



## Tottenham Court Road Crossrail Station – Protec

**Contract Value: £1.3m**

**Contract Period: September 2016 – April 2020**

### Scope of the Contract

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Tottenham Court Road will be one of the main commuter hubs of the Crossrail project. Highland Services provided Fire detection installation services in the development of the Tottenham Court Road Crossrail Station.

### Services Delivered

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- Containment
- Cable Installation and Management
- Aspirating Installation
- Detection Installation
- Commissioning & Testing of all works

### Site inductions

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Site-specific inductions and safety talks were conducted prior to any works commencing to disseminate all safety information site personnel. This gave us the mechanism to explain the nature of works, site health and safety, known risks, hazards, and the necessary control measures.

Inductions also allowed us to pass on all site information to personnel, such as welfare and washroom facilities, emergency procedures, and fire procedures, such as assembly points.

## Health, safety & welfare

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To ensure H&S is at the forefront of all operations, Risk Assessments & Method Statements (RAMS) were compiled to ensure best practice and safe systems of work are employed at all times. These were supported by Point of Work Risk Assessments to account for any site changes and to implement the necessary control measures for both installation and management tasks.

Our H&S officer conducts monthly site safety audits on personnel and procedures, documented within a report, and communicated to the Site Manager. This allows the halting of works and rectification of any issues found where applicable and enabled us to implement continuous improvements deriving from lessons learnt.

## Programme management

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To monitor compliance with the programme, we carry out regular Programme Review Meetings with Protec to review and discuss progress, completed tasks, and upcoming tasks. This allows us to stay abreast of the resource, labour, and materials requirements on a day-by-day basis.

Our Site Manager works alongside Protec to inform them of any identified issues and to implement actions that minimise the impact on timings and delivery.

## Contract management

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The project is managed by Richard Caddy and monitored by Lee Hartland, Contracts Manager, who ensures each work package is appropriately programmed and delivered on time, while mitigating any risks and concerns.

Richard maintains a collaborative approach with both clients and other contractors involved in service delivery. He ensures daily communication is facilitated and weekly progress meetings are held to report on package progress and to ensure that relationships remain positive throughout.

## Performance

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Performance targets set by Protec's Site Manager have been adhered to throughout the project, and our Site Manager facilitated weekly Monday morning meetings to adherence.

The performance targets include complying with all set deadlines as per the programme, rectification of any issues, and health and safety compliance

## Resources

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Our team of experienced Engineers enables Highland Services to deliver the various work packages we participate in, and our dedicated Contracts Manager methodically plans and monitors the on-going works throughout the project.

Due to the size and complexity of the project, a total of 15 Engineers worked alongside our Site Manager, each contributing to the completion of the time critical programme of works

## Collaboration

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Throughout the project we collaborated with Protec to ensure a collaborative working relationship and environment is achieved across all staff and works. Consequently, this has enabled us to:

- Meet all deadlines as per the programme (meeting all performance targets)
- Encourage a sharing environment for problems, commendations, and best practice
- Delegate all works accordingly
- Cross-report health and safety standards and compliance with legislation and rules

## Added Value

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The contract was initially valued at £265k back in 2016 for 6 months works. As the contract has progressed, and scope massively increased, our team has proved invaluable to both Protec and Laing O'Rourke in the delivery of the installation. We were able to add value for the client with exceptional installation quality from benchmarks to finished installations.