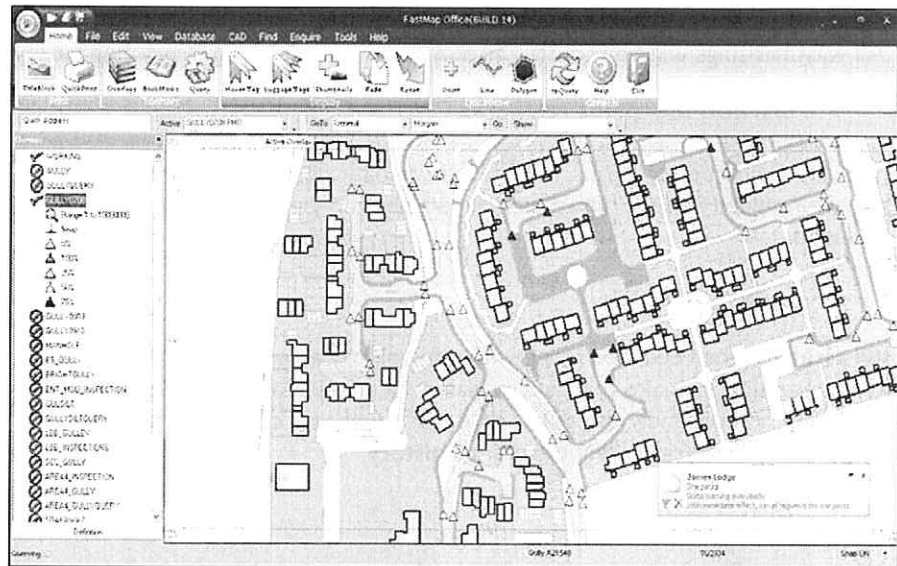


5. Method Statements for Each Operation

Our data capture methodology has been proven in our operations in West Sussex, Northamptonshire, Surrey and Bromley. As a direct consequence of such data recovery all of these clients now enjoy a reduced drainage maintenance cost.

The screen shot (right) shows an example of the data collected in West Sussex.



Further Possible Asset Management Benefits for Merton (*Inspect and Clean Process*)

Further developments to our approach are ongoing to ensure we continually provide our customers with quantifiable best value at all times.

We have made two fundamental changes to the above methodology. These could be implemented in Merton with considerable improvement in efficiencies and lowering of costs of the service.

Firstly; rather than visiting every gully with a gully machine and two operatives, every gully is inspected by an inspector in a van. He records the position (if not yet recorded), condition and most importantly the silt level. Prior to contract commencement the customer agrees a silt level which will signify that the asset requires maintenance. Typically, this could be 25%.

We are aware that some boroughs prefer that we only clean assets when silt is in excess of 50%. We collect this data and at the end of each shift upload it onto our server. This data is analysed and every gully/asset requiring actual maintenance is down-loaded into a gully crew's hand held computer. At the commencement of the crew's shift the hand held unit tells the crew which gullies to clean and can even direct them to it, much as a car GPS does now.

Secondly, we can easily group data to arrive at economies of maintenance. For example, all the gullies that require jetting can be visited by a machine that is designed for that purpose, and the straight-forward cleans can be visited by a simple gully machine or even a one man gully machine, thereby reducing vehicle footprint and labour costs. We also extend this approach to all manner of drainage assets, including minor civis, by identifying and grouping faults such as 'grille replacement'.

Our vision is to make all this information interface with our client IT systems such as Confirm and Symology and also potentially to be available directly via the internet for authorised users.

This process of *Inspect and Clean* would address the key needs of the London Borough of Merton as follows:

- **Keeping the Highway Clear of standing water and ice**

By ensuring only the assets which require maintenance are identified prior to cleaning which provides a more tangible reporting structure for the customer.

5. Method Statements for Each Operation

- **Sustainability**

All waste arisings will be recycled at our permitted wet waste recycling facility at Dartford:

- **Carbon footprint reduction**

The actual number of cleans will reduce dramatically by not cleaning every gully. In addition the quantities of silt are reduced and the actual size of vehicles carrying out the work on average is smaller, so fuel usage is reduced:

- **E-government**

All assets will be recorded along with a history by asset of visits and maintenance undertaken. It is our long term intention to make this data available via a website also. Theoretically, this would allow first the customer and secondly the public to enter a website, click on a map, click on the asset in question and see a drop down menu recording the asset's history.

- **Best Value**

We provide Best Value by clearly identifying assets requiring maintenance and those that do not. We will focus resources formerly wasted cleaning gullies that did not require maintenance, into other areas, such as jetting works and the maintenance of vulnerable gullies and hot spots.

This *Inspect and Clean* technology is currently under trial and should be available to customers by April 2012, four months before the Merton service commencement date. We are not suggesting that the approach is fixed as described above but wish to work collaboratively with Merton to find the best fit for this approach to suit their particular needs and requirements. Our proposal with Merton would be to introduce this new technology over the contract period as part of the drive for further economies of scale and provision of genuine, quantifiable best value with regard to drainage maintenance and asset management.

Parked Cars

We recognise that parked cars are an issue for drainage cleansing operations in boroughs as they are in every London Borough. The approach to deal with the issue varies tremendously. Some adopt the attitude that particular streets require a 'deep clean' once per annum. This process usually involves significant signing of streets and letter drops to residential housing that will be affected by the process, and may incur the cost of vehicle lifting and removal. The ability to focus more than one resource into the area usually out-weighs the administrative cost. Typically gully cleaning, road sweeping, street lighting maintenance, marking adjustments, sign cleaning and furniture repairs will take place together.

Conversely, some streets are always heavily parked, not necessarily by residents. Those close to stations, popular shopping areas and social venues cannot be so easily closed. Letter drops and signage help but are not always successful. In this situation, the use of cones and minor traffic management equipment placed around troublesome gullies can be an aid to access. The use of GPS/GIS equipment to repeatedly report assets that cannot be accessed, vehicle registration no's can also be recorded through this medium to aid analysis of approach. Ultimately, working collaboratively with Merton to arrive at the most effective solution for a given street is the most pragmatic approach and one that we would actively encourage for the London Borough of Merton.

