style="list-style-type: none">• Our proposed galvaniser also offers a powder coating service, which will provide SCC with a higher level of quality due to both elements being regulated by one supplier• We will carry out visits to both our fabricator and galvaniser at each stage of the fabrication process, so that we can set a benchmark for the level of quality throughout the manufacturing process. This will assure SCC that these high standards will be maintained throughout the contract <p>6.1. Submitting fabrication drawings for approval</p> <p>6.1.3. Member and Joint Calculations</p> <p>We will submit member and joint calculations before preparing fabrication drawings and will allow 10 working days for review of drawings and calculations by SCC.</p> <p>6.1.2. Fabrication Drawings</p> <p>Our appointed Steelwork Fabricator, Triangle Ltd, will prepare the fabrication drawings. Our estimated timescale for the completion of these is 3 – 4 days from the issue of the initial survey results. Mark Kinahan, our Project Manager, will oversee this process and provide information to SCC as the submission schedule requires.</p> <p>6.1.3. General Arrangement Drawings</p> <p>Alongside the fabrication drawings, we will also submit general arrangement drawings before preparing calculations, which will clearly identify:</p> <ul style="list-style-type: none">• Individual steel members• Conflicts with other work• Proposed changes to contract drawings



6.2. Fabrication of steelwork

We will give a minimum of 5 working days' notice to SCC before fabrication is due to start. We will not permit site welding; this will take place at Triangle Ltd's premises at 3 Glasshouse Studios in Fordingbridge. In addition to this, we will only permit hard stamping in the areas indicated on the drawings.

6.2.1. Hollow sections

Triangle Ltd will remove debris and moisture before sealing ends and openings inside of sections.

6.2.2. Steelwork to be galvanised

Triangle Ltd will ensure all cutting, drilling and shop welding works are complete before commencing galvanisation. During this process, vent and drain holes will be provided as necessary. We will jointly prepare proposals for locations and sealing with Triangle Ltd which will then be submitted to SCC.

Triangle Ltd have recognised the importance of using a galvaniser who has the ability to offer a powder coating service. Based on this, they will be using Wessex Galvanizers, who are located in Eastleigh. We have provided a list below which demonstrate why this is beneficial to SCC:

- It will provide a higher level of quality due to both elements being regulated by one supplier. This is most pertinent in controlling the fettling of steelwork which occurs between the galvanising and powder coating stages. From our experience, this is one of the key areas in achieving a high level of finish to the powder coating
- It provides a reduced risk of damage to steel work in transit. This is based upon the standard practice of steelwork being transported multiple times between separate galvaniser, powder coating supplier and end destination

During the first batch of schemes issued to us by the SCC, we will carry out factory visits to both Triangle Ltd and Wessex Galvanizers at each stage of the fabrication process. i.e. fabrication of steelwork, pre-galvanising, after fettling of steelwork and after powder coating. This is so we can set a benchmark for the level of quality throughout the entire manufacturing process and maintain these high standards moving forward throughout the contract. We will maintain this approach until confidence has been achieved by both SCC and ourselves. Once this has been achieved, we will then carry out spot checks on a sporadic basis to ensure these standards are maintained and kept as the contract progresses.



6.2.3. Powder coating materials

We will submit full details of our selected powder coating manufacturer, Wessex Galvanizers, before the commencement of powder coating. These details will include:

- Contact details
- Details of accreditation schemes
- Technical data of product including current Agrément certificates

6.2.4. Working procedures

We will comply with the following standards:

- *Aluminium components* – to BS 6496 or BS EN 12206-1
- *Steel components* – to BS EN 13438
- *Safety standards* – to British Coatings Federation ‘Code of safe practice – Application of thermosetting powder coatings by electrostatic spraying’

6.2.5. Powder coating applicators

We will ensure that powder coating applicators are:

- Approved by powder coating manufacturer
- Currently certified to BS EN ISO 9001
- Compliant with quality procedures, guarantee conditions, standards and test required by powder coating manufacturer

We will submit details of the selected applicator to SCC before the powder coating commences. These details will include:

- Name and contact details
- Details of accreditation schemes

6.3. Site Delivery and erection

6.3.1. Site Delivery

Delivery of steelwork will be on a block by block basis, dependent on the site constraints for access. Steelwork will either be offloaded via Hi-Ab / Moffit or, due to its manageable weight, it could be hand balled off from a smaller delivering vehicle should site constraints dictate this requirement.

A lay down area will be required on site to check the quality of the steelwork. All steelwork will be delivered wrapped in bubble wrap. Once steelwork is in the lay



QUALITY QUESTIONNAIRE

down area, each piece will be un-wrapped, checked for quality and then re-wrapped. It will then stay in this condition until the installation process commences.

6.3.2. Erection

Please find our full steel erection method statement in **Question 7**.

Steelwork will be removed from protection wrapping as the erection process commences. Once the steelwork has been installed, lined and levelled, it will be protected again, with particular attention focussed on the re-protection of the vertical posts (due to pedestrian foot traffic) and the handrail sections (due to infill panels yet to be installed). The protection will be left in situ until the balcony infill panels are installed.

6.4. Details of the organisations we will use for galvanising and powder coating

Work Package	Subcontractor	Location
Galvanising	Wessex Galvanizers Ltd	Tower Industrial Estate Tower Lane Eastleigh SO50 6NZ
Powder coating	Wessex Galvanizers Ltd	Tower Industrial Estate Tower Lane Eastleigh SO50 6NZ



7	Please demonstrate how you propose to erect the steelwork frame whilst maintaining temporary support to the balconies
	<p>BENEFITS FOR SOUTHAMPTON CITY COUNCIL</p> <ul style="list-style-type: none">• All steelwork will be erected in line with expert advice, assuring SCC that consistent quality levels will be maintained throughout the process• SCC will be given the opportunity to review and approve all drawings relating to the steelwork to ensure they are to their standards• Close liaison with SCC throughout the pre-start process will ensure a seamless transition into Stage Two of the works <p>7.1. Pre-start tasks</p> <ul style="list-style-type: none">• During our Stage One survey, we will note any existing temporary propping and obstructions at the site. If any props need to be moved, SCC will be informed in the first instance. Further information has been provided in section 7.2• We will submit a method statement for the erection of the steelwork frame at least 14 days before the event• At least 7 days before the proposed erection start date, we will check the structures to which steelwork will be attached. We will also check the position, protruding length, slackness and condition of holding down bolts. Any inaccuracies and defects will be reported without delay• Works will only commence once we have received permission from SCC <p>7.1. Moving of temporary propping</p> <p>As detailed in Question 4, Mark Kinahan will carry out a site visit following the initial GPR survey. This visit will include a sense check of the GPR drawings along with a survey of any existing temporary propping or obstructions on site that could delay works at a later date. Here, Mark will identify where any props can stay in situ during the column installation. If they need to be moved or the balconies need further support, Mark will contact SCC to arrange this. The location of all temporary props will be agreed during Stage One.</p> <p>We have included a photo taken at Leaside Way on the following page. Here, we have highlighted with a yellow arrow a temporary prop which obstructs the likely</p>

location for the steel column installation, with others blocking resident's access. In this instance, we would need to arrange for the temporary propping to be moved.



7.3. Steel Erection Method Statement

7.2.1. Column Bases

For the column bases of the steelwork, we will adjust the levels using steel shims or folding wedges - these will be positioned symmetrically around the perimeter of the base plate. Throughout this process, we will ensure that a single central pack is not used.

If we discover that space beneath any column base is outside specified limits for bedding thickness, we will give notice to SCC before we proceed with any works. Following this, we will check and correct any errors before filling and bedding beneath bases and carrying out other adjacent work.

7.2.2. Mortar filling / Bedding of column bases

The bedding thickness range will be in the range of 25 – 40mm. We will ensure that bolt pockets are completely filled with neat cement slurry. Spaces beneath base plates will be completely filled to the following specification:

- *Spaces 0-25mm deep* – We will obtain instructions



QUALITY QUESTIONNAIRE

- *Spaces 25-50mm deep* – 1:1 cement : sand mortar, just fluid enough to pour. We will tamp well as filling proceeds and provide temporary shuttering as necessary
- *Spaces 50-80mm deep* – 1:2 cement : sand mortar, just damp. We will tamp well against properly fixed supports as filling proceeds

In line with the specification, we will use Portland cement BS EN 197-1 – CEM I 42.5 or 52.5. Sand will be BS EN 12620, grade 0/4 or 0/2 (MP). Additives will be non-shrink grout

7.2.3. Proprietary filling / Bedding of column bases

The bedding thickness range will be in the range of 25 – 40mm. We will scarify concrete surfaces to provide a good mechanical key, before completely filling bolt pockets and spaces beneath base plates with non-shrink grout.

7.2.4. Bonded anchors

We will clean holes and free them from dust at the time of installing the anchor. We will then use permeable sleeves in conditions where otherwise the loss of the bonding agent would be unacceptably high.



8 Please provide information on how you will manage the Health and Safety requirements relevant to this contract and provide site supervisory details and relevant qualifications for all supervisory staff who might attend site to provide either Management or Health and Safety functions for this contact. As a minimum provide Name, Role, CSCS registration details.

BENEFITS FOR SOUTHAMPTON CITY COUNCIL

- We have a robust process already in place for managing health and safety requirements which will be adhered to on this contract
- Our site safety has previously been praised by SCC staff in the past
- All of our Site Managers hold the SMSTS accreditation, providing SCC with assurance that safety awareness is a top priority for us

8.1. Management of Health and Safety requirements

In order to manage the Health and Safety requirements of this contract, the following systems and procedures will be used in the setup and throughout the duration of each project:

8.1.1. Construction Phase Plan & F10 Health and Safety notification

Mark Kinahan will produce a project-specific Construction Phase Plan for each site during Stage One of a given scheme. This will set out:

- Description of the works
- Management of the work being carried out
- Site health & safety rules
- Arrangements for controlling significant site risks
- Health hazards
- The Health & Safety File

The Construction Phase Plan will be completed to reflect the specifics of this project and submitted to SCC’s Project Manager or CDM Co-ordinator for approval. The F10 Health and Safety notification will also be completed by the safety team before works start on site.

8.1.2. RAMS

Specific risk assessments taking into account all the pre-construction tasks will have been prepared before works commence on site and given to SCC for



approval. We will also ensure method statements are in place to include safe working procedures and emergency plans.

8.1.3. Inductions & Training

All site based staff and subcontractors will have the relevant Health and Safety training including refresher training. Site safety inductions and toolbox talks will be carried out for staff and subcontractors including the specific housing block's emergency and fire procedures.

8.1.4. Inspections

Simon Chidwick, our Safety, Health & Environment Advisor will undertake regular health and safety checks to audit and maintain our high standards. Copies of these reports will be provided to SCC at monthly contract and progress meetings.

8.1.5. Health and Safety focussed team

Our proposed team already have an understanding of health and safety requirements relevant to this contract, and have experience in managing/supervising similar projects. Our Health and Safety Team comprising Lee Mould and Simon Chidwick will also be contactable to provide advice at any time. Further information on our team in relation to this question is provided in **Section 8.3.**

8.1.6. On-site Health and Safety

Site office, storage and welfare facilities will be installed within each site area. All welfare facilities and provisions are shared with the supply chain staff we appoint.

A site plan will be prepared illustrating the position of the site, welfare facilities, material drop off points, contractor parking and the temporary site boundaries. This will be made available to all staff and subcontractors in the site induction and in the welfare office.

A signing in and out book for staff and visitors will be mandatory and PPE provisions will be made for all staff and visitors to site.

Health and safety posters and signage will be displayed around the site for the safety of all site staff, residents and housing staff and members of the public.



8.2. Evidence of success in our Health & Safety measures

These health & safety measures proved extremely successful at Rozel Court; Eamon Togher commented that our site safety was the best he had ever seen. We will therefore draw on these proven methods to ensure that we provide a safe and




healthy working environment at each site; for operatives, residents, neighbours and staff.

