

**Cwmcarn High School  
Cwmcarn  
Wales  
NP11 7NG**



**J35768**

**Proposed action plan to safely and progressively re-open the  
Cwmcarn High School (CHS)**

**Proposal by:**  
Greg Kirkman  
Managing Director  
Ensafe Consultants  
02/01/13

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## 1. Introduction

- 1.1 Following the desk top study review of all available documentation and a visual site inspection of CHS. It was concluded that the decision to close CHS with immediate effect, although understandable based upon the advice given to CCBC, was not supported by any of the airborne fibre testing sample results which were all significantly below relevant legislation or HSE recognised and required prescribed acceptable test limits. A technical description of these test results and how they are supposed to be interpreted is detailed in the document attached (**Appendix A**) to this report. The only positive samples were 14 positive wipe samples (out of 344 samples collected) of various areas in A block only which require further detailed investigations to identify the likely source of these positive sample results.
- 1.2 It is clear from the various site surveys, experience & knowledge of CLASP construction and the site inspection that parts of the CHS site were constructed with significant quantities of various asbestos containing products particularly within the A block CLASP building where insulating board materials were utilised as fire protection cladding to columns; wall linings and ceiling tiles. This CLASP construction was typically used for construction of schools of this period and many similar school sites across the UK are still in use and similarly to CHS have significant quantities of ACMs present. The vast majority of the ACM products which were visible below ceiling level at CHS were visually in a very good and well-sealed condition; a fact detailed in the various survey reports and regularly recorded in the site asbestos log book annual inspections, and as such would not pose any significant risk unless physically disturbed. The most recently issued asbestos survey for the CHS site, and more recent investigations, by CCBC and their asbestos consultants Santia appear to suggest however that asbestos debris had somehow been liberated and was sitting atop non asbestos ceiling tiles in rooms within A block and one area leading into the Science block where, presumably, the asbestos ceiling tiles had been removed and replaced sometime in the past. The investigations by CCBC and their consultants identified that some positive asbestos wipe samples had been identified below ceiling tile level within A block.
- 1.3 Without further more detailed investigations into how this alleged bulk contamination comes to be on top of replacement non asbestos tiles (if indeed such contamination is actually present) and/or below ceiling tile level, including appropriate testing. It is currently not possible to satisfactorily demonstrate that the suggested 'foreseeable risk' of non-asbestos ceiling tile failure (due to primarily water leaks/ingress) releasing asbestos containing material (ACM) debris and potentially airborne asbestos fibre in some limited areas of CHS does not exist. However if this risk does exist it is not clear that this risk is so high that it warrants the closure of the CHS site as these areas are solely confined to some specific rooms within the original two storey CLASP construction A Block of CHS and the validity of this potential risk could not be verified without further appropriate survey and testing works being conducted.
- 1.4 It should however be noted that, even within these areas of A block and indeed the entire CHS site no air testing undertaken by Santia identified any airborne fibre levels in excess of the Limit of Quantification/Clearance indicator level of < 0.010 f/ml even following and during clean-up operations of tile failures within A block. The highest Santia result was 0.008 f/ml therefore these areas are closed off simply on the premise that the alleged bulk ACM debris within the ceiling void may be released if there is a tile failure. The air testing results have been erroneously reported against a reporting limit within an unsanctioned report with no legal standing and such practice is highly unusual. The results were not supported by suitable blank filter counts, meaning such results could easily be reproduced

by a blank filter count result. It is further worthy of note that Santia themselves detailed that in such an environment carpet/clothing and other non-asbestos fibres could give rise to results of 0.004 f/ml. The lack of a blank filter count and the potential for non-asbestos fibres adding to the results obtained which has been noted with these tests render them invalid for reporting to anything other than the Limit of Quantification. For the purpose of this report all tests have only been compared to HSE regulations and UKAS accreditation requirements.