Reporting other Drainage Defects

All defects will be reported via the handheld GPS/GIS system. A list of key faults will be agreed with the client and reported by asset, which will have its own unique I.D. thus allowing data interrogation by fault

5. Method Statements for Each Operation

type. This will allow economies of scale with regard to the bundling of workloads, whether they be jetting or minor civil works such as re seating or grill replacement.

Vehicle Deployment for Merton Service

We will provide one dedicated vehicle (18t medium volume jet/vac combination) to deliver the routine service. However, it is possible to share resources with adjacent boroughs, dependant on the approach taken. As our technology evolves, and if it is agreed with Merton to adopt the 'inspect and clean' approach, then day-to-day resource will effectively be an inspector and a car or van. The gully machine will then only be used to focus on the assets that are inspected and found to require remedial maintenance or repairs.

Our recommendation would be to clean every gully in the first year and plot all the assets or verify existing data, moving to the 'inspect and clean' approach in the second year.

We will base our dedicated vehicle at our Beddington Lane depot. We will fully support it with our fleet of vehicles based at Dartford and working in neighbouring boroughs, Bromley and Lewisham, which may be utilised in the event of flooding or other emergency. We would recommend the inspection of an emergency prior to sending a gully machine, tanker or equivalent to the site. Often leaves or litter blocking a gully causes the flood. A singular operative can clear these floods in minutes and if not, provide a gully crew with a comprehensive assessment of the work required. This will usually result in a more effective response and flood clearance.

Measuring and Improving Performance

We will develop KPI's that reflect Merton's key concerns with regard to drainage maintenance. These have to be developed collaboratively with the Merton team and changed over time to reflect the needs of the drainage system. The key objective is demonstrating that an effective service is being delivered, that we are driving a regime of continual improvement. Typically these KPIs would be:

- Performance against programme.
- Actual cost against projected.
- Agreed projected outcome analysis e.g. a soakaway cleaning regime that delivers the clients projected outcome.
- Percentage and tonnage of arisings recycled.
- Analysis of response to defects by level of urgency such as immediate, 3 day and 10 day response times.
- Customer complaints relating directly to service delivery.(i.e. vehicle blocking a residential street)
- Data interrogation by fault type.
- Flood response and number of call outs.
- Time to repair safety related defects such as broken or missing grilles.
- Long term analysis of trends that identify specific weaknesses of entire drainage systems, especially hot spots or asset's that cannot handle flows in certain weather events.

5. Method Statements for Each Operation

METHOD STATEMENT

FOR

FM CONWAY – CLEANSING DIVISION

TO UNDERTAKE

London Borough of Merton Drainage Cleaning Works

AT

VARIOUS SITES

DOCUMENT CONTROL RECORD

Rev	Date	Author	Checked By	Approved By
Org	14/02/10			
A	16/09/11			

DISTRIBUTION RECORD

Distribution	Company
	FMC SHEQ Department
	FMC Cleansing Division
	FMC Cleansing Division
	FMC Cleansing Division
	FMC Cleansing Division
	FMC Cleansing Division
	FMC SHEQ Department
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5. Method Statements for Each Operation

Introduction

These Method Statements and site specific Risk Assessments will form the basis of the Safe Systems of Work to be adopted during drainage cleaning works in the London Borough of Merton and will be supplemented by various other documentation including Health and Safety check sheets and further assessment processes.

Using our experience and expertise, our approach to developing method statements for the drainage cleaning service listed in 5.5.1 to 5.5.11 is:

- a) A General Activities Statement that covers general activities that relate to all drainage cleaning activities.
- b) 15 No. Task Method Statements that set out our corporate methodology for drainage cleaning operations and addressing all of the 14 drainage cleaning operations listed in 5.5.1 to 5.5.11.

Quality Management

All works will be subject to production and implementation of a defined Quality Plan that will include quality records, inspection and testing plans, material approvals and all other necessary quality documentation.

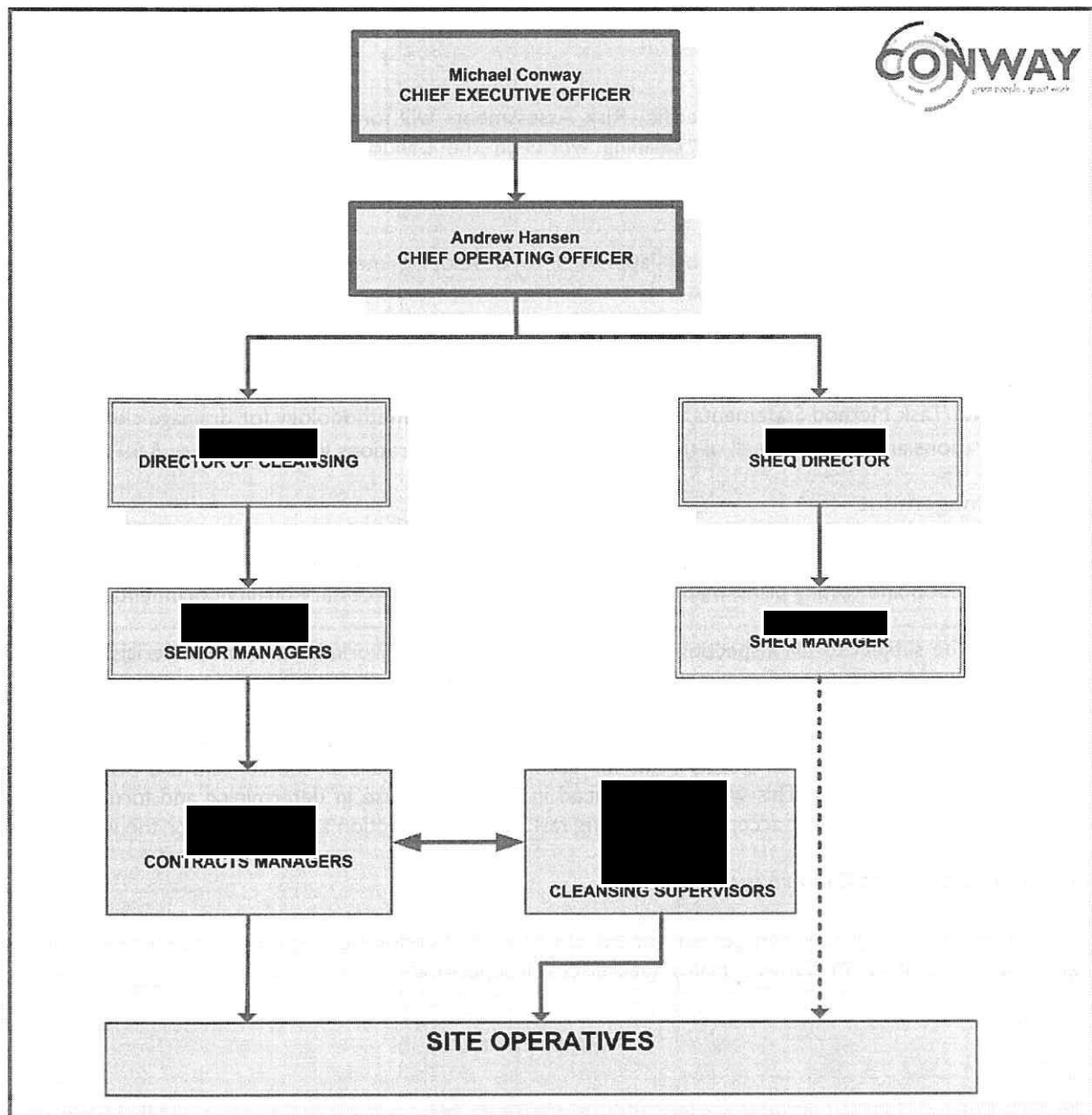
All works will be subject to full inspection and approval for quality of workmanship and materials employed, prior to completion, with any defects immediately addressed and rectified as appropriate.