8.3. Site supervisory staff providing Management or Health & Safety functions

Name, Position and Qualifications	H&S Responsibilities
 <p>Duncan O'Rourke <i>Special Projects Operations Manager</i></p> <p>Qualifications:</p> <ul style="list-style-type: none"> • BTEC Higher National Certificate in Building Studies • Chartered Institute of Housing Pathway (CertCIH) • SMSTS <p>CSCS Registration Details N/A – Duncan instead has the SMSTS accreditation.</p>	<p>As Special Projects Operations Manager, Duncan is responsible for overseeing all projects work carried out. He works to support our clients and provide high quality projects which are within budget and programme.</p>
 <p>Mark Kinahan <i>Project Manager</i></p> <p>Qualifications:</p> <ul style="list-style-type: none"> • HNC Construction • Diploma Site Management (The Chartered Institute of Building) • ONC Site Management (The Chartered Institute of Building) 	<p>As Project Manager, Mark will ensure that:</p> <ul style="list-style-type: none"> • Risk assessments are undertaken for any hazardous activities and adequate control measures implemented • Employees are adequately informed, instructed and trained in order to undertake their jobs safely and without risk to health • Contractors are assessed for health and safety before being appointed • The company's policies and procedures are implemented and challenged where needed • There are adequate welfare facilities in place for the site team • All work activities, whether undertaken directly by employees or by contractors, are monitored




QUALITY QUESTIONNAIRE

	<ul style="list-style-type: none"> • Certificate of Competence in Computing and Site Surveying • ACIOB • APM • Health and Safety Certificate • SMSTS • CSCS <p>CSCS Registration Details N/A – Mark instead has the SMSTS accreditation.</p>	<p>to ensure compliance with policies and procedures</p> <ul style="list-style-type: none"> • All work activities are communicated with the Site Manager and adequate safety measures are in place to protect the and local neighbours
	 <p>Andy Woodhouse <i>Lead Site Manager</i></p> <p>Qualifications:</p> <ul style="list-style-type: none"> • Carpentry and Joinery industry accreditation B* • Shop fitting site fixing industry accreditation B* • First Aid at Work • SMSTS • CSCS Card Holder <p>CSCS Registration Details CITB Testing ID: CITB002707076 Please note – Andy took his renewal test in February 2017. We have attached the confirmation letter in Appendix C.</p>	<p>Andy and our other Site Managers will:</p> <ul style="list-style-type: none"> • Ensure that the site is clean and tidy at all times • Consider the health and safety issues of work activities to ensure that health and safety considerations have been properly addressed and that risk assessments have been undertaken where necessary • Monitor work activities on site to ensure that work is being undertaken safely and in line with legal requirements and company policy • Stop any work that presents a risk to any persons, including contractors, occupants and members of the general public • Keep the site locked up and make sure that all staff sign in each day • Provide the SCC project team with daily updates on progress and site arrangements and any potential inconvenience or disruption • Ensure that welfare facilities are kept up to standard and that the site office displays all the necessary project and safety information • Ensure that any necessary personnel protective equipment (PPE) is worn as required



QUALITY QUESTIONNAIRE

	 <p>Simon Chidwick <i>Safety, Health and Environment Advisor</i></p> <p>Qualifications:</p> <ul style="list-style-type: none"> • Grad IOSH (working towards CMIOSH) • NVQ Level 5 Occupational Health and Safety • NEBOSH Construction Certificate • APS Management of CDM Coordination • NEBOSH Fire and Risk Management Certificate • OHSAS 18001 Internal Auditor • OHSAS 18001 Foundation • City and Guilds, Manual Handling Instructor • NEBOSH National General Certificate • City and Guilds, Painting and Decorating • MCA 4P On-Scene Commander • Latchways SRL Level 2 Technician • Fall Protection Equipment Inspector Course • UXO Coordinator Awareness <p>CSCS Registration Details N/A</p>	<p>Simon's primary responsibilities in relation to our projects are:</p> <ul style="list-style-type: none"> • To advise on all aspects of health and safety • To assist with the identification of training needs and arrange for, and where necessary undertake health and safety training • To investigate accidents, incidents and dangerous occurrences • To monitor work activities on a random basis • To audit performance
--	---	--



<p>9</p>	<p>Does your organisation have an up to date and regular reviewed policy on handling and exposure to asbestos and if so please provide a copy.</p> <p>Does your company provide asbestos awareness training and if so please provide details</p> <p>Do you hold records showing that all appropriate staff have undergone recent and regular training and if so please provide details</p>
	<p>BENEFITS FOR SOUTHAMPTON CITY COUNCIL</p> <ul style="list-style-type: none"> • Prior to commencement, we will review SCC’s Asbestos Plan, which will be incorporated with our own to create contract-specific arrangements. This will ensure full coherence to current legislation and SCC’s requirements • We hold regular Asbestos Awareness training sessions for our staff, providing SCC with assurance that we are competent and knowledgeable in dealing with asbestos
	<p>9.1. Up to date and regular reviewed policy on handling and exposure to asbestos</p> <p>Please find a copy of our most up to date asbestos policy attached in Appendix D. Our staff understand the dangers of asbestos and know they are prohibited from disturbing or working with asbestos.</p> <p>Our company policy complements our clients’ policies, and we will review the SCC Asbestos Plan to devise contract-specific asbestos management arrangements. This will be detailed in our SCC Contract Construction Phase Plan and its key points will include:</p> <ul style="list-style-type: none"> • We will ascertain the location of and access to local asbestos registers (whether this is a central resource or individual site registers) and issue general guidance to the contract team through the induction process and toolbox talks • Our staff will always ask to review the local asbestos register, asbestos management plan and asbestos risk assessment before starting work in a new location, and will follow any local instructions e.g. exclusion notices or hazard signs



- Our Operatives are trained in Asbestos Awareness and are able to carry out non-licenced removal works
- If there is any risk identified which is unforeseen by the RAMS, we will immediately escalate this to the Project Manager/H&S Manager and the SCC team for guidance before work commences

9.2. Asbestos Awareness Training

We provide Asbestos Awareness training to all our Operatives and staff who are likely to come into contact with it.

The safety of tenants, building occupants, our operatives and our subcontractors is paramount and we are committed to working in a safe way at all times.

Our Asbestos policy is provided to all our operatives, which details our approach to working with Asbestos based products and components.

Each member of our staff who is likely to come into contact with asbestos based products and components must have undergone asbestos awareness training, and must understand their responsibilities under our policy.

Our operatives are only permitted to undertake approved asbestos removal works. In order for an operative to carry out these works they must be selected, trained, face-fit tested, and issued with approved equipment.

9.3. Records showing that all appropriate staff have undergone recent and regular training

All Managers, Operatives and Subcontractors must have had Asbestos Awareness training within the last twelve months. Anyone not holding a current Asbestos Awareness certificate cannot enter Mountjoy work areas.



QUALITY QUESTIONNAIRE

In order to monitor this, our Health and Safety team use a Competency Training Matrix to assess and review the skills of staff. A traffic light system is used in this matrix which indicates expired, or soon to be expired competencies. When a

Training required prior to commencing work	Red, Amber, Green prioritising various training skills		Asbestos Awareness (Week 1 Induction)	
Purple-Training required	Amber Date-Expiry due in 3 months	Red Date- Training out of date	Valid for (yrs):	1
Name	Department	Trade/Position	Valid from	Expiry Date
Emma Willett	PCC	Call Centre Operative	19/10/2016	19/10/2017
Enika Patience	Void	Cleaner	25/04/2017	25/04/2018
Gary Emsley	Materials	Driver	27/10/2016	27/10/2017
Gary Tait	Void	Glazier	27/10/2016	27/10/2017
Gary Thacker	DTD	Decorator	10/11/2016	10/11/2017
Gerry Illingworth	Void	Multi Trade	05/04/2017	05/04/2018
Graham Allen	Electrical	Electrician	04/05/2017	04/05/2018
Graham Hills	Electrical	Electrician	17/02/2017	17/02/2018
Graham Palmer	DTD	Decorator	24/10/2016	24/10/2017
Harrison Moore	DTD	Apprentice Glazier	15/12/2016	15/12/2017
Harry Butler	DTD	Plasterer	17/02/2017	17/02/2018
Hayley Taylor	PCC	Deputy Resource Controller	29/09/2016	29/09/2017
Jack Kent	Void	Carpenter	21/12/2016	21/12/2017
Jack Rafferty	DTD	Decorator	27/10/2016	27/10/2017
Jacob Sievwright	Void	Plasterer	17/01/2017	17/01/2018
James Burns	Void	Plumber	08/11/2016	08/11/2017
James Doyle	Void	Plumber	15/12/2016	15/12/2017
James Noakes	DTD	Carpenter	05/04/2017	05/04/2018
James Reilly	DTD	Labourer	19/04/2017	19/04/2018
Jamie Vokes	DTD	Multi Trade	04/04/2017	04/04/2018
Jamie Wheeler	Void	Carpenter	25/05/2017	25/05/2018
Joe Lewis	Void	Plasterer	25/05/2017	25/05/2018
John McKeon	Void	Carpenter	16/02/2017	16/02/2018
Jonathan Corns	DTD	Groundworker	21/12/2016	21/12/2017
Jordan Lee-Palmer	Void	Apprentice Carpenter	15/06/2017	15/06/2018
Joseph Noakes	DTD	Apprentice Plumber	04/04/2017	04/04/2018
Julius Rimkevicius	DTD	Multi Trade	15/03/2017	15/03/2018

member of staff is nearing the end of their current Asbestos Awareness certificate (3 months notice), this will be flagged on the matrix and refresher training will be arranged. We have provided a snippet of one of our contract training matrices on the left to show up to date Asbestos Awareness training.



10 Please describe what measure you will adopt to ensure that a minimum of disruption is caused to the tenants of the properties in the individual schemes and surrounding neighbourhood whilst you are carrying out the works. Please describe the steps you will take to ensure resident access is not restricted at any time. What measures will you take to ensure that tenants are kept fully informed of the work to be undertaken at their address.

BENEFITS FOR SOUTHAMPTON CITY COUNCIL

- Our team have extensive experience in building strong communication links with SCC tenants, as evidenced during our recent projects at Rozel Court and Manston Court
- We follow a strict set of rules across all sites, which are communicated to all staff during site inductions. This uniform process will ensure we cause minimal disruption to SCC tenants

10.1. Minimising disruption to the tenants of the properties in the individual schemes and surrounding neighbourhood

We will ensure minimal disruption is caused to tenants and neighbours by adhering to the following methods:

10.1.1. Parking restrictions

All staff and subcontractors appointed to an individual scheme will be made aware that there will be no parking for contractor's vehicles on site. If our staff or subcontractors park in the surrounding areas, they must park taking into consideration the safety and convenience of local residents. Parking restrictions will be stated in each Construction Phase Plan and site rules.

10.1.2 Working hours

Hours of working will be restricted to 08.00 and 17.30 Monday – Friday.

10.1.3. Deliveries

Mark Kinahan and the designated Site Manager will jointly produce a Logistics Plan for each site. Deliveries will be scheduled between 09.00 to 17.00hrs Mondays-Fridays, Saturdays 09.00 to 13.00hrs to minimise disturbance to residents and controlled by a banksman to ensure the safety of pedestrians. No deliveries on Sundays and public holidays.



10.1.4. Noise

We will listen to residents for each individual scheme and schedule noisy works to take place at times that will cause minimum inconvenience, i.e. 09.00 to 17.00hrs Mondays-Fridays. Operatives will use silencers on power tools where possible. We will also measure decibels and will have a maximum level, which we will not exceed. The Site Manager will ensure compliance with this on a daily basis. The use of radios will be prohibited on site.