- 1.5 Within all other areas and buildings on the CHS site (including the Leisure Centre) there is little or no risk of tile failure as no water damage was noted and the tile types in these area would not rapidly succumb to water damage as those in A block. In some areas there is clearly no ACMs present at all due to the age of construction and supported by all site surveys and information and therefore there is no risk irrespective of whether tiles fail or not. It is of significant concern that the site heating has been turned off as this, and the reduction in on-going maintenance, promotes damp conditions and prevents the prompt identification of water ingress. It must be stated that there is no indication, based on all air testing results conducted on behalf of CCBC that the heating of the building would create or increase the risk of asbestos fibre being present within the air at this site.
- 1.6 The relatively few positive 'positive' contact/wipe samples collected within A block appear, according to the Certificates of Analysis, to have generally been collected from high level and inaccessible locations and from rooms where the asbestos ceiling tiles have previously been removed. Such removals would have been required to be conducted under fully controlled conditions by licensed asbestos contractors and certified as suitable for reoccupation by UKAS accredited consultants it has been presumed under the supervision and direction of the Council although it is understood from reviewed documentation that CCBC had asbestos licensed DLO available. Although it is not unusual to identify some minute traces of asbestos fibre in areas where removals have occurred this would usually entail the use of scanning electron microscopy (SEM), it is surprising that there was sufficient fibre in these contact/wipe samples for standard visual microscopy to identify particularly on top of projectors. It was noted that SEM of air testing taken within the CHS site on behalf of CCBC by Santia (exact locations could not be ascertained) did not identify any asbestos fibres within the 13 samples submitted.
- 1.7 These 'positive' samples are not necessarily indicative of a significant contamination or airborne asbestos fibre risk within the A block of the CHS site and the sampling methods and strategy require greater disclosure and scrutiny to determine the probable source/cause of these 'positive' results. The lack of available removal records prevented this particular probable source/cause of these 'positive' results being appropriately investigated and considered.

## 2. Recommendations

- 2.1 The following actions should be undertaken without delay to safely and progressively re-open the CHS site to prevent the inevitable decline of the internal site conditions.
- 2.2 A licensed asbestos contractor should be employed to immediately seal off the main parts of the two storey A Block from the rest of the CHS site. The exact sealing points can be discussed and agreed but in principle we would suggest that the seals be at link bridge level on the First floor and at Gym and Stairwell circulation doors on the Ground Floor. The reasoning that allows some of the classrooms, ground floor offices and associated corridor to remain in operation is that these areas have been either stripped of ACMs and any remaining ACMs, including voids within ceilings, have been suitably sealed and there is a Certificate of Reoccupation available to support this fact. In addition some impact protection works should be conducted to the rooms with low level ACM's remaining as an added control measure.
- 2.3 Upon completion of the sealing up works to A block and the associated areas, supported by air monitoring during and after the works, the other areas of the school outside of the sealed zone should be immediately returned to normal usage with the pre-existing management controls for the known ACM locations maintained.
- 2.4 The above works could be conducted quickly and simply, without the requirement for notifications, and would allow the majority of the school to be returned to normal usage, having been subject to a revised management survey during the sealing up works process, whilst further surveys and site investigations are conducted in the sealed areas of the CHS site if necessary.
- 2.5 The purpose of the revised Management survey of the CHS site and A block in particular would be initially to confirm the presence and extent of alleged ACM debris within the ceiling voids above the non-asbestos ceiling tiles, it is accepted and of little consequence that ACM debris is known to be present above the existing AIB ceiling tiles. The survey would encompass both the sealed and returned to operational status of the school (constructed prior to 2000) to undertake a full asbestos Management survey to create a new and comprehensive asbestos register for the school. The requirement for the revised Management survey is driven by the inaccuracy of the most recent survey in referencing the different areas of the CHS site and also to aid in the investigation of how some of the alleged discovered ACM debris has been found in the locations stated within the Certificates of Analysis. The survey will also be able to hopefully provide confirmation that in areas of potential historical removals appropriate void seals were erected and will also assist in planning an appropriate medium to long term remediation strategy for the CHS site.
- 2.6 Upon this new and detailed asbestos register a revised asbestos management strategy, including site specific policy & procedures, shall be compiled which allows a progressive asbestos removal policy to be implemented across the site. Although CHS already operate a robust and effective asbestos management policy and procedure, as evidenced by the asbestos inspections and logbook recording site activity and condition of the known ACM's, they are also aware of the requirement to annually review this policy. In light of the recent events and the fact that the revised Management survey shall provide the most up to date picture of site conditions it is prudent to critically review the policy and procedures at this juncture.
- 2.7 The asbestos survey and site inspections within the sealed areas of the school can be

conducted whilst the rest of the school remains operational. The survey within the operational areas of the school can either be conducted whilst the school is being sealed up or at a weekend when the school is unoccupied. Ideally all areas would be fully surveyed whilst the CHS site remains unoccupied and this could be conducted within a relatively short period.