Within Section 6.5.3 of our Contractor's Plan we have attached a copy of our Quality Plan Template which will be used to develop bespoke Quality Plans for each project. It details all the content and processes for Quality Management on site. This will be introduced in Merton for use in determining and formalising the necessary criteria for Employer acceptance including task specific inspection and test plan for the works.

Quality Management Governance

The accountability for Quality Management for the works in the London Borough of Merton is shown on the diagram below. Central FM Conway quality specialists will support and audit our activities.

5. Method Statements for Each Operation



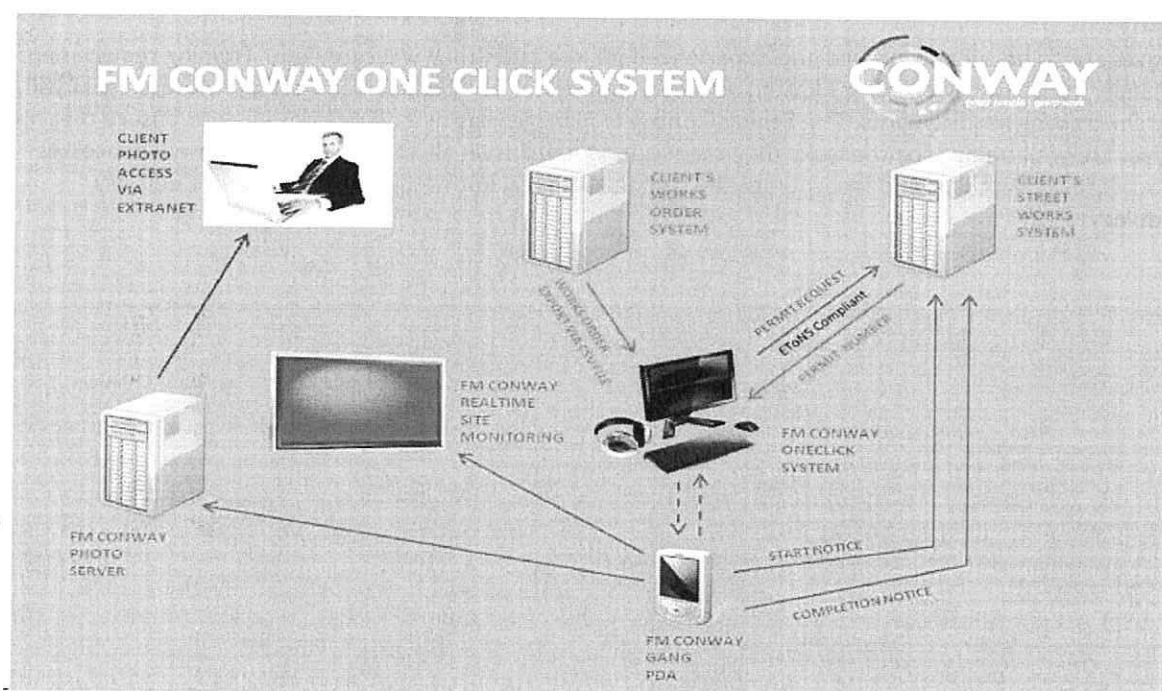
Drainage Cleansing Works Management

The Drainage Manager, [REDACTED] who will report to the Contracts Manager, will manage the drainage cleaning services from our bespoke Beddington Lane Depot, which will be slightly adjusted during mobilisation to accommodate the vehicles for this service. Arisings will be brought to our Dartford Wet Recycling Facility for treatment, with very little material requiring to be landfilled.

We anticipate including the service in the highly successful and proven combination of Confirm and our OneClick works management system (see below) already used in delivering the reactive maintenance / emergency services. This will ensure accurate and timely receipt and response to the London Borough of Merton on work orders generated within Confirm and close-out of the event back into Confirm and accurate and timely invoicing.

5. Method Statements for Each Operation

Upon receipt and download of all works from the London Borough of Merton we will upload full details of works orders into OneClick system to the assigned drainage Crew. The assigned Crew will record arrival at site and start of the job completion of the works within the OneClick system, also taking timed photographs before commencement and after completion of works, so providing a full audit trail of our response and transparency for the Service Manager and his team. We will also record location and cleansing data and provide this to the Merton drainage asset manager for updating the asset database. We will interrogate the transparent system information to monitor and measure our performance and to report against the London Borough of Merton KPI's. We will work with Merton to assist in identifying possible asset management and efficiency improvements.