A lesson that we have learned at Rozel Court is that, due to the solid structure of the building, vibrations caused by works to break up the screed were causing a reasonably high level of noise disruption for residents.

Our site team identified that by closing the communal fire doors and by installing a sound proofing material, we were able to greatly reduce the noise levels. We will introduce this approach at individual schemes, should it become necessary.



The photograph on the right shows the soundproofing material used at Rozel Court.

10.1.5. Mess/dust control

At each individual scheme, Mountjoy will:

- Close and seal doors adjacent to areas outside the immediate area of works
- Ensure that all rubbish, waste materials and debris / dust arising from the works are quickly removed, leaving all areas and transit routes in a clean and tidy state. Skips will be securely covered to minimise spread of dust and locked overnight to reduce the risk of interference by vandals

The designated Site Manager will carry out a site inspection at the end of each working day to ensure that the site has been left in a presentable and safe condition. In particular, we will ensure that no mess or waste is left in the vicinity of neighbouring properties.

10.1.6. Behaviour

We recognise that this type of work will have an impact on residents, and that our behaviour and decorum on each site will be a direct reflection on our



professionalism and work standards. We will therefore instigate a set of site rules, which will promote polite, courteous behaviour. These will include, but not limited to, the following:

1. The appropriate dress code and PPE i.e. safety helmet, hi-vis waistcoat/jacket and safety shoes/boots to be worn at all times whilst on site
2. The use of any other PPE as necessary e.g. goggles, hearing protection
3. Whilst working on the site, our employees and subcontractors must NOT:
 - a. Play radios
 - b. Smoke
 - c. Use abusive or offensive language
 - d. At any time be under the influence of drink or drugs

These site rules will form part of each site induction and the designated Site Manager will ensure these rules are complied with. All visitors will receive an induction covering the key points and must wear the appropriate PPE before being admitted to the area of work.

10.2. Steps we will take to ensure resident access is not restricted at any time

We will set up our site compounds in close proximity to individual schemes, but not in areas which will block access. Typical compound locations for works of this type include adjacent car parks or grass verges.

Our site compounds and areas of work will be secured using temporary Heras fencing and lockable entrance gates to prevent unauthorised access. Site Health & Safety signage and clear instructions about changes and access routes will be posted around the site.



QUALITY QUESTIONNAIRE

Due to the placement of entrances and staircases in some locations, there may be occasions where we would need to restrict access for safety reasons. These



occasions will be identified during Stage One and we will provide residents and staff with ample notice of the date, time, duration and scope of works.

To the left is a photograph from our Rozel Court site showing the alternative access routes we put in place for residents.

10.3. Measures we will take to ensure tenants are kept fully informed of the work to be undertaken at their address

Our designated Site Manager will attend a pre-start meeting with residents, staff and neighbours for each individual scheme. The Site Manager will make details of the programme known and invite any questions or comments. They will also arrange a letter drop to all affected residents to inform them of the project and what impact it may have on them.

Throughout the project, the Site Manager will invite regular comments and feedback from local residents by holding regular meetings. During these meetings, we will report on our progress and update residents on upcoming works, particularly those which are likely to have an impact on them.



QUALITY QUESTIONNAIRE

11	Please provide details of any Enforcement or Prosecutions within the last 5 years in respect of Health & Safety failures, and if any please provide details of how your procedures have changed as a result of this
	This is not applicable - Mountjoy has never been prosecuted nor had an enforcement notice served on it by the HSE.
12	Please confirm whether you are accredited to any Site Safety Schemes such as CHAS or Construction Line and if so provide evidence
	<p>We are accredited to both CHAS and Constructionline. Our details are provided below:</p> <p>CHAS (Contractors Health & Safety Scheme) To verify our membership, please contact CHAS on 020 8545 3838</p> <p>Constructionline 63197</p> <p>Our CHAS and Constructionline certificates have been provided in Appendix E.</p>



13	Please explain how you will ensure good communication with the Employers management bodies and Employer and how you will ensure that information is passed on in a timely fashion so ensuring that all parties are aware in advance of the works that are being undertaken. What processes and procedures would you initiate to minimise disruption to neighbours and delays to the works.
	<p>BENEFITS FOR SOUTHAMPTON CITY COUNCIL</p> <ul style="list-style-type: none">• We already have extensive experience delivering projects for SCC with regular liaison• We have developed a good understanding of potential lead in times during tender stage which will translate into minimised delays for SCC during Stage Two <p>13.1. Communications with Southampton City Council</p> <p>We will schedule the following meetings with SCC and our operational team:</p> <ul style="list-style-type: none">• Pre-start meeting scheduled by Mark Kinahan, our Project Manager to introduce SCC representatives to our operational team and key subcontractors.• Site Manager and Project Manager – the Site Manager will be on site each day and will be contactable at the site office or by phone. Contact details for the Site Manager and Mark Kinahan will be provided during the pre-start meeting and displayed on site signage.• Monthly contract meetings – scheduled by Mark Kinahan. These will provide an opportunity to:<ul style="list-style-type: none">○ Discuss progress reports○ Review cost reports○ Review records of subcontractors and labour on site○ Discuss progress vs. programme○ Discuss quality and any issues that could impact project costs○ Discuss any health and safety○ Review any feedback from residents/neighbours• Joint inspection prior to handover – on-site inspection with representatives from SCC to review the finished quality. Should any defects or snags be



identified, the Site Manager will arrange for these to be rectified; typically within one week of the inspection.

- **Post contract review** – this open forum provides an opportunity to critically review all aspects of the project including KPIs, collaboration, communication, handover process, quality of workmanship and health & safety. The feedback is collated and shared with senior management for inclusion in overall performance reviews to highlight trends in performance and ensure follow on projects benefit from our experience of this contract.

13.2. Minimising disruption to residents and neighbours

We understand that works of this nature can be disruptive to both residents and neighbours. From past experience, we have developed a process for ensuring close communication, both before the start of a project and before its completion.

For schemes on this framework, the designated Site Manager will be the main point of contact for residents and neighbours. He will be on site every day and will also be contactable by the telephone. It will be his responsibility to host fortnightly resident forums to ensure that all resident queries get answered.

We have included further details of our process for minimising disruption and ensuring resident/neighbour satisfaction below:

- During mobilisation, the Site Manager will contact the residents to understand if there are any special requirements which can be incorporated into the works if necessary
- We will host a coffee morning for each block before the works commence, inviting all residents and neighbours that wish to attend. We will give a brief description of the works, an overview of the programme and how we will ensure that the works cause minimal disruption to the residents/neighbours
- We will send letters out to all residents, describing the works that are required to be carried out and how we intend to organise the works. We will send the residents a programme and inform them when we will be carrying out works to the properties on their particular floor
- Following completion, we will send out letters to all residents, letting them know we have finished the works and to thank them for their patience. We will also carry out satisfaction surveys with residents (see the following page), which will be passed onto Mark Kinahan who will then use this information to improve the way we deliver works at other projects on this framework



QUALITY QUESTIONNAIRE

Mountjoy Customer Satisfaction Survey
Artillery Close & Downton House - Paulsgrove

MOUNTJOY
 23 JUN 2016

We recently completed some works to the external of your home. Would you mind taking a moment to let us know what you think? We value your opinion.

Customer Name	[REDACTED]
Address	2 DOWNTON
Date	23-6-16 [REDACTED]

Please tick one box per question.	Totally Satisfied ☺☺	Very Satisfied ☺	Satisfied ☺	Unsatisfied ☹	Totally Unsatisfied ☹☹
How satisfied are you with the workmanship?	✓				
How satisfied are you with the conduct of the contractors?	✓				
How satisfied are you with the level of communication you received from the contractor?	✓				
Were you satisfied with the information about the programme?	✓				
Overall, how satisfied are you with the works carried out?	✓				

Comments or suggestions?	VERY HAPPY GOOD JOB DONE
--------------------------	--------------------------

Please return this form to Mountjoy in the pre-paid envelope provided.
 Thank you for your time.

13.3. Minimising delays to the works

We believe that strict adherence to the following processes will result in minimised delays to the works:

13.3.1. Understanding of lead in times

We understand that the steelwork may have a potentially long lead in time which could affect the programme length.

As such, our first task after SCC place an order will be to engage with our supply chain and ensure the steel is purchased a considerable time before works commence. For this to be successful, we will create a procurement schedule which will list all materials to be purchased, including their lead-in times for manufacture, inspection and transport to site.

During Stage One, we will have submitted a programme for the works to SCC, which will have taken any anticipated lead in times into account. Should this be approved by the Council and an order placed, we can ensure minimal delays



QUALITY QUESTIONNAIRE

during Stage Two as we follow this programme. Any variations will be submitted to the Council at the first instance.

13.3.2. Pre-approved supply chain

We have built up an established and diverse supply chain, made up of organisations whose standards and ethical practices are compatible with our own. Each has demonstrated competency through an industry-based assessment (i.e. PAS 91:2000) which assesses their internal processes (e.g. H&S, quality, etc., resource capability, experience and track record.

To ensure works are delivered in accordance with the original contract specification and completed on time, our supply chain will be integrated into our approach to programme, quality and safety management as follows:

- The master programme of works, along with a detailed procurement schedule will be developed in conjunction with key subcontractors to understand the critical path and ensure we are aware of potential risks (i.e. materials with long lead times)
- We encourage our supply chain to adopt an approach of early warnings and adopt a shared risk register so that we are jointly controlling risks and putting in place the appropriate mitigations
- Updates to drawings, legislation and schedules will be shared with our supply chain using document sharing and collaboration tools to keep an open track of changes and updates
- Key subcontractors will be involved in process meetings and communications
- Subcontractors will have the opportunity for their staff to attend joint training and development sessions, tool box talks and safety briefings

13.3.3. Subcontractor pre-start meetings

As we commence Stage Two of a scheme, we will hold pre-start meetings with our subcontractors to introduce them to the scheme and relay any necessary information regarding the planned works. Representatives from SCC will also be invited to attend.

This meeting will serve to identify the best approach, working practices (including health and safety) and any practicalities to meet SCC's needs. Timely and accurate communication is essential at all times – information regarding risks and precautions are circulated when required in order to plan and manage the works accordingly.



QUALITY QUESTIONNAIRE

14 Please provide details of at least 2 similar projects that you have undertaken within the last 3 years of a similar nature and describe the works, how they relate to this project and the challenges you encountered and how these were resolved. Also include the value of the project and the overall contract period.

14.1. Case Study 1

Project: Portsmouth City Council

Client: Downton House & Artillery Close Refurbishments

Value: £165,000

Overall contract period: February – May 2016



Description of works:

Downton House & Artillery Close comprised the planned maintenance to 3 residential blocks. The project was put out to tender in late 2015, and Mountjoy started on site in February of 2016.

The works included external and communal repairs, decorations and improvements, all whilst the blocks were still occupied and within a relatively restricted site area. This meant that we had to programme our works efficiently and effectively to ensure that we carried out the works to a high standard, without having a negative impact on the residents.

The site was also located adjacent to a busy Primary School, which meant that we had to plan our delivery schedules carefully, outside of school drop-off and pick-up times.

Key work packages included:

- New balcony balustrades
- Asphalt coverings
- Flashing installation
- Concrete repair
- New external shed doors
- Block signage
- Railing redecoration
- Asbestos removal
- Flat roof renewal
- Communal flooring renewal



QUALITY QUESTIONNAIRE

- Installation of emergency lighting to communal areas
- Installation of FD30 Composite fire doors to communal areas

Following the successful completion of this project, Andrew Kennedy, the client Project Manager commented:

“I’d like to take this opportunity to thank you all again for the delivery of this project. I’m very pleased with the management, adherence to the programme and finish quality of the works. This will be positively reflected in the KPI scores.”

We also received positive feedback from the residents at Downton House & Artillery Close, as shown on the right.