- 2.8 A Refurbishment & Demolition (R&D) asbestos survey of CHS would not provide any further information than a Management survey would obtain and would not provide any additional information necessary to determine how to safely reopen the CHS site. Enquiries were made as to what other objectives there may be to require an R&D survey such as legionella inspections, electrical testing, fire safety works or any other planned capital expenditure works no such objectives could be identified. It was deemed that a Management survey (supported by air monitoring where necessary) would provide sufficient to allow the on-going safe management of ACM's on the CHS site.
- 2.9 There is compelling evidence to indicate that it would not be unreasonable and perfectly safe to re-open the entire school, based upon the Council's consultants own air testing results and associated negative SEM results. However the precautionary approach, as stated above, and in consideration of the alleged quantity of ACM debris lying atop non asbestos ceiling tiles and on surfaces in rooms/areas where ACM's have historically been removed is recommended. It has to be considered that the non-asbestos tiles in A Block are significantly more susceptible to water damage and failure than either the asbestos insulating board (AIB) or plasterboard tiles utilised elsewhere in the CHS site. It should also be noted that outside of the CLASP constructed element of the CHS site the use of ACM's is low and in discrete locations which would not be disturbed during normal usage of the building.
- 2.10 It must be quickly established whether there is significant ACM debris throughout these ceiling voids as alleged as this is the only reason preventing the entire CHS site being safely returned to normal use. If it is confirmed that ACM debris has been liberated to the tops of non-asbestos tiles it must be determined where it has originated from, to prevent any re-occurrence, and how can it best be remediated. It must also be established that where the removal of AIB tiles has been conducted, particularly most recently, that appropriate void seals were installed to ensure that there could be no cross contamination from areas of AIB tiles and associated ceiling voids knowingly left in-situ as detailed within the Certificate of Reoccupation.
- 2.11 All parties involved in the maintenance and operation of the CHS site must co-operate and provide all available asbestos survey and removal records for the school including but not limited to the following:-
1. All asbestos surveys including the FACITTA survey for which sampling stickers were still visible on site.
  2. All asbestos removal records including client instructions/brief; ASB5; method statements; clearance certificates/certificates of reoccupation; any background, leak, personal, reassurance air monitoring records, waste consignment notes.
  3. Any ad-hoc specific bulk asbestos or air sampling records.
  4. Building specifications indicating type of system build or CLASP building number.

It is important that the CHS site has all records of the history of asbestos management available on site and in addition to ensure compliance with HSG 264 The asbestos surveyors guide this information is essential for survey planning purposes and associated risk assessments as legally required.

- 2.12 Due to some areas of the CHS site including the majority of A Block, sports hall, canteen and the rooms off the canteen potentially having to remain closed for a period it may be required to install temporary classroom and/or canteen facilities. Wherever these temporary facilities are installed, providing they do not encroach on any area of the 'sealed' areas of the CHS site or any agreed contractors compounds, they would not be at any risk from asbestos at all.
- 2.13 Confirmation has been obtained that all necessary temporary accommodation for the CHS is available locally and could be installed promptly. The costs for installation of either full accommodation for the entire CHS site, if the strategy detailed in this proposal is not adopted, or the reduced accommodation requirement if the strategy is adopted are detailed below.

### 3. Summary itinerary of required works

- 3.1
- Agree points to seal building and any minor environmental cleaning and encapsulation works deemed necessary.
  - Commence works.
  - Concurrently undertake full asbestos Management survey of the CHS site built prior to 2000 and produce an up to date comprehensive asbestos register for the site.
  - Concurrently undertake full disturbance air monitoring exercise throughout the CHS site built prior to 2000.  
(Assuming all air test results below the Limit of Quantification) Release all areas of the CHS site and leisure centre back to normal usage with the exception of the CLASP constructed A block (unless the asbestos Management survey determines that the alleged foreseeable risk does not exist).
  - Installation of temporary classrooms and accommodation as necessary.
  - Determine appropriate short term remediation strategy to safely return the CLASP constructed A block back to normal usage.
  - Determine appropriate short term remediation strategy to allow any other safety works/inspections (legionella; fire; electrical etc.) to be safely conducted.
  - Determine appropriate long term planned remediation strategy to progressively (where necessary) remove identified ACM's from the CHS site.
  - Review and update the asbestos register, following any remediation works conducted, for the CHS site and compile a site specific detailed asbestos management plan and procedures to support the long term remediation strategy.