Our Business Systems Manager, will continue on and further enhance the efficient and effective working practices established with the London Borough of Merton to date, with timely flow of management information on the drainage cleaning such that the Merton team have an accurate and up to date status on the service delivery. She will, subject to London Borough of Merton approval, remain co-located with the Borough team to ensure we continue and indeed enhance our awareness of Merton's needs and improve our level of support. It is our intention during the mobilisation period to work with the Borough to identify, agree and implement changes to working practices to enhance the flow of drainage cleaning service management information, especially with regard to areas such as:

- Action on drainage sites needing reactive maintenance before cleansing can take place;
- Action on sites requiring repeat visits due to access – e.g. car parking problems;
- Prioritisation of the drainage works.

Equipment

Specialist Process or Equipment (Gully Emptier)

LGV Gully Emptier, painted in bright yellow with an array of flashing beacons and blue and white direction arrow. A selection of tools to lift the gully gratings or manhole covers and a set of traffic management signs in accordance with current Chapter 8. (Safety at Street Works and Road Works, Code of Practice).

5. Method Statements for Each Operation

Specialist Process or Equipment (Support crews):

7.5tonne tippers' equipped with all the necessary equipment i.e. shovels, spades, hedge/trimming equipment and a set of basic traffic management signs in accordance with Chapter 8. (Safety at Street Works and Road Works, Code of Practice)

Workforce

Labour Force Gully emptier

1 x LGV driver

1 x Operator

Support crews

2 x Drivers/operator

Training

Operatives are to be suitably trained and experienced for the tasks they will carry out. Training requirements will be under constant review. Our Health and Safety monitoring and Senior Managers site Assessments will identify any training requirements. The Senior Contracts Manager has overall responsibility to ensure that his operatives are well trained for the tasks they carry out. We will train all TUPE intake in Conway processes and procedures of working, and incorporate their invaluable local knowledge into our service delivery methodology.

5. Method Statements for Each Operation

2. However quite often linear drainage channel shall be made of plastic and have an alloy grille covering it. Dimensions tend to be smaller and it is typically found in pedestrianised zones or similar.
3. Key to a successful cleaning operation is establishing the direction of flow, ensuring connections are clear and running to a collection point, which shall typically be a chamber connected to a street surface water system. It is also imperative to ensure that the site safety zone is carefully established to ensure zero splash back into a public area during operations.

TMS 5

Cleaning of any Size of Piped Drainage System (5.5.4) (H6001)

This appears to be a repetition of TMS2 (5.5.1) above.

TMS 6

Cleansing any Size of Combined Drainage and Kerb System (5.5.5) (H6004)

1. This type of asset comes in many forms. On occasion what appears to be a side entry gully can actually be a pipe running through the kerb line, usually to a gully. Typically the kerb is made with slots or holes in the design to allow the water to pass through into the pipe. This pipe then runs to a gully, chamber or soakaway.
2. As with all drainage maintenance establishing the direction of flow and to what type of chamber or gully is wise before commencing operations. This type of drainage system is prone to blockage by litter and leaf fall and it may prove appropriate to rod all the kerb slots through prior to any jetting works. Quite often the holes can be visually assessed for clearance with a torch before doing so.
3. Dependant on the kerb design the use of shutter boards or similar to prevent 'splash back' may be necessary as shall the establishment of a safe working zone, pedestrian walk ways and traffic management.
4. The material shall be jetted through to the chamber and then vacuumed from that point into the gully machine or jetting vehicle for disposal.
5. The receiving chamber shall also be cleaned and the inverts checked for working condition by back flushing from the vehicle's water tank.

TMS 7

Cleaning of any Size of Bridge Drainage System (5.5.6) (H6005)

1. If a bridge's drainage system is not linear with the highway or has specific maintenance issues the bridge drainage system shall be inspected prior to any works commencing, to ascertain the extent of any issues and the ability to clean and recover waste material from the drainage system safely. The location of pipe work, gullies, jetting eyes, sumps and chambers shall be established and may be marked with spray paint by the inspector for easy identification.
2. If the pipe work, gullies, jetting eyes, sumps and chambers are not on the bridge, methods of access shall be considered and a safe method of work established to ensure that the bridge remains safe to all users while maintenance is carried out. This may include the use of traffic lights and other forms of traffic management. If the bridge cannot be made safe for the maintenance tasks required, partial or full closure may be sought with the customer's collaboration and agreement.
3. All pipe work and drainage assets found on the bridge shall be cleaned as described within the relevant Method Statements found in this section.

5. Method Statements for Each Operation

TMS 8

Cleansing of Chambers less than 2m³ in Volume (5.5.7) (H6006)

Where the chamber is not part of a much larger system in terms of dimensions it shall be cleaned by a standard 18 tonne medium volume gully machine. Usually this shall be as part of a programme. Other than this the methodology shall be the same as TMS 5.5.10.

TMS 9

Cleansing of Chambers greater than 2m³ (5.5.8) (H6007)

1. Dependant on depth, this type of chamber will normally be cleaned by a jetting and vacuum combination vehicle significantly larger than a gully machine. Usually 26 (3 axle) or 32 (four axle) tonne in size these vehicles provide greater jetting pressures and considerably more vacuum.
2. If the chamber is full then surface water shall be added to a hole made with gully shovels to allow the vacuum to work effectively.
3. Once a hole has been established in the material more and more water can be added allowing easier use of the vacuum.
4. Once the vast bulk of the material has been removed the sides shall be gunned down and the inverts jetted to ensure they are clear.
5. The remaining material shall then be vacuumed into the vehicle and the sides of the chamber washed over. Dependant on chamber type it may be refilled with dirty water to ensure that it works correctly.
6. This method would also be used on soakaways and any exceptionally large drainage chamber. If man entry is required the method stated in Clause 2.7.11 of the General Activities Statement shall be used.