How this project relates to this framework:

- Installation of balcony railings
- Restricted access
- Traffic management

Challenges we encountered and how these were resolved:

We found that some of our subcontractors were finding it difficult to keep up with our programme, due to their other commitments. To resolve this, we worked collaboratively to discuss our priorities and agree a revised schedule that adhered to the original programme dates.

MOUNTJOY
 27 JUN 2016

Mountjoy Customer Satisfaction Survey
Artillery Close & Downton House - Paulsgrove

We recently completed some works to the external of your home. Would you mind taking a moment to let us know what you think? We value your opinion.

Customer Name	[REDACTED]
Address	7 Artillery Close, Paulsgrove
Date	23/6/16 POG 4HD [REDACTED]

Please tick one box per question.	Totally Satisfied ☺☺	Very Satisfied ☺	Satisfied ☺	Unsatisfied ☹	Totally Unsatisfied ☹☹
How satisfied are you with the workmanship?	✓				
How satisfied are you with the conduct of the contractors?	✓				
How satisfied are you with the level of communication you received from the contractor?	✓				
Were you satisfied with the information about the programme?	✓				
Overall, how satisfied are you with the works carried out?	✓				

Comments or suggestions?	EXCELLENT THROUGHOUT, ANY TIME REQUESTS ETC WERE SORTED WITH NO PROBLEM.
--------------------------	--

Please return this form to Mountjoy in the pre-paid envelope provided.

Thank you for your time.



14.2. Case Study 2

Project: Purbrook Way
Refurbishments

Client: Portsmouth City Council

Value: £650,000

Overall contract period:
September 2016 – March 2017



Description of works:

We were appointed in March 2016 to undertake the balcony refurbishments, composite fire doors replacement and complete refurbishment and improvements of 7 blocks of flats for Portsmouth City Council. Each block has two separate block entrances and enclosed stairwells and each dwelling has access to one staircase with the dwellings being accessible from ground, first and second floors.

With all of the properties in occupation, it was vital that we worked closely with the residents to keep them fully informed of the progress of the project in order to minimise disruption.

During the mobilisation period, we held a pre-contract meeting with residents, to introduce ourselves and inform them of what to expect during the project. We ensured to plan the sequence of works carefully, taking into account residents' availability and comments.

Replacement of the residents' flat doors and installation of new composite doors required access to the property entrances for approximately 1 day per property. Therefore, we liaised with the residents well in advance of these works, to confirm a convenient date and time to complete the works to ensure minimal disruption to their home.

Key work packages included:

- New emergency lighting throughout to be on 24/7
- New composite fire doors to replace the timber property entrance doors
- New timber fire doors to replace shed doors, communal doors and electrical intake cupboard doors
- Concrete repairs
- Brickwork repairs
- External bin store improvement works
- Roof moss removal
- External shed improvement works
- New rainwater goods



- New boundary fencing
- Internal and external decoration
- Asbestos removal

How this project relates to this framework:

- Installation of balcony railings
- Minimising disruption to residents

Challenges we encountered and how these were resolved:

We programmed our works around resident needs, taking these into account. However, there were a few instances of threatening behaviour against our staff and we liaised with Portsmouth City Council to diffuse and resolve the situation.

14.3. Case Study 3

Project: Allaway Avenue
Internal & External Repairs and Refurbishment



Client: Portsmouth City Council

Value: £515,000

Overall contract period: June – November 2016

Description of works:

The Allaway Avenue site comprises three separate blocks of maisonettes at the top of the main parade of shops in the Paulsgrove area of Portsmouth.

The blocks were constructed in the late 1950s and no major works had been carried out to the exterior of the blocks for many years.

The works that Mountjoy have carried out ensure that the building will remain structurally stable for many more years to come. Repairs carried out as part of the refurbishment included roofing, concreting, decoration to communal areas, new balcony partitions, re-asphalting of balconies and replacing a number of front doors.

How this project relates to this framework:

- Balcony relaying
- Concrete repairs
- Minimising disruption to residents



- Use of scaffolding on top of existing structure

Challenges we encountered and how these were resolved:

We noticed during quality inspections that doors, carpentry and decorating works were not to our standard. Our Site Manager liaised with relevant subcontractors to address this issue and rectify it.

14.4. Case Study 4

Project: New Lift Shaft and Lift at Manston Court

Client: Southampton City Council

Value: £574,000

Overall contract period: May 2016 - Present

Description of works:

The works included:

- Installation of new pre-cast concrete lift shaft and lift mechanisms
- Drainage
- Groundworks
- Mechanical & electrical installations
- Internal decorations
- Roofing



How this project relates to this framework:

- Minimising disruption to residents
- Use of scaffolding on top of existing structure

Challenges we encountered and how these were resolved:

For this project, we were working well within the residents' gardens. Due to this, we had to ensure that we minimised disruption as much as possible. Our Site Manager liaised with the Home Manager to understand Manston Court's events schedule in order to avoid disruptive, noisy and intrusive works during these times.



QUALITY QUESTIONNAIRE

15	Explain what risks may be encountered on this project and how they would be managed.
	<p>15.1. Risk Register</p> <p>Our Special Projects Operations Manager has compiled a Risk Register which takes into account what risks may be encountered on this project along with our mitigation actions.</p> <p>Please find this attached in Appendix F.</p>



16	How will you ensure quality during the works?
<p>BENEFITS FOR SOUTHAMPTON CITY COUNCIL</p> <ul style="list-style-type: none"> SCC will receive a consistent quality standard across all walk-up blocks SCC will receive an efficient programme which takes long lead times into account SCC will benefit from zero defects and an efficient aftercare service 	
<p>16.1. Ensuring high standards in our team</p> <p>To ensure we consistently deliver high quality, defects free projects, we adhere to the following processes company-wide:</p> <ul style="list-style-type: none"> Robust recruitment process to recruit the right person for each role including a review of each candidate’s experience and qualifications followed by an interview, skills test, aptitude test and induction Regular 1:1s and annual appraisals - we review employee’s achievements, attitude to work, aspirations, training and development during regular meetings, which continue throughout their career with the company 	
<p>16.2. Ensuring quality during Phase One</p> <p>Our procedures to ensure quality during Stage One of a scheme will be:</p> <ul style="list-style-type: none"> Steelwork inspections – We will initially inspect steelwork for grinning at Triangle Ltd’s premises. When the steel is delivered to site, we will check for any defects that may have occurred during travelling. Prior to installation, we will check that appropriate protection is used on the steel in the lay down area. Subcontractor selection – before a subcontractor is engaged we will check their financial status, insurance cover, organisation, health and safety arrangements, track record, competence and industry accreditations Programme of Works, which will include all of the critical elements of the scheme Mobilisation plan - to minimise risks and ensure the project will be delivered on time and to budget. Further detail is provided in Question 3 	



16.3. Ensuring quality during Phase Two

We always aim for zero defects. The required standards will be set out at commencement of each project so that all those working on the project can implement their own quality control procedures which will be monitored by Mountjoy. Sufficient time has been allowed in the example block programme to ensure thorough snagging of the works is carried out and any defects recorded and rectified prior to handover.

- **Pre-start meeting** to introduce the SCC representatives to the Mountjoy operational team and our key contractors.
- **Comprehensive contract inductions** with subcontractors, which include briefings on H&S procedures including asbestos, permits to work, emergency procedures, drugs and alcohol, working at height, hazardous substances, PPE and risk assessments.
- **Health & Safety site inspections** – our Health & Safety Managers will undertake weekly inspections and spend time on site observing the work. Any non-conformances will be reported Mark Kinahan, our Project Manager and to Simon Ingram, our Managing Director for immediate rectification.
- **Project quality plan** – a project-specific quality plan that describes the activities, standards, tools and processes necessary to achieve quality in the delivery of a project.
- **Project specific site inspection forms** will be created which will be used as aide-memoirs and check lists to ensure subcontractor work packages are completed to the right quality before any following trades commence work. This will ensure that all operations are checked and that any non-conformity is recorded and rectified as the works proceed to ensure a defects-free project handover.
- **Daily inspections** – Our designated Site Manager will make daily inspections to ensure that a high standard of workmanship and health & safety is being maintained. They will also review progress against programme and the Procurement Schedule. Any sub-standard work must be rectified before works proceed.
- **Weekly project inspections** – Mark will conduct site inspections on a weekly basis to monitor the progress and quality of works, health & safety and to review the Procurement Schedule. He will carry out snagging inspections and list any items to be rectified. Mark will also check the steelwork to ensure that quality levels remain consistent. The Site Manager is responsible for ensuring that snag items are corrected before the next weekly inspection.



QUALITY QUESTIONNAIRE

- **Painting works** – we will check for any defects in concrete before painting works commence.
- **Stage completion inspections** – Mark will attend site to ensure subcontractor work packages are completed to the right quality before following trades start. Any non-conformity is recorded and rectified to ensure a defects-free handover.
- **Monthly contract meetings** – we propose that these will be attended by representatives from SCC. Mark and the designated Site Manager and will provide an opportunity to:
 - Discuss progress reports
 - Review cost reports
 - Review records of subcontractors and labour on site
 - Discuss progress vs. programme
 - Discuss quality and any issues that could impact project costs
 - Discuss any health and safety
 - Review any feedback from residents/neighbours
- **Joint inspection prior to handover** – on-site inspection with representatives from SCC to review the finished quality and ensure it is ready for occupation. Should any defects or snags be identified, the Site Manager will arrange for these to be rectified; typically within one week of the inspection.
- **Post contract review** – this open forum provides an opportunity to critically review all aspects of the project including KPIs, collaboration, communication, handover process, quality of workmanship and health & safety. The feedback is collated and shared with senior management for inclusion in overall performance reviews to highlight trends in performance and ensure follow on projects benefit from our experience of this contract.



17	<p>Are your environmental management processes and procedures certified to a recognised standard (e.g. ISO14001, EMAS) by a third-party certification body and if so please provide details?</p> <p>Are your quality management processes and procedures certified to a recognised standard by a third-party certification body and if so provide details?</p>
----	--

BENEFITS FOR SOUTHAMPTON CITY COUNCIL

- We have robust and documented management systems for both our quality and environmental processes which are directly adhered to company-wide. This will ensure a consistent approach to all schemes under this framework

17.1. Environmental Management System

Mountjoy's environmental management system reflects our approach to controlling the direct and indirect business activities that have a potential influence upon the environment, including energy consumption, the creation of waste, use of transport and the purchase of supplies and services.

The system controls our direct impact on the environment by focusing on the following key areas:

- Identification of and compliance with all appropriate legislation
- Identification and adoption of good business practice, which reduces office waste and energy consumption, increases recycling and reduces our overall environmental impact
- Creation of benchmarks and targets so we can monitor and improve our performance
- Ensuring training requirements are identified and addressed so staff can apply and implement all the environmental management system requirements
- Ensuring we work with our clients and suppliers to identify and, wherever possible, implement suitable environmentally sound practice and techniques



QUALITY QUESTIONNAIRE

To demonstrate our commitment, Mountjoy's environmental management system meets the standards of BS EN ISO 14001:2004. It has also received independent third party certification by QMS International.

17.2. Quality Management System

Our Quality Management System has been independently assessed and certified to the requirements of ISO 9001:2008 by QMS International. The system sets out our approach to service delivery, risk management and communication with our clients and their customers. On-site, our quality control procedures include:

- *Regular quality control meetings* – We have a standard agenda to ensure that we have met/continue to meet all the project requirements throughout its lifecycle.
- *Non-compliance reporting* – This lists any item of work which does not meet our required quality standards, details the root cause and corrective action taken, and also details who is responsible for overseeing and signing off the corrective action.
- *Inspection & Test Plans*: Our Site Managers use a formal Inspection & Test Plan (ITP) to assess work and ensure that it exceeds the required quality standards.