#### 4. Timescale and Costs

##### 4.1 Ensafe

The further asbestos surveying works would take 5 days on site for a 4 person team during which time a disturbed reassurance air monitoring strategy would also be conducted to provide a fully comprehensive schedule of results across the alleged contaminated CHS site to ensure that all parties can be fully reassured that it safe for the CHS site to be reoccupied.

Site works = 5 days  
Reporting & Analysis = 5 days  
Cost [REDACTED]

NOTE: At this stage further contact/swab samples are not deemed necessary, however if required these will be undertaken and analysed utilising standard visual microscopy within the above stated fee proposal . These samples will be taken in such a manner that should a hierarchy of testing, such as SEM, be required these samples can be used for this purpose as well. The additional analysis of such samples would cost approximately £130 to £150 per sample.

##### 4.2 Asbestos Contractor

The licensed asbestos contractor will attend site to facilitate high level access; safe access into non asbestos ceiling voids; minor encapsulation works (not requiring notification); suitable segregation of areas (if necessary) to allow the safe re-occupancy of adjacent areas; general survey enabling assistance and emergency cleaning services if required.

Site works = 3 days (concurrent with survey)  
Cost(Estimated) [REDACTED]

##### 4.3 General Building Contractor

A general building contractor is likely to be required to secure a suitable fixed rigid barrier (timber and ply board hoarding) between the asbestos segregated areas and the rest of the CHS site to ensure that the segregation remains intact and undamaged.

Site works = 2 days (during reporting and analysis)  
Cost (Estimated) [REDACTED]

##### 4.4 TOTAL COST

To undertake all necessary works (excluding hierarchy testing) to allow the CHS site to safely re-open, either in full or with some safely sealed areas, in approximately 10 days from date of site works commencement.

***It must be noted however that, although it is the authors opinion that this approach is safe and suitable based on the recent site audit and all available information reviewed to date, should the survey or further testing indicate that there is any risk to the students, staff or any other persons of exposure to airborne asbestos fibre by the re-occupation of***

***the CHS site buildings we would have no hesitation in confirming this to be the case and***

**confirming the recommendation to close the CHS site buildings until suitable removal and decontamination works are undertaken.**



NOTE: If areas of the site do require to remain sealed a suitable remediation specification and scope of works can be compiled to allow the works to be quickly tendered and remedial works conducted. The survey report will include estimated costs for remediation (including reinstatement where necessary)

**4.5 Temporary site accommodation**

The cost for temporary site accommodation to allow the CHS site to suitably operate are also attached (Appendix C) and are not included within the above total cost.

**4.6** It is the author's opinion that all necessary remediation works sufficient to re-open the entire CHS would be able to be completed within 6 months. However, for the sake of prudence, costs for 6 - 12 month hire period were requested. A formal, full quotation could not be obtained without arranging and allowing a site survey of the area for the Portakabins to be sited.

When advised of the potential for the area of Portakabin siting to be a flood plain, no issues were identified with regards to either insurance or "flood plain" status of the site.

The cost of the installation, provision and removal of suitable accommodation to facilitate the proposed action plan to safely re-open the CHS as detailed in this proposal is detailed below. This estimate includes an uplift for the provision / hire of catering facilities and a contingency sum. Stated estimated timescales assume that a full site ground / services survey has been conducted to obtain a formal fixed cost quotation.

6 months hire  
Timescales – 3 -4 weeks (fully operational)  
Cost (estimated) =

12 month hire  
Timescale – 3 – 4 weeks (fully operational)  
Cost (estimated) =

**Report Prepared by:**

**Greg J Kirkman  
Managing Director**

**Date:**

## Appendix A

### 5. Definition of Terms

#### 5.1 Management Survey

The purpose of a management survey is to locate suspect Asbestos Containing Materials (ACMs), as far as reasonably practical, which would need to be considered during normal occupancy, including routine maintenance and installation. A register would be generated from this survey indicating extent, condition and priority actions for the building occupier responsible for the building

#### 5.2 Refurbishment and Demolition Survey

Prior to any refurbishment or demolition work, all ACMs in the area should be identified as far as practicable. In line with the HSE Guidance document, HSE 264, 'Asbestos : The Survey Guide', a Refurbishment or Demolition Survey should be undertaken. The survey should be fully intrusive and involve destructive inspection, where necessary. This will allow access to all void areas.