TMS 10

Manually Excavating Materials from any Size of Blocked Chamber (5.5.9) (H6008)

1. Vacuum shall always be the preferred method of material removal. Usually with smaller chambers after a degree of manual intervention the use of vacuum can be established.
2. If a gully or similar size chamber is full of tarmac or concrete then a combination of air tools and gully shovels shall be used by a gully 'dig out' crew sent specifically to the asset to clear it. Normally this would be a two man crew in a minor civils vehicle such as a 7.5t or 3.5t tipper with on board compressor.
3. Once the chamber has been 'dug out' the inverts shall be rodded through. This initial cleanse may be supported by a gully machine at some point to jet the lines to ensure the chamber works correctly, post clean.
4. Larger chambers shall be dug out in the same way; confined space entry if required shall follow the procedure in 2.7.11 of the General Activities Statement above. This type of work shall be subject to a specific risk assessment and the nomination of a responsible person or site supervision.
5. Normally vacuum can be used once there is space enough to add a volume of water to loosen the material. This would normally be via a 32t 'super combo' jet/vac combination that carries very high pressure jetting guns that can cut into the material to speed the excavation.

5. Method Statements for Each Operation

6. Post cleanse the insides of the chamber shall be washed down and the inverts checked for clearance and operation.
7. Manhole covers or similar shall be checked for condition, cleaned and re-seated.
8. All waste material shall be sent to our Dartford recycling facility for reprocessing.

TMS 11

Cleaning of any Size of Gully (5.5.10) (H6009)

Urban Gully Cleaning where a support crew is not required

1. Before arrival at the first gully, the driver shall ensure that the beacons to his vehicle are on and the blue directional arrow is correctly positioned.
2. The raising of manhole covers, gully covers and gratings shall be in accordance with our Safe Systems of Work, manual handling Method Statements and Risk Assessments.
3. The cleansing of each gully, catch pit or chamber shall include the removal of all silt and detritus by whatever means necessary (including the support crews, if in rural areas).
4. Each gully shall be tested to ensure that the connection is working efficiently. This shall be achieved by blowing water back into the gully from the dirty water tank on the gully machine.
5. In the case of trapped gullies, water shall be left in the gully pot to stop any potential odour escaping.
6. When the gully pot has been cleansed the gully gratings/manhole covers shall be re-seated to ensure they are evenly bedded and left in a safe and tidy condition.
7. Any gullies that are found to be faulty (i.e. broken, blocked, cracked, jammed or missing covers) or inaccessible (i.e. parked cars) shall be reported on the driver's day sheets, marked with spray paint and their location recorded. Alternatively, this data may be recorded on the crew's hand held computer as per specific contract requirements.

Rural Gully Cleaning

1. Prior to the gully machine or other type of drain maintenance vehicle arriving on site the support vehicles shall arrive and park in a safe location to assess the traffic management requirements (if necessary).
2. If required the crews shall erect and place the signs in accordance with current Chapter 8 (Safety of Street Works and Road Works code of Practice).
3. The support crews are to insure that the gullies are accessible to the gully cleaning crews. This shall include the removal of all mud, silt, debris, plant growth and extraneous matter within the channel for up to two metres each side of the gully. Any overgrowth of hedges, tree, grass, bramble, weeds and any other vegetation requiring removal to facilitate the location of or access to the gully shall be cut back or faced (if required) and removed from site.
4. Where the kerb line is nonexistent or covered by mud/leaves, the channel of the grip shall be cut back and splayed on the uphill side to ensure efficient flow of water from the edge of the carriageway.

5. Method Statements for Each Operation

5. Upon completion of the above, the gully emptier (or other) shall arrive on site, park in a safe location to assess the traffic management requirements (if necessary).
6. If required the crews shall erect and place the signs in accordance with current Chapter 8 (Safety At Street Works and Road Work Code of Practice) before any work commences.

TMS 12

Manual Excavation of Materials from any Size of Blocked Gully (5.5.11) (H6010)

1. Where specific gullies are identified as requiring a 'dig out' and cannot be cleaned by a normal gully machine a 'dig out' crew shall be sent to the site.
2. They shall follow the method detailed in TMS10 (5.5.9) 'manually excavating materials from any size of blocked chamber.

TMS 13

Soakaway Cleaning

1. Before leaving the depot, all members of the crew shall be briefed on the work they are to carry out. They shall be given a map of the work and full work instructions of the work to be undertaken.
2. Vehicle & Personal Protective Equipment checks shall also be carried out to ensure the crews and the vehicles are ready to undertake the works.
3. Before arrival at the first location, the driver shall ensure that the beacons to his vehicle are on.
4. The crew shall erect and place the warning signs in accordance with current Chapter 8 (Safety of Street Works and Road Works code of Practice).
5. The raising of each soakaway cover shall be in accordance with our safe systems of work, manual handling method statements and risk assessments.
6. If a soakaway lid can't be lifted in a safe manner using the standard tooling, this lid shall be left and arrangements made for suitable tooling to be supplied.
7. If a lid is found to be jammed, the use of crow bars, wedges and a sledge hammer shall be used to help free the lid and enable it to be lifted. If after a suitably agreed time the lid still remains unlifted, it is to be marked down as jammed and the crew to move to the next cover.
8. Prior to the cleaning of the soakaway a gas monitor shall be used to ascertain that there are no dangerous gases present that could cause potential harm to the crew.
9. The cleansing of each soakaway shall include the removal of all silt and detritus by means of suction hose from the top of the soakaway, with the extended jet lance being used to break up the silt to assist this process.
10. In the event of confined space entry being necessary please refer to section 2.7.11 in the General Activities Statement above.
11. When the soakaway has been cleansed the cover shall be replaced to ensure that the cover is evenly bedded and left in a safe and tidy condition.