17.3. Accreditation Certificates

We have provided our accreditation certificates in **Appendix E**.



18 Please indicate all the works that you will sub-contract including major subcontractors/suppliers and provide the names and addresses of any key sub-contractors/suppliers you will employ. Giving the percentage of the overall spend you intend to deliver using the sub-contractor.

BENEFITS FOR SOUTHAMPTON CITY COUNCIL

- Pool of local subcontractors to assist with each scheme ensures we are providing work for the local community

18.1. Subcontractor information

For the specialist elements of the work we intend to subcontract, we propose to use the subcontractors named in the table below. The table shows the names and addresses of the proposed subcontractor and the percentage of the overall spend we intend to deliver using them.

Package	Subcontractor Name / Address	Percentage of overall spend	Previous experience
Carpentry	Hawke Property Services 7 Cooks Lane Southbourne Emsworth PO10 8LG	1.92%	
Concrete Repairs	UK Gunite Ltd Unit 2 Orchard Business Centre Kangley Bridge Road Sydenham London SE26 5AQ	1.96%	
Electrical	CEI Electrical Unit 27 Solent Industrial Estate Shamblehurst Lane	10.82%	Previously worked on this contract

		South Southampton SO30 2FY		
	Ground Surveying	Syteline Arkenfield Stables Allington Lane West End Southampton SO30 3HQ	1.33%	
	Groundworks	Excel Groundworks 59 Shanklin Road Upper Shirley Southampton SO15 7RG	25.04%	Previously worked on this contract
	Liquid Roof Covering	Jones Brothers (Flat Roofing) Ltd 17 St Mary's Road Hayling Island Hampshire PO11 9BY	9.7%	
	Painting	Hawke Property Services 7 Cooks Lane Southbourne Emsworth PO10 8LG	1.59%	
	Scaffolding	SCA Group 7 Crane Way Woolsbridge Industrial Park Three Legged Cross Wimborne Dorset BH21 6FA	2.65%	Previously worked on this contract
	Brickwork Repairs	Excel Groundworks 59 Shanklin Road Upper Shirley Southampton SO15 7RG	0.84%	Previously worked on this contract




QUALITY QUESTIONNAIRE

Steel Fabricator	Triangle Ltd 3 Glasshouse Studios Fryern Court Road Burgate Fordingbridge SP6 1QX	41.93%	Previously worked on this contract
Trespa Panels (Supply of material only)	RCM Unit 27 Rosevale Road Newcastle ST5 7EF	2.22%	Previously worked on this contract

We have ensured that each subcontractor listed above is able to provide a high quality finish for SCC. For instance, we used our **Liquid Roof Covering** subcontractor, **Jones Brothers Ltd** on a similar project. They stepped in after a poorly performing subcontractor and we found them to be extremely responsive – this is why we have selected them for this particular framework.

We are also currently using **CEI Electrical** on one of our construction projects and have found them to be very reliable and efficient.



19	Please describe what measure you or your sub-contractors will take with regards to the employment of local residents including the employment of NEETS and what if any apprenticeship scheme you will operate within Southampton as part of this refurbishment programme.
	<p>BENEFITS FOR SOUTHAMPTON CITY COUNCIL</p> <ul style="list-style-type: none">• We are continually involved in providing opportunities to the Southampton community, assuring SCC that we take a great interest in giving back to the local community• A number of our subcontractors' employees are largely from an SO postcode, assuring SCC that we will be giving back to the community during this framework• A number of our subcontractors have confirmed that they will use apprentices on projects under this framework, providing career opportunities for NEETS in Southampton <p>19.1. Measures we will take with regards to the employment of local residents and NEETS</p> <p>19.1.1. Continual engagement with the Southampton community</p> <p>We already take the opportunity to engage with the Southampton community by taking part in the following:</p> <ul style="list-style-type: none">• Solent Jobs Programme• Recruitment fairs (Get Inspired, Opportunity Meets Talent, etc.) <p>Our involvement in these ensures that we remain committed to the local communities in which we work. We recently helped an individual from the Solent Jobs Programme who spent time with our voids team as a plumber, and was with us for 3 months as a plumbers mate. He enjoyed his time with us and was successful in getting a job elsewhere thanks to the experience he got with us.</p> 



19.1.2. Measures we will take for this framework

We would like to consider, with the guidance of the SCC housing team, offering the paid role of RLO (Resident Liaison Officer) to a Walk Up Balcony resident. If we are to group schemes by location, we would look to have an RLO for each scheme, or if more appropriate, have a single resident in a centralised location to oversee all schemes.

We will support the successful candidate by providing assertiveness training to help equip them for the role. We feel that recruiting a resident as an RLO will provide a number of benefits such as:

- Existing knowledge of the site
- Existing awareness of and possible relationships with neighbours
- Providing a work experience opportunity

19.2. Measures our subcontractors will take with regards to the employment of local residents and NEETS

19.2.1. CEI Electrical

Our Electrical subcontractor, **CEI Electrical**, have **95%** of employees from an SO postcode.

On top of this, they have **7** apprentices from an SO postcode. They have confirmed that **2** of these will be used on this framework.

19.2.2. SCA Group

Our scaffolding subcontractor, **SCA Group**, have stated that they endeavour to use local labour on each contract they undertake.

19.2.3. Hawke Property Services

Our painting and carpentry subcontractor, **Hawke Property Services**, have confirmed that the majority of their resource is from SO and PO postcodes.



20	<p>Explain how you as a company are working towards the goal of "nil defects" and what provision will be made for rectifying latent defects.</p>
	<p>BENEFITS FOR SOUTHAMPTON CITY COUNCIL</p> <ul style="list-style-type: none"> • We have a pool of local, directly employed operatives who will be able to assist in rectifying any defects at short notice, providing SCC with a swift resolution if needed
	<p>20.1. Planning for “nil defects”</p> <p>We always aim towards the goal of “nil defects” on every project that we carry out, and support this objective using our quality management processes and procedures. At the outset of every project, we aim to achieve this using the following techniques:</p> <p>Effective programme management: We produce a Master Programme of Works which takes into account the right phasing and sequencing to give the team the time needed to carry out their work, as well as snagging. The Site Manager will use this to monitor progress and ensure we meet the agreed timescale.</p> <p>Working closely with our supply chain: We involve our supply chain partners at an early stage so that they understand the scope of works, programme and commit to the required standards. It also provides the opportunity to explore economies of scale and reduce coordination costs.</p> <p>Employing a skilled and experienced project team: We will deploy an experienced and skilled team to administer the contract, engage the supply chain and actively monitor the quality of the works and progress.</p> <p>20.2. Monitoring quality on an ongoing basis</p> <p>Mountjoy’s Quality Management System has been assessed and independently certified to confirm we meet the requirements of ISO 9001:2008. Further details on this have been provided in Question 17. Our procedures in relation to this include:</p> <ul style="list-style-type: none"> • Project Manager and Site Managers: Mark Kinahan is experienced in managing building refurbishment and alteration projects and is qualified to oversee the quality of works on site. He will work closely with our Site Managers, who will be based on site and will inspect the quality of workmanship and monitor progress against the Programme of Works. Any workmanship that is not up to standard will be rectified immediately to ensure that issues do not build up at the end of the phase.



QUALITY QUESTIONNAIRE

- **Testing:** Our designated Site Manager will check that all materials and workmanship is compliant with the specification using an ITP (Inspection Test Plan) - a screenshot of this is provided below.

MOUNTJOY		Inspection And Test Plan									
Date of issue:		1. Site setup									
This ITP accompanies the Method Statement											
S/N	INSPECTION / ACTIVITY / TEST DESCRIPTION	FREQUENCY OF TEST OR INSPECTION	Acceptance Criteria/ Tolerance / Parameters	VERIFICATION RECORD (e.g. Form, check sheet, etc.)	Document specifying the requirement (e.g. standard, spec, contract etc.)	RESPONSIBILITIES (HWIR)					Sign and Date
						Subcontractor (if applicable)	Main Contractor	GC / Main Contractor	Client	Other	
	Legally Compliant	On first use					Yes				
	CDM Compliant	On first use					Yes				
	Clean	On first use					Yes				
	Secure	On first use					Yes				
	Level	On first use					Yes				
	Fire Compliant	On first use					Yes				
REFERENCES - DOCUMENTS - METHOD STATEMENTS - DRAWINGS - SPECIFICATIONS - STANDARDS											
Attached											

Tried and tested subcontractors: Our subcontractors are selected based on their performance with us on previous projects or with their previous clients who are asked to provide references. They are inspected on their works and should they fail to meet the required standards, we will work with them to ensure that improvement activity is implemented with follow up inspections carried out.

20.3. Procedure for identifying and rectifying defects

We will carry out the following:

- **Daily inspections:** The designated Site Manager will make daily inspections to ensure that a high standard of workmanship and health & safety is being maintained. He will also review progress against programme and Procurement Schedule. Any sub-standard work must be rectified before works proceed.
- **Weekly project inspections:** Mark Kinahan will conduct site inspections on a weekly basis to monitor the progress and quality of works, health & safety and to review the Procurement Schedule. He will carry out snagging inspections and list any items to be rectified. The Site Manager is responsible for ensuring that snag items are corrected before the next weekly inspection.
- **Stage completion inspections:** Mark Kinahan will attend site to ensure subcontractor work packages are completed to the right quality before



QUALITY QUESTIONNAIRE

	<p>following trades start. Any non-conformity is recorded and rectified to ensure a defect-free project handover.</p> <ul style="list-style-type: none">• Contract progress meetings: Mark Kinahan will schedule monthly meetings with SCC to discuss site performance, progress against programme and address any concerns during the meeting.• Client inspections: To ensure we are meeting not only our own quality standards but your expectations, Mark Kinahan will invite SCC to inspect the site each month with us and identify any areas of improvement they would like to see.• Joint inspection prior to handover: We will carry out a joint inspection with SCC during the handover process to review the finished quality. Should any defects or snags be identified, the designated Site Manager will arrange for them to be rectified as soon as possible; we would expect most snags to be resolved within one week of the inspection.• Latent defects: Mountjoy will remedy all reported in-scope defects for 12 months following practical completion in line with our contractual commitments. We will maintain a flexible approach during the rectification period and will liaise to ensure that dates along with start and finish times are acceptable to SCC. <p>In addition to the above, we have a pool of local, directly employed operatives who will be able to assist in rectifying defects at short notice.</p>
--	---