#### 5.3 Air sampling analytical results - Limit of Detection / Lowest Quantifiable Limit

5.3.1 Analysis of air sample filters collected during air monitoring should be in accordance with the Health and Safety Executive Guidance, HSG248; 'Asbestos: the analysts' guide for sampling, analysis and clearance procedures'. This defines the reliability and recording of analysis results in terms of the Limit of Detection and the Limit of Quantification and these are defined as follows:

5.3.2 The Limit of Detection is defined as the lowest fibre count on a sample, likely to be distinguished from a blank sample and at which detection is feasible, and is generally accepted to be 5 fibres in 100 fields for a sample of 240 litres and 6.5 fibres in 200 fields for a sample of 480 litres. This calculates to be 0.01 f/ml and 0.003 f/ml respectively.

5.3.3 However, when reporting and interpreting results these levels of fibres on a sample could not be considered as a statistically accurate or reliable count based on the systematic errors involved in fibre counting. Therefore, it is normal to count and report only if the result is above the Lower Limit of Quantification, which in accordance with HSG248 para A1.8, has been calculated to be 20 fibres in 200 fields, which on a sample of 480 litres calculates to be 0.01 f/ml.

5.3.4 It is worth noting that the reporting of results should not normally be quoted as below the LOQ, HSG248 paragraph A1.38; "...The reported concentration should not imply greater accuracy than can be justified by the limit of quantification, eg a 480 litre volume sample with 200 fields counted will be reported as <0.01 f/ml or rounded to two decimal places if >0.01 f/ml."

5.3.5 It is also worth noting that whilst there is leeway for calculating lower than LOQ results, there should be careful consideration of the sampling strategy, blank counts etc, as defined

in HSG248 paragraph 5.11; “.....In some circumstances it may be useful to calculate the actual result even if <20 fibres (40 fibre ends) are counted but any interpretation will have to take into account the level of precision of the counts on the actual filters and the associated blanks...”

#### **5.4 Control Limit**

5.4.1 The control limit is defined as the concentration of airborne asbestos of 0.1 Fibres per cubic centimetre averaged over a continuous period of four hours.

5.4.2 A number of regulatory requirements, such as licensing, provision of RPE etc, under the Control of Asbestos Regulations 2012, are determined by the need to ensure that the airborne fibre levels of workers who may be exposed to asbestos are reduced to below the Control Limits as far as reasonably practicable.

## Appendix B

### 6. Portakabin Costs

Please find attached the portakabin prices:

10 x double classroom buildings (see drawing attached – Appendix C)  
4 x self contained toilet units (Appendix D)  
450m2 Canteen to sit 300 people

26 weeks - [REDACTED] week  
52 weeks - [REDACTED] week

Installation and delivery [REDACTED] (assume the same for removal/collection at the end of the hire period)

Please be aware that we have not included any prices for foundations/pads to level the buildings or service connections as we have no idea on the distance from the main supply location on site.

At this stage I have not included any costs for ramps/steps to any of the buildings, this can be confirmed at a later stage if required and will also depend on the level of groundwork's and foundations.

*I am still waiting for the costs for the kitchen unit from another company and will forward these on as soon as I receive them.*

As discussed, it will be a good idea to arrange a site meeting at the school as soon as possible so that we can confirm all costs, look at space available and decide who's doing what elements of the works.

Once an order has been placed, we could potentially be on site the following week to commence the groundwork's and the buildings installed 2 weeks later.

Regarding the costs, the hire rates quoted are very competitive and in line with our disaster recovery rates, the installation and delivery costs can only be budget at this stage, but if there is anything we can do with these once we have visited site we will do

Breakdown - Transport - [REDACTED] Installation - [REDACTED]

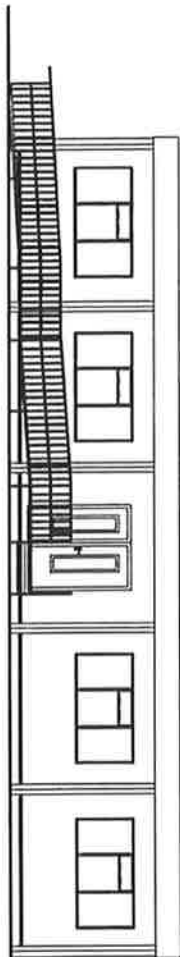
We prefer to deal with as much as the project as possible which means that we are in control of timescales etc. (please see the attached customer charter – Appendix E ) but we have no issues at all with the council/school undertaking foundations, service connections etc.

