

## Clapham Junction Station - Refurbishment of Ticket Hall & Grant Road Entrance

### Client information:

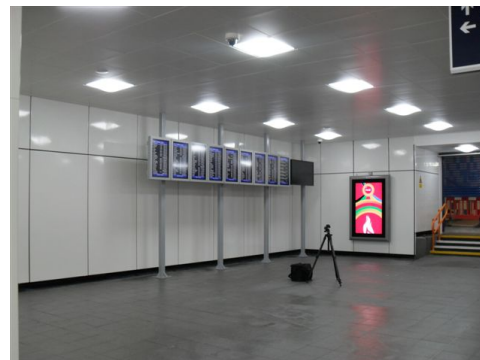
#### Transport for London - London Underground

55 Broadway  
SW1H 0BD

**Contact:** Mark Peyton

**E-Mail:** peytonma@tfl.gov.uk

**Tel:** 0207 0272617



<b>Contract address:</b>	Battersea Clapham London
<b>Administrated from:</b>	Head Office
<b>Form of contract:</b>	NEC 3 with Design - Design & Build
<b>Contract location:</b>	Clapham Junction Station
<b>Value:</b>	£1,000,000.00 (one off)
<b>Final value:</b>	£1,000,000.00
<b>Duration:</b>	January 2012 to June 2012
<b>Sector(s):</b>	Civil Engineering, Commercial, Rail
<b>Type(s) of work:</b>	Interiors / fit out, Refurbishment Works
<b>Short description:</b>	Refurbishment of the Ticket Hall & Grant Road Entrance - Staff Accommodation & Customer Improvements on Platforms 9 & 10

Clapham Junction Train Station is one of the busiest Rail Stations in Europe, handling up to 50,000 passengers per day. The project is located at the Ticket Hall and the Grant Road entrance.

Contractor design elements were a water catchment system, lift and lift core, mechanical and electrical and glazed curtain walling.

### Works consist of:

- To design and installation of new VE Cladding and a new rain water catchment system
- New ceiling to the entire ticket hall
- Strip out and full refurbishment of the ticket hall
- New ticket office
- New lift and associated sub-structure works
- Platform alterations to accommodate new lift
- Re-modeling the external areas, forming new DDA ramp and entrance steps
- New curtain walling
- New rain catchment system to ceiling of ticket hall
- New barriers and power installations
- Electrical lighting

- New walls, floors and ceiling finishes
- Staff accommodation and customer service area improvements

The works are being carried out in sequenced phases including engineering hours. Careful logistics and passenger safety are the top priority on this project with much of the works carried out at nights and weekends.

## Project Team

**Contract Administrator;** Richard Stead, Trevor Patrick & Associates

**Email:** r.stead@tpp.co.uk **Tel:** 020-7940-6500

1st Floor Crowne House, 56-58 Southwark Street, London SE1 1UN

**Services Engineer;** CBR

**Contract Manager;** Mark Phillips

**Services Manager;** Tony Rose

**Site Manager;** Martin Walsh

**Services Director;** Tony Rose

**Responsible Director;** Tim Crowe

**Surveyor;** Martin Hughes



## Contract Evidence

### Added value:

H.A. Marks were able to offer practical solutions to issues on site as they arose and seek unified resolutions to keep the job on track and within budget. Our managers are friendly, helpful and appreciate the chance to help solve issues quickly and effectively without affecting the job.

### Carbon reduction initiatives:

H.A. Marks are a member of FORS, a TFL/LUL initiative to reduce carbon by controlling and managing transport. FORS not only improves safety for cyclists and pedestrians, it reduces carbon. For this project we arranged shared transport/car pooling for our staff to reduce carbon.

### Change management:

H.A. Marks offered practical solutions to issues on site as they arose and helped to keep the job on track and within budget. Our managers are friendly, very helpful and appreciate the chance to help management change efficiently.

### Client IT systems used for sharing knowledge:

H.A. Marks use tablets for reporting cost updates and job status with our clients. We also use 'DropBox' Software to share all project information. This allows our clients to keep up-to-date and informed of project progress, giving costs and photos.

**Corporate social responsibility:**

H.A. Marks promotes its Corporate responsibility program through operating our own apprenticeship schemes and training. We employ Local Labour on our projects and promote corporate social responsibility through our work experience programs and apprenticeships creating local jobs for local people.

**Environmental management arrangements:**

H.A. Marks operate our own audited ISO 14001 Environmental Management System.

**Health and Safety:**

Our staff are LUL and Rail specialists, highly experienced and trained to work in these challenging environments. Special emphasis is placed on Quench Conditions and Depot rules covering Permits to Work, Noise Reduction, Dust Abatement, Protection of Staff & Public, Carefully Controlling Logistics and deliveries/removals, Security. SPC Training, Depot Training, Lucas Cards, Fire Watchman, Protection Masters are regular training courses.

**Innovative techniques:**

Our approved Insulated Render Systems are state of the art and highly innovative.

**Local labour and CSR:**

H.A. Marks employ Local Labour on our projects and promote corporate social responsibility through our Work Experience Programs and Apprenticeship programs, creating local jobs for local people.

**Modern methods of construction used:**

Our approved Insulated Render Systems are state of the art and highly innovative.

**Recycling figures:**

H.A. Marks use Site Waste Management Plans on our projects to monitor and record recycling figures. We also operate our own audited ISO 14001 Environmental Management System and ensure we segregate waste to improve our recycling figures.

**Risk management:**

H.A. Marks used a Project Risk Register to identify and eliminate where possible any projects risks such as safety, program and quality. Where it was not possible to eliminate the risks, they were reduced through mitigation measures and preventive acts.

**Sharing knowledge:**

In depots and stations, we find that the best knowledge is local knowledge from the LUL/TOC Project Managers, Depot Managers and Station Masters who are highly trained in Quench and the unique risks of their own Depot or Station.

Our managers appreciate the chance to share knowledge and learn from LUL to help come up with safe and practical solutions to issues on site as they arise.

**Specialist contractors used:**

LUL and Rail Depots are a unique environment where special risks present. By carefully selecting trusted suppliers from our pre-approved list, we assembled a highly efficient and flexible supply chain for the project. Through supplier pre-approval we eliminate risks around Quality, Program and Security.

**Staff training:**

Our staff are highly experienced and trained in the installation of Insulated Render Systems. We are trained installers for STO, Permarock, Allsecco, Kingspan, Trespa and Weatherby. We also operate a CITB approved staff training plan where we assessed and provided training as necessary for our staff.

Our staff are LUL and Rail specialists, highly experienced and trained to work in these challenging environments. Special emphasis is placed on Quench Conditions and Depot rules covering Permits to Work, Noise Reduction, Dust Abatement, Protection of Staff & Public, Carefully Controlling Logistics and deliveries/removals, Security. SPC Training, Depot Training, Lucas Cards, Fire Watchman, Protection Masters are regular training courses.

#### **Supply chain involvement:**

By carefully selecting trusted suppliers from our pre-approved list we assembled a highly efficient and flexible supply chain for the project. By pre-approval and using only trusted suppliers we eliminate risks around Quality, Program and Security.

#### **Value engineering:**

We worked with the clients to value engineer the project where possible without compromising on quality. This involved moving some of the works to normal work hours to save cost (only when safe to do so and proper protective steps were in place). Another example was sourcing alternate but approved materials/components to make savings on the foundations and finishes.

#### **Zero defects / defects handover:**

H.A. Marks operate an ISO 9001 Quality Assurance Management System and PAS 2030 standards to ensure zero defects handover for our projects. We operated a phased handover on this project which also focused time to eliminate any defects prior to handover.