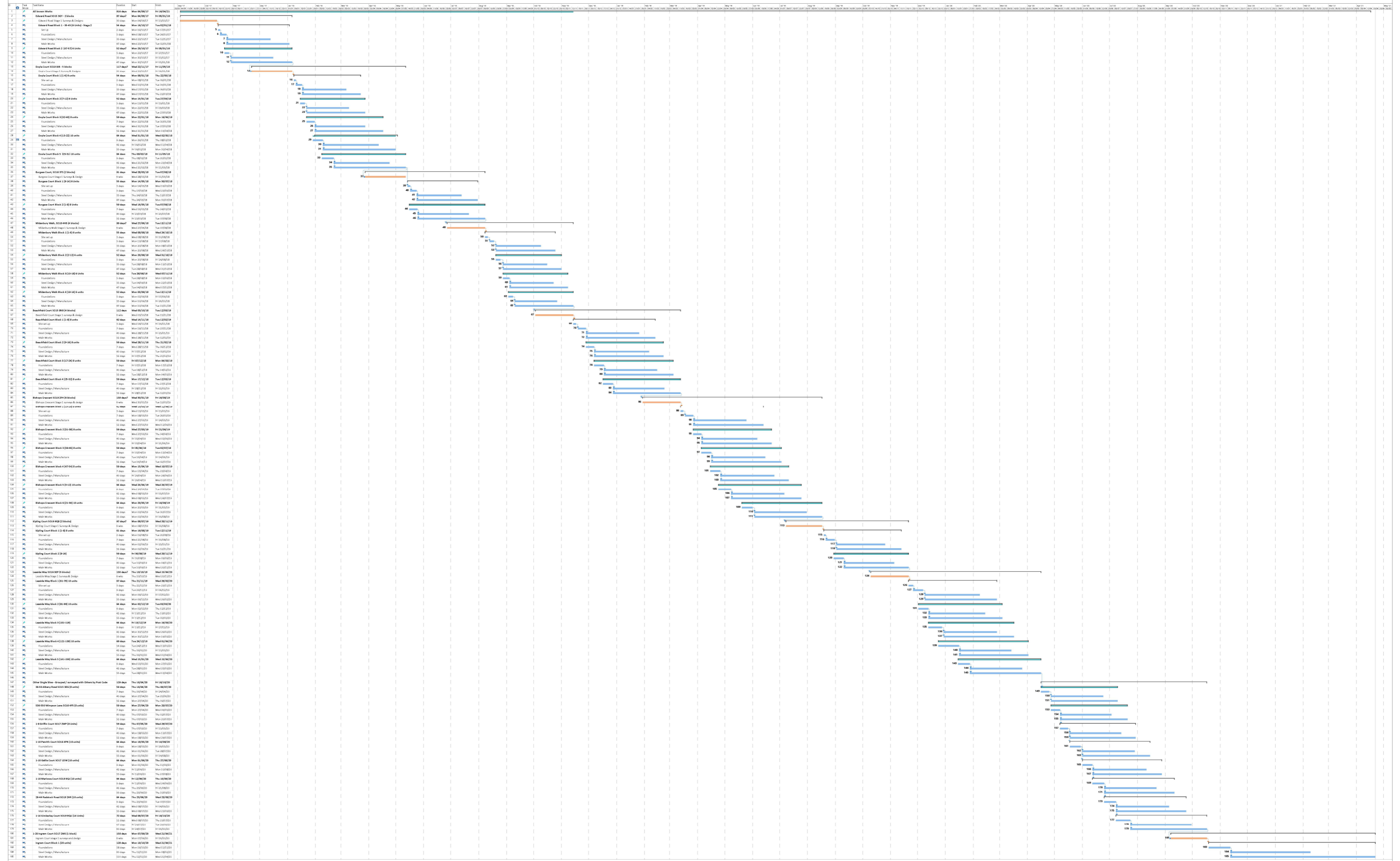
QUALITY QUESTIONNAIRE

APPENDIX A

Single Block Programme

APPENDIX B

Overall Framework Programme



APPENDIX C

Andy Woodhouse CSCS

Score report

Health, safety and
environment test

Delivered by



Test title:	Specialist supervisory test
Candidate:	Andrew Woodhouse
CITB testing ID:	CITB002707076
Date tested:	22 February 2017
Test centre:	48972
Result:	Pass

Feedback

Congratulations, you have passed this test.

Listed below are the areas where you have not answered all of the questions correctly. It is strongly recommended that these areas are revisited to ensure you have the full breadth of knowledge, even though you have passed your test:

- General responsibilities
- Supervisory

Next step: carry on learning

The Health, safety and environment test is an important step in the process towards competency in health and safety, but it is not the end of the process and there are many questions we did not ask you today, so make sure that you strive to keep your knowledge up-to-date.

Next step: apply for a card

A Health, safety and environment test pass is often a necessary requirement when applying to join a construction industry card scheme. Different schemes exist in different trades and professions. Membership of a relevant scheme helps you prove that you can do your job, and that you can do it safely. Access to construction sites may require a relevant scheme card.

Once you have passed your test, you should, if you have not done so already, consider applying to join the relevant card scheme. However, please be aware that you may need to complete further training, assessment and/or testing to meet their specific entry requirements.

To find out more about many of the recognised schemes you can:

- go online at www.citb.co.uk/cards-testing
- telephone Construction Skills Certification Scheme (CSCS) on 0344 994 4777
- telephone Construction Plant Competence Scheme (CPCS) on 0844 815 7274
- telephone Construction Industry Scaffolders Record Scheme (CISRS) on 0844 815 7223.

Continue your construction training with Plant, Health and Safety or Scaffolding courses from National Construction College - first-class instruction in more locations than any other training provider in the UK. Get FREE professional advice to find the right training and funding for you. Visit www.citb.co.uk/training or call 0344 994 4433.



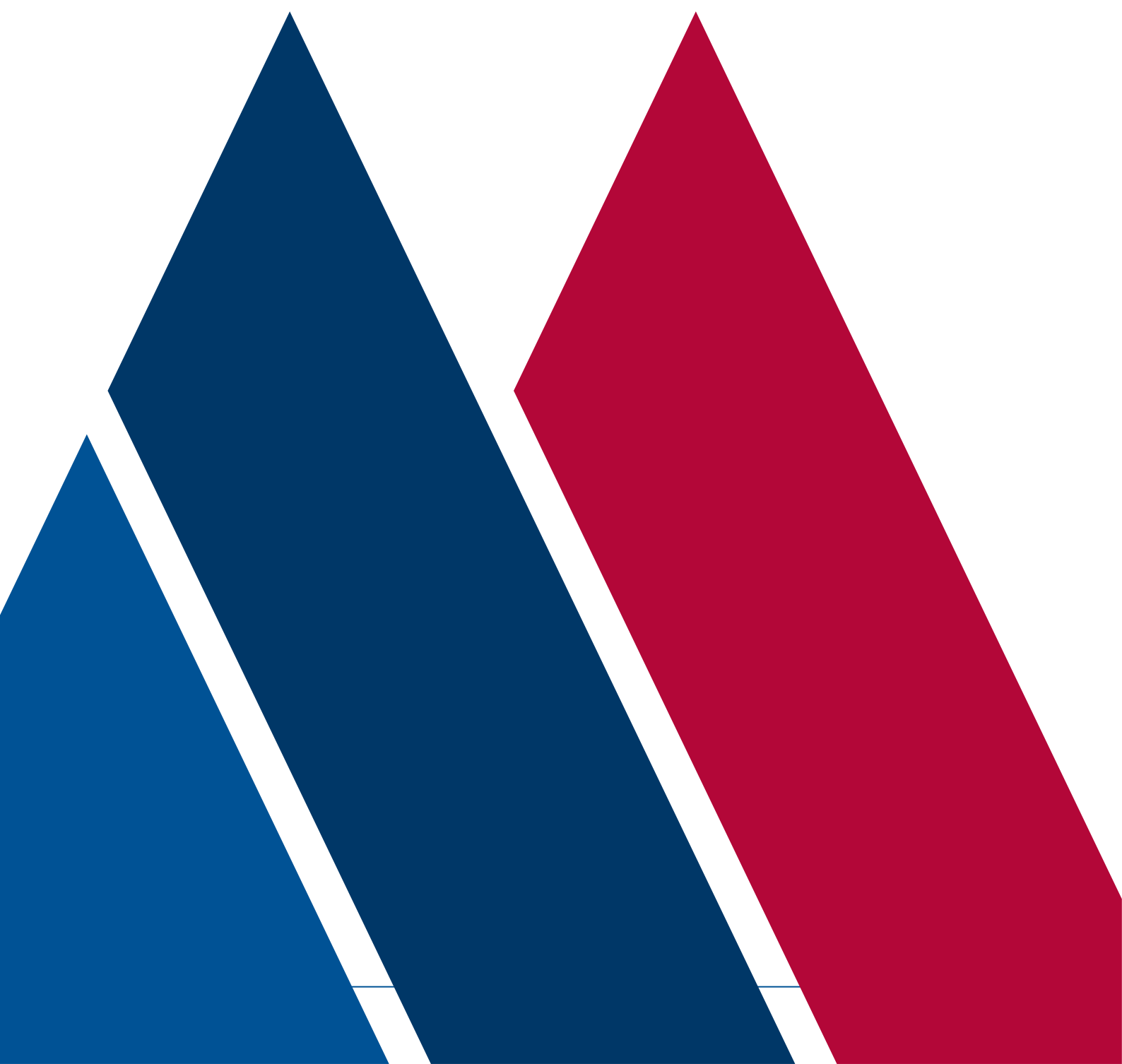
QUALITY QUESTIONNAIRE

APPENDIX D Asbestos Policy



MOUNTJOY LTD

ASBESTOS POLICY



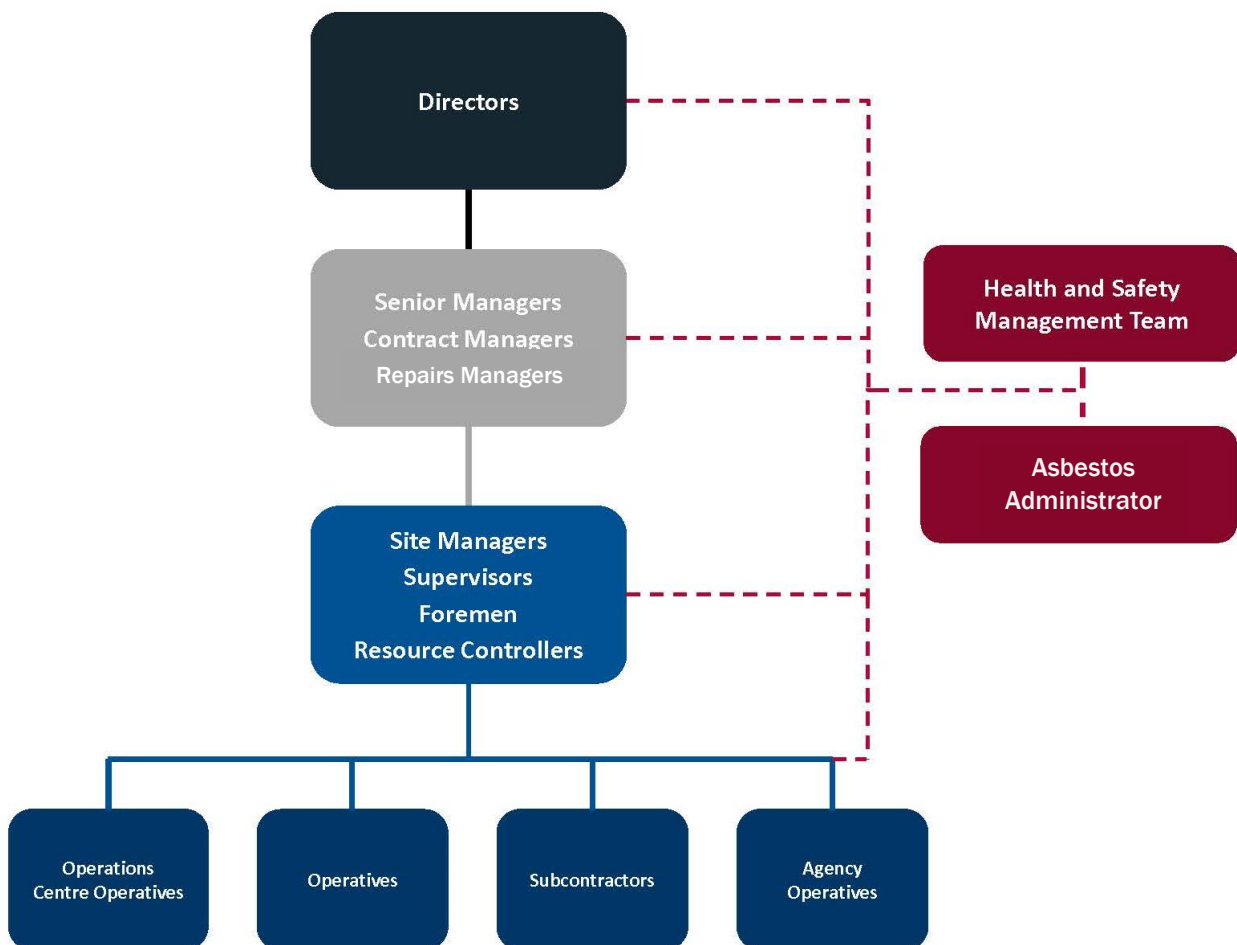
ASBESTOS POLICY

PURPOSE

The purpose of this policy is to outline our standards in relation to working with and around asbestos. This will ensure clarity in order to prevent injury or ill health to personnel or anyone who may come into contact with our works.