5. Method Statements for Each Operation

TMS 14

Placement of Directional Arrow

1. On arrival on site the vehicle shall be parked as close to the curb line or verge in such a way that there is the maximum distance between the vehicle and live traffic.
2. The crew shall then remove the cover (where applicable) from the Directional Arrow Sign and stow it safely in the vehicle.
3. The large wing nut holding the sign shall be loosened and the Directional Arrow repositioned to point in the required direction and the wing nut retightened to hold it in position.
4. If the Directional Arrow sign is carried on the vehicle face inwards, the crew shall fully remove the wing nut and then the sign from the vehicle, the sign shall be turned around and replaced onto the vehicle and the wing nut replaced and tightened to hold the sign with the arrow facing the Required Direction.
5. If the Directional Arrow is to be fitted to the vehicle using the frame the crew shall first retrieve the frame from the near side storage point and assemble the frame.
6. The rear hose reel shall be swung open and the frame secured to the rear of the vehicle via the fixing points. Once the frame has been secured to the rear of the vehicle the crew shall remove the Directional Arrow from its position on the hose reel and reposition it on the frame work making sure that the frame and Directional Arrow are secure.
7. At the end of the day's work and before their return to the depot the crew shall ensure that the Directional Arrow and frame are stored on the vehicle correctly and securely.

TMS 15

Dealing with Spillages at any Site

In the event of spillage at any site operatives shall proceed as set out overleaf:

5. Method Statements for Each Operation

WHAT TO DO IN THE EVENT OF A SPILLAGE OF ANY SUBSTANCES ON SITE

STOP – CONTAIN -NOTIFY

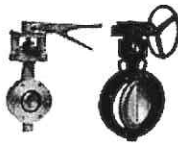
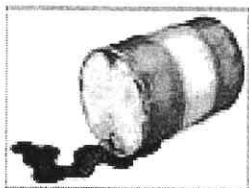
STOP Work immediately and prevent any further potential pollution or hazard by dealing with the cause.

Right an oil drum.

Close Valves.

Plant Shutdown

Eliminate Sources of
Ignition



CONTAIN The spillage and **DO NOT** allow it to enter: -
Watercourses



Drains



Soil/Land



Example Methods of Containment
Emergency Spill Kit



Absorbent Granules



Sand



Always ensure you wear the correct Personal Protective Equipment

NOTIFY The relevant personnel including immediate Supervisor, Manager, SHEQ Department, Environment Agency, Network Control Centre and relevant Clients. See Method Statement for contact details.

Provide them with relevant information including: -

- **How much quantity of the material/substance is involved**
- **Whether material has entered a watercourse, etc.**

5. Method Statements for Each Operation

- The specific material/substance involved.
- The exact location of the spillage.
- The cause of the incident.
- Major or Minor

Spillage Type (Major) – Cannot be controlled, pollution has entered, or could enter a drain or watercourse.

Spillage Type (Minor) – Can be controlled, pollution has not entered and cannot enter a drain or watercourse.

Contact Details – F M Conway Ltd Head Office 020 8636 8822

CLEAN UP OPERATIONS

Once the spillage has been contained and the threat to the environment minimised, clean up operations should commence.

ENSURE THAT YOU HAVE THE CORRECT EQUIPMENT FOR THE CLEAN UP OPERATIONS



Wear the relevant Personal Protective Equipment (PPE) as determined by the Risk Assessments and COSHH Assessments and available within the Health and Safety Site Packs.

Relevant PPE may include a specific type of glove, safety glasses or goggles, dust masks or respirators. Standard site PPE such as laced boots or appropriate safety boots for spillages, High Visibility Jackets, Trousers and Clothing and Hard Hats where applicable should also be worn



Spill Kit equipment used during the clean up operations will become contaminated with the polluting substance. These items now become waste.

THIS WASTE MAY BE DEEMED AS HAZARDOUS

Hazardous waste should be disposed of in an appropriate manner by an authorised company. Spill kits used on site should be appropriately bagged and returned to Dartford Yard for disposal.

IF IN DOUBT - ASK



6. Other Information Required

Our Proposed Arrangements for Managing Contract Performance

The effective and efficient delivery of the Highways Works and Services Contract for the London Borough of Merton is our absolute priority. From our knowledge and experience as the incumbent Highways Works and Services Contractor, we have already identified a number of areas where we can immediately improve our service delivery to Merton. These include:

- A more robust management of the contract, embracing NEC principles (*also addressed within Section 5*);
- Addressing Merton's concern with regards to closing out reactive maintenance task orders (*also addressed within Section 5*);
- Offering increased value for money whilst improving service delivery and meeting / bettering our contractual KPI requirements (*addressed below*).

Background

Over the past 30 years we have developed a comprehensive knowledge of Merton's network asset maintenance requirements coupled with service and public expectations, and have already put in place many service improvements. We are fully attuned to the current economic climate and budgetary constraints that Merton is facing and are already working on areas where we can be even more cost effective and can introduce, with Merton approval, further innovations.

We have detailed below our approach and detailed plan to meet Merton's requirements and demonstrate how we will deliver real cashable efficiency savings.

Approach

To maximise potential savings and improvement initiatives we have evaluated:

- Commercial betterments;
- Improvement;
- Innovation;
- Efficiency savings;
- Value for Money;
- Softer improvement aspects regarding public and client satisfaction.

This detailed evaluation has resulted in proposed direct and indirect savings based on categories such as plant, labour, material and operating processes. We have identified a range of cashable and non-cashable savings in two groups of immediate savings and 4 year savings.

The immediate savings are reflected through our tender price, whilst the 4 year savings have been incorporated within our long term Improvement Plan commencing in 2012 (contract award) and continuing through to the end of the contract term.