**Marc Butland**  
Hire Controller

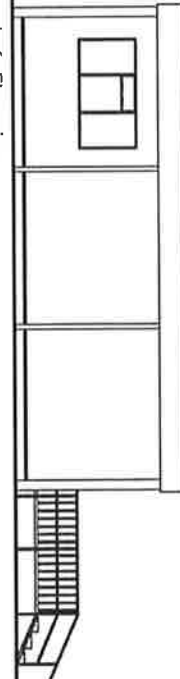
**Portakabin Ltd**  
Cardiff Hire Centre  
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CF10 4XZ

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✉ [marc.butland@portakabin.com](mailto:marc.butland@portakabin.com)  
🌐 <http://www.portakabin.com>

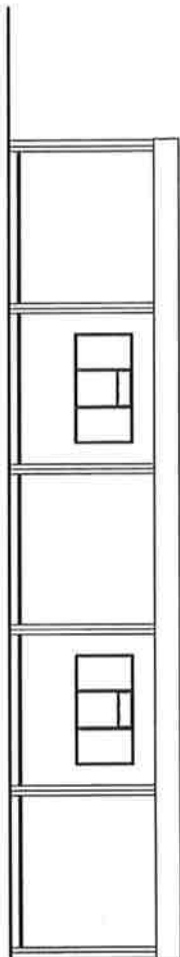
Front Elevation



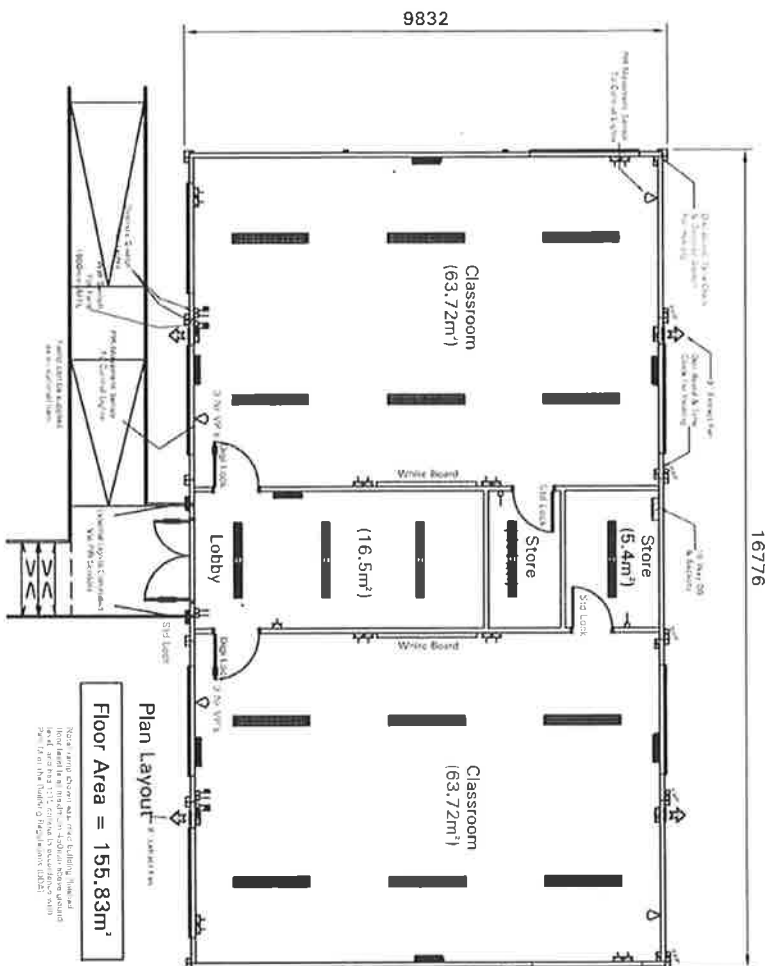
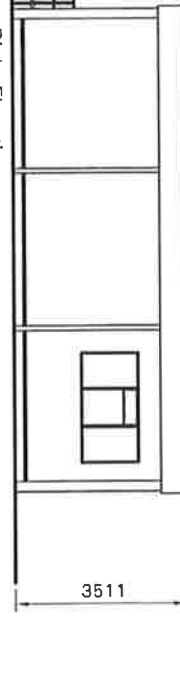
Left Elevation



Rear Elevation



Right Elevation



Floor Area = 155.83m<sup>2</sup>

Plan Layout

NOTE: All dimensions are in millimeters. All dimensions are to the center of the wall unless otherwise stated. All dimensions are to the center of the wall unless otherwise stated.