RESPONSIBILITIES

Every member of personnel whose work involves asbestos has a responsibility to manage work safely.



Directors

- To ensure there is the right amount of resource available to carry out works safely;
- To ensure that all Senior Managers are trained in company asbestos procedures;
- To ensure that Senior Managers carry out their responsibilities set out in this policy.

Senior Managers (including Operations Managers, Contract Managers and Repairs Managers)

- To ensure that this Policy is adhered to within all work streams under their control;
- To ensure that asbestos survey information is suitable, sufficient and disseminated to subcontractors and operatives. To challenge poor information, incorrect survey type and unclear information;
- To ensure that medical examinations and health assessments have been conducted prior to employees performing non-licensed removal tasks;
- Check all asbestos related sub-contractors are on P.C.C approved asbestos list.
- To inform subcontractors, operatives and agency workers of Mountjoy's asbestos process;
- To inform/enforce Asbestos Awareness, and all asbestos training requirements;
- Ensure Risk Assessments using the RAMS checklist are carried out prior to works commencing;
- Ensure Repairs Managers, Supervisors, and Foremen are carrying out their responsibilities;

Managers (Site, Project, Supervisors, Foremen)

- Ensure subcontractors, operatives, and agency personnel follow Mountjoy's asbestos procedures, attend the Mountjoy induction, have suitable and sufficient RAMS, have current asbestos awareness, are briefed on the Asbestos location process, and emergency procedures;
- **Ensure a refurbishment survey is carried out for all major refurbishment works i.e. kitchen & bathroom replacements, where there are no management survey results available check property stock on AMIS to get management survey results. Any concerns must be raised through line management or to the Health and Safety team.**
- Ensure all static sites/ voids are clearly marked with asbestos locations and all operatives are briefed;
- Immediately inform your respective Repairs Manager and H&S department if you believe that a release of asbestos fibres has occurred, or could occur imminently in conjunction with [S:\Health and Safety\Incident Investigation\Incident Investigation documents\CM-FM-004-01 Incident Action Guide.xls](#) ;
- Co-operate with the Health & Safety department;
- Carry out actions from asbestos audits;
- Carry out Risk Assessment check for all types of work (RAMS).

Operatives, Subcontractors and Agency Personnel

- Attend asbestos awareness training every 12 months;
- Report any suspect materials to the Asbestos Administrator;
- Attend any necessary training, toolbox talks, or updates;
- Report defects/near misses;
- Inspect equipment & PPE as per the policy;
- Comply with the control measures set out in the site specific RAMS;
- Follow training so that the emergency process is known and understood;
- Co-operate with Mountjoy's personnel and follow Mountjoy's policy and procedures and all reasonable requests.

Operations Centre Resource Controller

- Ensure competency checks are undertaken for all asbestos related trades;
- Check AMIS database and pass information to operatives cleanly.
- To notify Mountjoy's Health and Safety team of organised asbestos awareness, annual refresher training and testing requirements as per the training and competency matrix.
- Take calls from operatives and follow the emergency process notifying the Asbestos Administrator.

Health and Safety

- Provide training support and guidance to all managers and personnel relating to asbestos processes;
- Use 'Check, Plan, Do' with asbestos processes and policy ensuring any updates or redesign is sufficiently rolled in;
- Offer technical advice to all staff when requested;
- Carry out regular asbestos audits and reports on Licensed and Non-Licensed works;
- Carry out vetting and approval for all asbestos related subcontractors.

Asbestos Administrator

- To notify Mountjoy's Health and Safety team and Repairs Manager/s of any incidences involving disturbance of asbestos containing materials;
- Check clearance status at the end of all asbestos jobs and run through the clearance statement initialling on completion;
- Complete notifiable Non-Licensed asbestos notifications and email to HSE;
- Ensure asbestos information process is in place and shared with all asbestos processes with ops, subcontractors and agency personnel;
- Control emergency actions in conjunction with this document and the Health and Safety department.

Asbestos Contractors

- To work within the control of asbestos regulations 2012, and follow best practice.
- To be vetted and approved by Mountjoy Health and Safety department.
- Are to notify the HSE of licenced works.
- Are to engage approved analytical companies for clearances.
- Report any variances, near misses, accidents or issues to Mountjoy.

14 DAY NOTIFICATION WAIVER

All fourteen-day notification waivers are to be approved by Mountjoy's Health and Safety department prior to being submitted to the Health and Safety Executive (HSE)

Waivers will only be approved when there is a genuine emergency or equally pressing reason.

PPE

All operatives must undergo and pass a quantitative face fit test prior to issue of half mask respirator.

The minimum standard for respiratory protection equipment (RPE) to be used on all work is P3.

All reusable half masks, must be visually inspected prior to use, pre filters are to be changed when there is a build-up of dust or dirt, the P3 Filter cartridges must be changed every 3 months. When the new filter is received a date 3 months from the date received must be written on the cartridge.

All asbestos suits are to be type 5/6 standard.

Safety footwear without laces must be worn.

INFORMATION, INSTRUCTION AND TRAINING

- All Managers, Operatives and Subcontractors must have had Asbestos Awareness training within the last twelve months. Anyone not holding a current Asbestos Awareness certificate cannot enter Mountjoy work areas.
- All site staff must receive an induction and register process briefing.
- All site staff must have been briefed regarding Mountjoy's Risk Assessment and Method Statement (RAMS) process and the emergency process.
- All Managers must have a full understanding of asbestos surveys.
- Non-licensed asbestos removal staff must have had task specific training from approved training providers; they must have masks fitted for their face and receive a re-briefing every 12 months.
- Health and Safety department staff will hold P405 (Managing Asbestos in Buildings) training.

ASBESTOS ADMINISTRATOR EMERGENCY PROCESS

Please refer to [Appendix 1](#)

FIRST RESPONDER EMERGENCY PROCESS

Please refer to [Appendix 2](#)

EMERGENCY PROCESS

Please refer to [Appendix 3](#)

REMEDIAL ACTION FLOW

Please refer to [Appendix 4](#)

PROCESS FOR SEALING OF ROOM / EVACUATION

- Shut windows and doors
- Lock/seal doors and seal edges with tape
- Put up 'No Entry' signage

- Inform other members of the public, operatives and anyone requiring access:
 - Do not enter
 - That there has been suspicious material identified
- Report to Manager/Supervisor/Operations Centre
- Await further instruction

PROCESS FOR DECONTAMINATION

On arrival of Repairs Manager/Supervisor / Foreman with kit will:

- Don (put on) Type 5/6 overalls and face fitted mask before entering an effected area.
- Follow remedial action flow chart: Appendix 2.

The operative will;

- Open asbestos bag, stand in it, strip to underwear, seal and wipe down
- Don (put on) Type 5/6 overalls
- Wipe face, hands and boots with wipes
- Place clothes and wipes in a red asbestos bag and seal until outcome of test is confirmed
- Await further instructions

EMERGENCY KIT

Asbestos bags, suits, wipes and polythene can be ordered from our approved materials suppliers and will be available in office/from a Supervisor.

MEDICAL EXAMINATIONS & HEALTH ASSESSMENTS

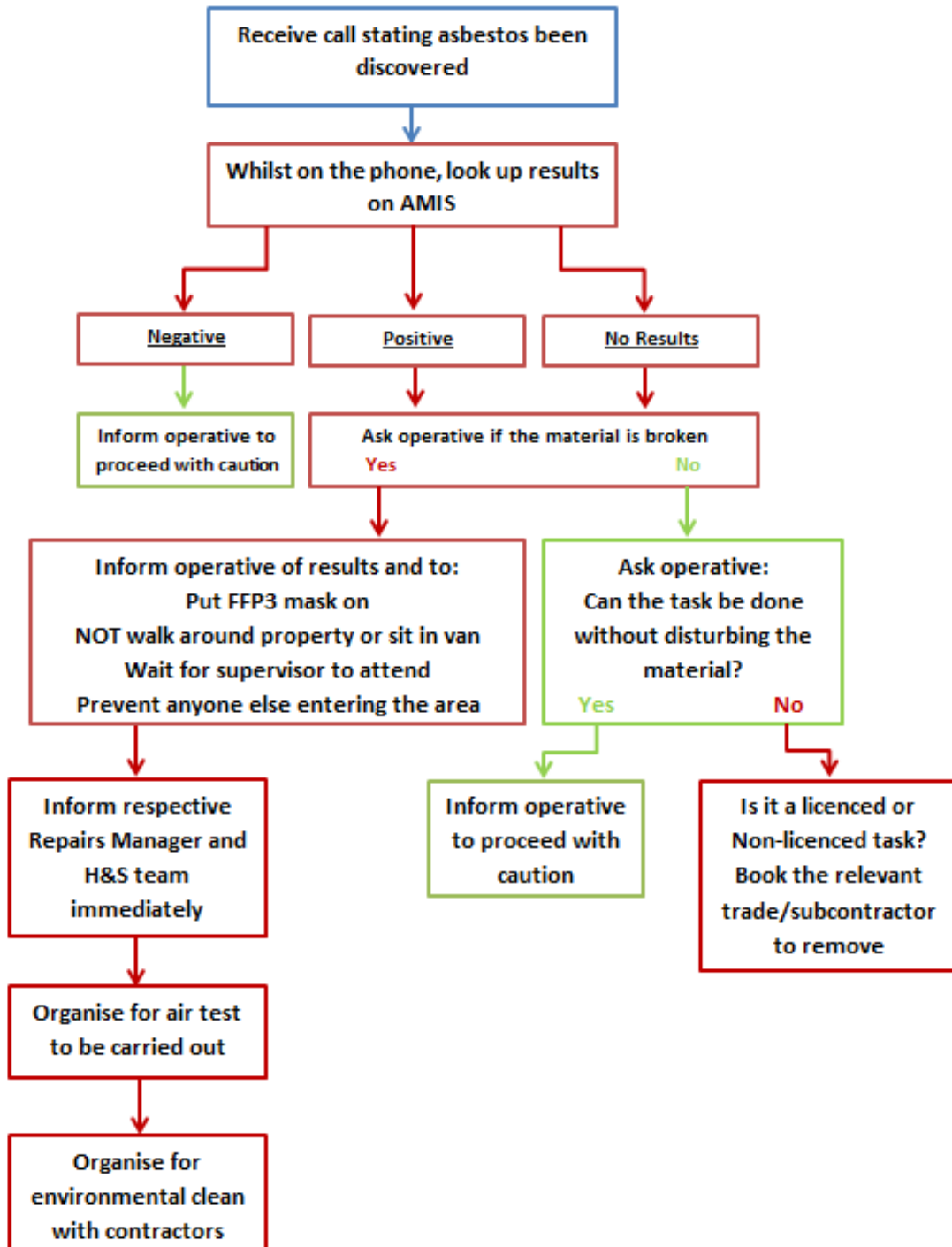
Employees who carry out notifiable non-licensed work (NNLW) must have a medical examination on or before 30 April 2015. From May 1 2015, anyone required to carry out NNLW must receive a medical examination and health assessment prior to receiving the non-licensed removal training.

After the first medical, an examination should be repeated every three years (or shorter if advised by a GP), but only while the employee continues to do or expects to continue to do NNLW.

Certificates of medical examinations must be kept by the company for at least 4 years from the date of the last examination.