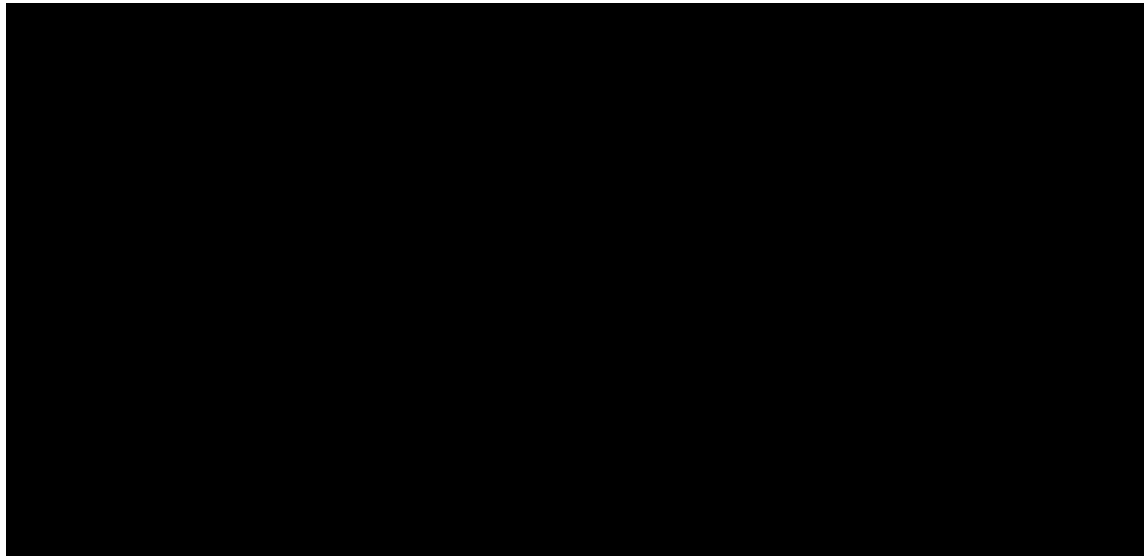
Based upon our Improvement Plan, we are fully committed and confident that we will better the [REDACTED] savings target desired by Merton over the next 4 years.

2012 – 2015 Improvement Plan

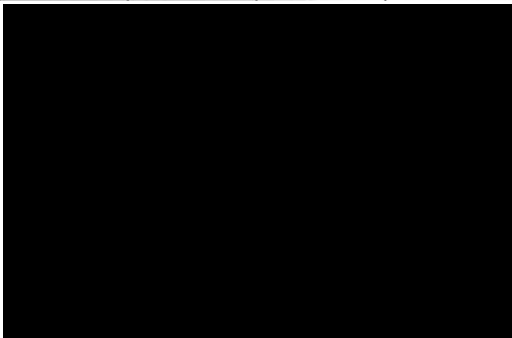
We have detailed in the figures and tables below our Improvement Plan to reflect year on year financial saving against the indicative budgetary baseline of £7.32 million per annum.

Within the first six months of the new contract we will work collaboratively with Merton to revise our model and to illustrate indexation and year on year budgetary reduction from the original base line.


6. Other Information Required



The savings shown above have been achieved through considered and deliverable planned improvement initiatives against carefully selected categories. Savings summary against categories over the 4 years are illustrated beneath:

Efficiency Savings - Merton Highways Works and	4 Years			
	2012	2013	2014	2015
Baseline budget				
Material				
Labour				
Facilities + Sites				
Operational Working Methods				
Governance, Processes, Communication				
Other				
Budget after savings				
Total				
Grand Total				

2012-2015 Savings

Grand total


We also show overleaf a comprehensive detailed table illustrating how the following savings have been calculated per category and their relevant subcomponents, allowing for existing efficiency improvement measures already delivered.

Assumptions and Caveats regarding Savings' Values:

We are happy to discuss with the Merton the development of a new KPI in respect to the savings highlighted above. We will deliver these savings values illustrated subject to:

- Proposed solutions (materials and innovative operating methods) are agreed with the client;
- The budgetary ratio spend between Revenue and Capital is maintained;
- Base line budget is not drastically reduced for 2013, 14 and 15.

In the event of any such changes we will work with the client to revise our proposed 4 year estimated savings.

6. Other Information Required

Calculated Savings

4 Years	2012	2013	2014	2015	Savings Target
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6. Other Information Required

6.1 – Depot Information

In the tendered plan this section includes the details of the Contractor's proposed depot.

In the operational plan this section includes the details of the Contractor's actual depot.

The information concerning the Contractor's depot is as follows:

- 6.1.1 The proximity, in kilometres, of the depot to Morden Civic Centre.
- 6.1.2 The covered storage capacity available, in square metres, for Plant and Materials with which the Contractor will Provide the Service.
- 6.1.3 The open storage capacity available, in square metres, for Plant and Materials.
- 6.1.4 The number of parking spaces for vehicular Equipment The proximity, in kilometres, of proposed location to Morden Civic Centre.
- 6.1.5 The number of telephone lines in the depot.
- 6.1.6 The number of fax lines in the depot.
- 6.1.7 The number of staff in the depot that are dedicated to the delivery of this contract.
- 6.1.8 The level of internet and email provision in the depot.

6.1.1 – Proximity to Morden Civic Centre

Our Beddington Lane Office and Depot, which is located 7km from the Morden Civic Centre, will be the main operational base from where the new Highways Works and Service Contract will be delivered from.

This Depot is the operational base from where the existing Highway Works and Services Contract is managed. The main features of our Beddington Lane Depot include:

- Excellent geographic access to the Borough of Merton;
- Several large offices within the main building;
- Waste Segregation facilities;
- Asphalt Hot Box;
- Concrete Mixing;
- Meeting Facilities;
- Secure Fuel Storage;
- Fully operational CCTV security system.

The Beddington Lane Depot will be fully supported by the extensive range of resources and facilities at our Dartford Head Office, which is only 33km from the Civic Centre.

We keep our waste storage to under 50m³ at Beddington Lane as we bring all waste back to our full recycling facilities at Dartford.

6.1.2 – Covered Storage Capacity

Our existing Beddington Lane Depot currently provides **254 square metres of covered storage capacity** for plant & materials for the Service.

6.1.3 – Open Storage Capacity

Our existing Beddington Lane Depot currently provides **7227 square metres of open storage capacity** for Plant and Materials.

6. Other Information Required

6.1.4 – Number of Parking Spaces

Our existing Beddington Lane Depot currently provides **44 parking spaces** for vehicular Equipment, and is 7km from the Morden Civic Centre.