**NOTES**

1. 50mm x 50mm UPVC double glazed 2750 x 1200
2. 20mm x 20mm UPVC double glazed 2750 x 1200
3. 20mm x 20mm UPVC double glazed 2750 x 1200
4. 20mm x 20mm UPVC double glazed 2750 x 1200
5. 20mm x 20mm UPVC double glazed 2750 x 1200
6. 20mm x 20mm UPVC double glazed 2750 x 1200
7. 20mm x 20mm UPVC double glazed 2750 x 1200
8. 20mm x 20mm UPVC double glazed 2750 x 1200
9. 20mm x 20mm UPVC double glazed 2750 x 1200
10. 20mm x 20mm UPVC double glazed 2750 x 1200
11. 20mm x 20mm UPVC double glazed 2750 x 1200
12. 20mm x 20mm UPVC double glazed 2750 x 1200
13. 20mm x 20mm UPVC double glazed 2750 x 1200
14. 20mm x 20mm UPVC double glazed 2750 x 1200
15. 20mm x 20mm UPVC double glazed 2750 x 1200

**External & Colour Scheme**

Walls	White	External BS 481 10C21
Floors	Grey	Internal BS 481 10C21
Roof	Grey	Internal BS 481 10C21
Windows	White	Internal BS 481 10C21
Doors	White	Internal BS 481 10C21
Staircase	White	Internal BS 481 10C21
Signage	White	Internal BS 481 10C21

**Project Classroom Solutions 2008**

Client

Title

Date

23.03.05

Drawn

AJM/BAC

Scale

1:100 @ A3

Rev.

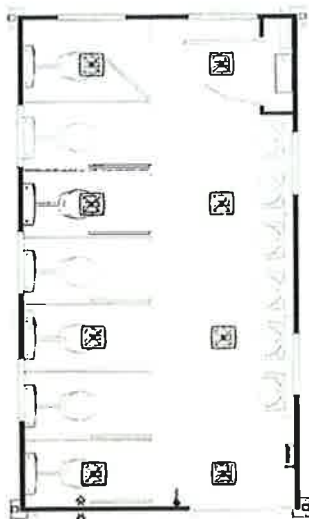
HD/CRS/105

D



Portakabin Limited Huntingdon York YO32 9PT  
Telephone 01904 611655 Fax 01904 611644

Complete self-contained female event toilet accommodation. Service installation, heating, lighting, ventilation and insulation comply with all necessary regulations and performance criteria.

**Plumbing connections**

- Water 22mm (factory tested to 40 PSI)
- Waste 110mm

**Electrical loading**

- Single phase 230v
- 27 amps

**Dimensions**

- External length - 6084mm
- External width - 3266mm
- Internal length - 5808mm
- Internal width - 2958mm
- Leg centres (length) - 5854mm
- Leg centres (width) - 3176mm

**Scale 1 : 75**

**Exterior Doors**

- Steel faced , insulated, outward opening with mortice lock, lever handle and door closer, 926 wide x 2040 high (colour Red). 1 Nr

**Windows**

- Horizontal sliding, obscure single glazed 750 wide x 500 high 7 Nr
- Window guards 750wide x 500 high 7 Nr

**Ventilation**

- Standard high level vent 3 Nr

**Floor**

- Vinyl to base throughout 19.89m<sup>2</sup>

**W.C. Area**

- W.C. suite, low flush, white 7 Nr
- Wash hand basin with cold tap (small) 6 Nr
- 25L water heater 1 Nr
- Drainage connections through wall

**Heating, Lighting and Electrical**

- Extractor fan 150mm c/w timer 1 Nr
- Froststat 1 Nr
- High level heater 2kw 1 Nr
- Ceiling mounted pull switch one way 1 Nr
- Consumer unit (single phase) 1 Nr
- Flourescent light (2d Flourescent) 8 Nr

**Fitting out**

- Special partitioning 1.2m
- Door frame and polished door to cupboard area 1 Nr
- Mirrors 6 Nr
- Cubicle partitioning fronts, White doors 7 sets
- Cubicle partitioning divider, Grey dividers 6 Nr
- Mircoburst air freshener 1 Nr
- Hat and coat hook 7 Nr
- 75mm Black covered skirting throughout
- Blue cubicle fascias (metalwork) 1 set
- Retaining catch 7 Nr
- Female pictogram 1 Nr
- Medium bin 2 Nr
- Mini jumbo dispenser 7 Nr
- Hand towel dispenser 2 Nr
- Soap dispenser 3 Nr
- Safeseat sanitisers 7 Nr
- Wash hand basin boxing, Grey depalor 2 Nr
- Portaloo labels 1 set

In accordance with our policy of continuous development and Product improvement we reserve the right to make changes in design and specification without notice.