Appendix 1: Asbestos Administrator Emergency Process

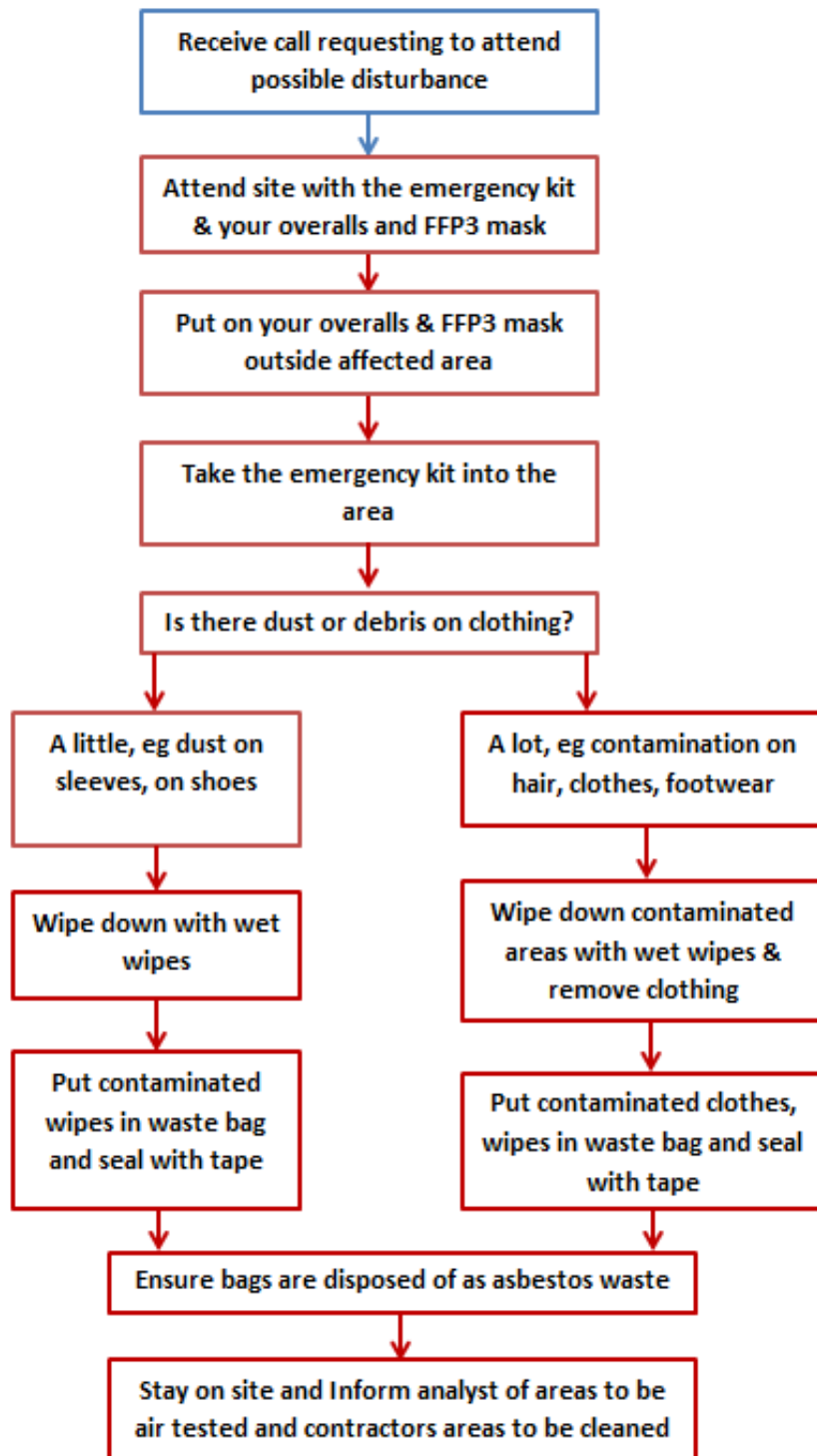
The following procedure is to be followed when receiving notification from an operative/sub-contractor that they have potentially discovered or disturbed an asbestos containing material.



Appendix 2: First Responder Emergency Process

First Responder Emergency Process

The following procedure is to be followed when receiving notification that an operative or sub-contractor has disturbed an asbestos containing material.



Appendix 3: Emergency Process



Think you've found or disturbed asbestos?



Stop work

↓



Remove people calmly from area

↓



Seal the area and prevent access

↓



Report to Manager

↓



Await further instructions



Mountjoy Asbestos Procedure 2013

APPENDIX E

Quality Certificates



ISO 9001 REGISTERED

This document certifies that the quality management systems of

MOUNTJOY LIMITED

Quarr House, Mountbatten Business Park, Jackson Close, Portsmouth PO6 1US

have been assessed and approved by QMS International Ltd to the following quality management systems, standards and guidelines:-

ISO 9001 : 2008

The approved quality management systems apply to the following:-
BUILDING, CIVIL, MECHANICAL AND ELECTRICAL CONTRACTORS.

Original Approval: 05 June 1996

Current Certificate: 15 December 2015

Certificate Expiry: 04 June 2021

Certificate Number: 14131314



This Certificate remains valid while the holder maintains their management system in accordance with the published standard. To check the validity and status of this certificate please email certificates@qmsuk.com

This Certificate is the property of QMS International Ltd and must be returned in the event of cancellation


On behalf of QMS International Ltd ✓



ISO 14001 REGISTERED

This document certifies that the environmental management systems of

MOUNTJOY LTD

Quarr House, Mountbatten Business Park, Jackson Close, Portsmouth PO6 1US

have been assessed and approved by QMS International Ltd to the following environmental management systems, standards and guidelines:-

ISO 14001 : 2004

The approved environmental management systems apply to the following:-
CONSTRUCTION, BUILDING AND MAINTENANCE

Original Approval: 15 December 2008

Current Certificate: 15 December 2015

Certificate Expiry: 14 December 2018

Certificate Number: 14131315



This Certificate remains valid while the holder maintains their management system in accordance with the published standard. To check the validity and status of this certificate please email certificates@qmsuk.com

This Certificate is the property of QMS International Ltd and must be returned in the event of cancellation


On behalf of QMS International Ltd ✓



CONTRACTORS HEALTH & SAFETY ASSESSMENT SCHEME

Certification Mark
www.chas.co.uk

Assessment Scheme

Certificate of Accreditation

This is to certify that

Mountjoy Ltd

is accredited within the Contractors Health and Safety Assessment Scheme (CHAS) having demonstrated compliance with and sound management of current basic health and safety legislation.

Valid until: 01/03/2018

Working in partnership with business



020 8545 3838 – ☎ to verify
www.chas.co.uk



Constructionline

Part of Capita plc

Certificate of membership

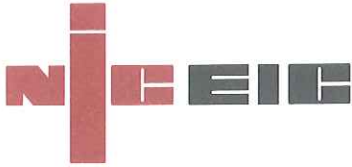
Mountjoy Ltd

Registration No: *63197*

Expiry Date: *September 2017*

This certifies that the firm named above has met pre-qualification requirements appropriate to public and private sector procurement. Approved work categories with corresponding notation values, specialisms or categories as applicable are listed on a schedule attached to this certificate.

John Edmunds
Managing Director



Mountjoy Ltd

Unit C4
Mountbatten Business Park, Jackson Close
PORTSMOUTH
PO6 1US
UNITED KINGDOM

Certificate

This is to certify that the above business has been assessed as having the technical capability to carry out electrical installation work in accordance with the requirements of BS 7671 and is Enrolled or Registered for the following categories:

- Approved Contractor Scheme**
- Domestic Installer Scheme**

Enrolment or Registration is subject to the business continuing to comply with the NICEIC requirements, which will be monitored by NICEIC during surveillance visits.

Enrolment Number : 023336001

Accredited Certification : 31st July 2001

Alan Wells

Alan Wells

**Certification Director
Certsure LLP**



NICEIC

NICEIC is a trading brand of Certsure LLP, a limited liability partnership registered in England and Wales with registered number OC379918 whose registered office and principal place of business is Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, LU5 5ZX



The above business has been assessed as having the technical capability to carry out electrical work as defined above in accordance with BS7671 - requirements for Electrical Installations (IEE Wiring Regulations), except in hazardous areas where there may be a risk of ignition due to the presence of flammable gas or vapour, or ignitable dust or fibre. Such work is subject to separate assessment and certification. The current enrolment or registration status of the holder of this certificate may be confirmed by accessing the NICEIC website at www.niceic.com.


This certificate is the property of NICEIC and must be returned on request.

BUY WITH CONFIDENCE

APPROVAL CERTIFICATE

This is to certify that
Quarr Group Limited
trading as Mountjoy
is an approved member
of the Isle of Wight Council, Trading Standards
Buy With Confidence Scheme

Signed: _____


Trading Standards Manager

Date: _____

3rd March 2005

Certificate Number: 010



APPENDIX F

Risk Register

Risks	Control Measures and Mitigations
<p>1. Design Compliance – Ensuring design elements meet the performance standards as specified</p>	<p>Early engagement between Mountjoy and SCC teams to fully define and clarify design limitations, specifications etc prior to first project commencement. On-going QA process carried out by Mountjoy and SCC (particularly steelwork)</p> <p>Galvanising of steelwork below 6mm thick will not achieve 140 micron coverage. Specification states that all steelwork to be galvanised to 140 microns. Issue and options to be discussed and agreed with SCC at pre-start meetings.</p>
<p>2. Structural Failure – Temporary supports</p>	<p>Engineers to be fully engaged for the design of temporary propping of balconies. Designs for existing propping to be confirm by SCC engineers. Alterations to be fully scheduled, designed and implemented.</p>
<p>3. Existing Services below ground</p>	<p>Adherence to Stage 1 programme / process for subterranean surveys and geotec surveys. Quick turn-around of results to enable. Information required for above ground services from SCC for temporary removal and reinstatement as part of the main works</p>
<p>4. Ground conditions – ground composition not conducive with foundation design</p>	<p>We would suggest adding window sampling to the suite of Stage 1 surveys to reduce the potential for delays once excavations commence.</p>
<p>5. Programme – delays due to variant items</p>	<p>Early identification of variant items through stage 1 surveys. Quick turn around of information for submission to SCC. Timely design and approval of variant items by SCC. Adherence to agreed timescales for design information.</p>
<p>6. Working in and around occupied buildings – ensuring safety of other building users</p>	<p>Develop a strategy for safe access / egress with the Client for each block / estate during mobilisation period. Work areas to be segregated, shared access areas to be segregated and clearly sign-posted. Screens and barriers to be erected as necessary. Fire escape routes to be maintained at all times as part of the strategy. Possible involvement of the Fire Officer if existing fire escape routes to be altered.</p>
<p>7. Programme – delivery reliant on small number of specialist sub-contractors</p>	<p>Early engagement and involvement of preferred supply chain for surveys, groundwork, steelwork and balcony coverings. Back-to-back contractual and procedural arrangements in place. The 'right' bid, not the 'cheapest' selected for tender purposes to ensure the most robust options for delivery. Contingency option to be available for all critical elements.</p>

<p>8. Quality control - Steelwork</p>	<p>Risk in ensuring that steelwork is of the required quality and remains so until project completion. Proposed joint Mountjoy/SCC QA visits to fabricator workshop at;</p> <ol style="list-style-type: none"> 1. the point of fabrication ready for galvanising (checking fabrication quality and dimensions) 2. steelwork galvanised prior to powder coating 3. after powder coating, prior to delivery to site. <p>Following QA sign-off, steels to be bubble wrapped and taped. Wrapping is only to be removed during placement/fitting and re-wrapped once in position until project handover.</p>
<p>9. Quality – balcony walkways</p>	<p>Condition and existing falls of balcony asphalt may cause puddling. Liquid applied overlay may not be sufficient to rectify – condition and falls to be closely surveyed during Stage 1 to determine any possible issues and additional repair measures required.</p>