6.1.5 – Depot Telephone Lines

The Beddington Lane Depot has two ISDN2, facilitating four separate lines for concurrent incoming and outgoing calls. We have 10 direct dial numbers associated with the main number at Beddington Lane.

6.1.6 – Depot Fax Lines

The Beddington Lane Depot provides six fax lines on our Mitel 3300 system.

6.1.7 – Staff Dedicated to Contract Delivery

We have **71 staff** in the Beddington Lane Depot that are dedicated to the delivery of this contract.

6.1.8 – Depot Internet and Email Provision

Our Mitel 3300 phone system is connected to Conway House (Dartford), Hawley Road (Dartford), Asphalt Plant (Erith) and Mulberry Way (Erith) via a BT Net Premium connection, ensuring that if lines are down calls are automatically re-routed via one of the other sites. This provides resilience in the event that disruption occurs.

All internet and email inter-connectivity is delivered via this system ensuring full internet and email availability to all. The Service is supported by BT support services, which offers a 99.9% SLA for up time and the bandwidth of the pipe is 10/100.

Professional Services

Beddington Lane is also the main office for our Professional Services Consultancy Division.

This Division has the capability to undertake a broad spectrum of highway services including surveys, strategy and policy reviews, feasibility studies and preliminary and detailed design works for all highway and traffic related activities. Maintaining a broad scope of in-house expertise enables FM Conway to deliver a fully integrated highways service, benefiting Merton in terms of responsiveness, local knowledge and cost, time and quality.

These resources can be used as and when required to support the Client's in-house team management of fluctuations in workflow.

We include, on the following page, some photographs of our Beddington Lane Depot. No changes are required to meet the service specification of the new contract other than allocation of parking for the gully emptier vehicle.

6. Other Information Required



Beddington Lane Features:

- Access to Merton
- Large Office
- Waste Segregation
- Asphalt Hot Box
- Concrete Mixing
- Meeting Facilities
- Secure Fuel Storage
- CCTV
- Fully operational

Aerial View of Depot & Yard



Secure Entrance



Foyer & Reception Area



Main Board Room



Meeting & Break-out Facilities



Open-Plan Office



Private Office with plotter



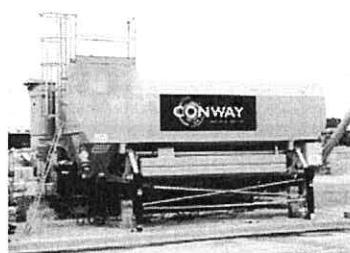
Main Store Entrance



Secure Storage Area



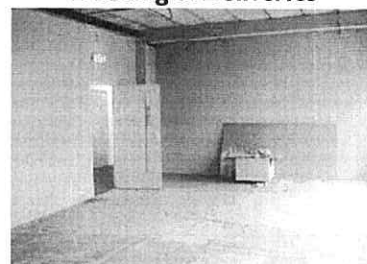
Docking & Deliveries



Concrete Mixer



Material Storage Area



Additional Storage Capacity

6. Other Information Required

6.2 – Certificates, Evidence of Type Approvals and Supplier Information

In the tendered plan this section includes details of the Contractor's proposed and existing suppliers and their certificates, etc.

In the operational plan this section includes full details of the Contractor's actual suppliers and their certificates, etc.

The information concerning the Contractor's suppliers includes:

6.2.1 Copies of British Board of Agrément Certificates as required in accordance with Clause 104.9 of the Technical Specification

6.2.2 Evidence of statutory type approval as required in accordance with Appendix D of the Technical Specification

6.2.3 Copies of type approval/registration certificates as required in accordance with Appendix E of the Technical Specification

6.2.4 Copies of all information, including valid certificates, in respect of work, Plant and Materials as required in accordance with Clause 104.16 of the Technical Specification

6.2.5 Copies of all information as required in accordance with Clause 104.18 of the Technical Specification

6.2.6 A copy of the record of the Contractor's suppliers, and his choice of permitted alternative Plant and Materials, as required in accordance with Clause 105.1 of the Technical Specification. Any subsequent change of this information will require explanation and the submission of a revised plan to the Service Manager for acceptance.

6.2.7 Documentary evidence that the timber and wood supplied or used is from a legal and sustainable source.

Information and certification from our actual suppliers in Appendix I, as tabulated below:

INFORMATION REQUIREMENTS CHECKLIST								
DOCUMENT/CERTIFICATE & NUMBER OF PAGES		SUPPLIER	Clause No. 6.2.:-					
			1	2	3	4	5	6
BBA HAPAS Thin Surfacing Certificate	20	Bardons	✓			✓		✓
BBA HAPAS Thin Surfacing Certificate	16	Tarmac	✓			✓		✓
BBA Anti-Skid Installer Certificate	1	Conway	✓			✓		✓
CE Conformity Certificate (Asphalt)	1	Conway				✓	✓	✓
CE Conformity Certificate (High PSV Stone for FMC Asphalt)	1	White Mountain				✓	✓	✓
ISO9001 Certificate (Bitumen for FMC Asphalt)	1	Nynas				✓	✓	✓
ISO9001 Certificate (Fibres for FMC Asphalt)	1	Rettenmaier				✓	✓	✓
Lab Report for FMC SMA- confirms equivalence to Cl.942	3	Conway				✓	✓	✓
HA Approval – Vehicle Detectors	1	AGD		✓		✓		✓
HA Approval – Traffic Signals	1	Hollco		✓		✓		✓
Test Certificate – Traffic Signals	1	Hollco		✓		✓		✓
Test Certificate – White/Yellow Lining	2	Premark			✓	✓		✓
BBA HAPAS Bridgedeck Waterproofing Certificate	8	Stirling Lloyd	✓		✓	✓		✓
HA Approval – Asphaltic Plug Joints	1	Walker Sealants			✓	✓		✓
BBA HAPAS Ducting Certificate	10	Polypipes	✓			✓		✓
BBA HAPAS Drainage System Certificate	22	Hepworth	✓			✓		✓

6.2.7 Please see section 6.4.1 of the Contractors Plan for evidence of use of Legal and Sustainable timber and wood.