# THE PORTAKABIN HIRE DIVISION CUSTOMER CHARTER

## **'ON TIME, ON BUDGET'**

*'When you absolutely positively must have your building on time and on budget – Trust Portakabin to deliver'*

## **'OUR PROMISE TO YOU'**

*'We promise that we will deliver your building on time and on budget. If we fail to meet your contract start date, we will give you a week's free hire for every day we are late.'*

### **1. On Time**

- We promise to visit you within 24 hours of your initial contact
- We have more than 50 Hire Centres comprising the largest network in the UK and our people are unlikely to be further than one hour's drive away from you
- We deliver 80% of our buildings within 14 days and some within 24 hours!
- 99.6% of *Portakabin* buildings were delivered on time over the last four years (we believe no other hire company in the UK, possibly even in the world, can offer this level of service)

### **2. On Budget**

- We promise you no hidden costs (everything that you will pay for is costed in our quotation)
- We are independently accredited by the Office of Government Commerce Buying Solutions organisation and by Zurich Insurance, who have verified that we offer excellent value for money
- 91% of our customers believe we offer excellent value for money

### **3. Service**

- We will meet you to gain a thorough understanding of your needs and create a tailored proposal for your ideal building
- We offer you a 24 hour/7 day a week service
- The quality of our technical advice is rated better than 9 out of 10 by our customers in customer satisfaction surveys
- 99% of our customers say they will use us again

### **4. Building Quality**

- We promise you a working environment of the highest quality. We constantly score more than 9 out of 10 for building quality, in customer satisfaction surveys
- Our customers are so pleased with our building quality that more than 80% of them would recommend us to a colleague or friend
- We have been independently voted as one of the top 500 UK business Superbrands representing quality, reliability and distinction

### **5. Safety**

- Our accident incident rate is 33% less than the average for the construction industry (which also takes safety on site very seriously)



# THE PORTAKABIN HIRE DIVISION CUSTOMER CHARTER

- Did you know that only 59% of conventional construction projects are delivered on time and only 46% are delivered on budget?<sup>1</sup> *Portakabin* delivers 99.6% of its buildings on time and on budget
- Did you know that some construction companies do not carry out customer satisfaction surveys and of those that do, the average construction project scores 8 out of 10 for customer satisfaction?<sup>2</sup> *Portakabin* offers every customer the opportunity to receive both a customer satisfaction survey and to join our customer care programme. *Portakabin* projects consistently exceed the industry average, scoring more than 9 out of 10
- Did you know that around 13% of materials delivered to construction sites are never used and go straight into the waste stream?<sup>3</sup> Off-site construction generates up to 90% less waste compared to site-based building methods. Modular construction also generates up to 90% fewer vehicle movements than traditional construction
- Did you know that some modular suppliers will not visit you personally and may never even see you, the customer? *Portakabin* has the largest hire network in the UK and we will visit every customer. We will also offer every customer the opportunity to visit one of our buildings
- Did you know that many modular suppliers do not have their own factories and source product from other modular suppliers? *Portakabin* does not make modular buildings for any other supplier; the company is based in the UK, is almost 50 years old and has built more than 50 million ft<sup>2</sup> of accommodation. *Portakabin* also has one of the most sophisticated logistics operations in the UK, managing more than 12 million components per year
- Did you know that many modular building suppliers don't have accredited environmental management systems and procedures? *Portakabin* has gained ISO 14001 accreditation for our high standards of environmental management and commitment to environmental responsibility

*"It's unwise to pay too much, but it's unwise to pay too little.*

*"When you pay too much you lose a little money, that is all. When you pay too little, you sometimes lose everything, because the thing you bought was incapable of doing the thing you bought it to do.*

*"The common law of business balance prohibits paying a little and getting a lot. It can't be done. If you deal with the lowest bidder, it's well to add something for the risk you run. And if you do that, you will have enough to pay for something better."*

John Ruskin

Signed on behalf of *Portakabin* Hire Division.

Name:

David Thompson

Title:

Director, *Portakabin* Hire Division

Signature:

1. Source: *Construction Statistics Annual 2009\**, Office for National Statistics.

2. Source: *Construction Statistics Annual 2009\**, Office for National Statistics.

3. Source: Waste and Resource Action Programme.

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