Handover & Aftercare Contractor Promise

Shaping public construction

We are committed to agreed minimum standards for environment and sustainability to apply to all SCF projects

During the Pre-Construction Phase, the Contractor will agree with the client/end user a **'Handover & Aftercare Plan',** that will clearly set out the following: -

- Clients aspiration for Handover & Aftercare;
- Countdown Period and Countdown Milestones;
- Key Testing & Commissioning dates;
- An outline Training Programme (to be confirmed when construction programme finalised);
- The suite of O&M Manuals that will be provided;
- Client expectations for the management of defects/snags;
- Pledge between contractors and clients/end users to fully cooperate to deliver H&A plan.

Ensure that all **'Supply Chain Partners'** agree to comply with the Handover & Aftercare plan that the contractor and client/end user have agreed;

Agree to target **'Defect Free Project'** at handover and keep the client/end user fully briefed on the progress of: -

- Testing;
- Commissioning;
- Resolution of defects/snags.

A **'Training Programme'** that will commence pre-handover and be completed in accordance with the agreed training programme. All training sessions to be video recorded and client/end user provided with video recording of the training with the O&M manuals.

All **'Key O&M Manuals'** to be provided at end of training sessions to clients/end users that are: -

- Available on USB Data-pens or DVD;
- Searchable;
- Client/end user provided with walk through of all manuals.

Further **'Refresher Training'** to be provided with 3 months of handover if required.

Provide a 'maintenance schedule' for all plant and equipment for 24months post-handover;

'Site Manager or M&E Coordinator to remain on site' - for a minimum of 2 weeks post-handover for low complexity projects and a minimum of 4 weeks post-handover for high complexity projects.

Clients/end users to be given access to a **'Project Specific 'on-line' defect recording system',** upon which: -

- Emergent defects can be input directly by clients/end users;
- Clients/end users can access a full list of all defects;
- Clients can see actions and deadlines within which defects will be resolved.

A **'Dedicated Manager {accountable for remediating defects)'** will be assigned to the project for the duration of the defects period with whom clients/end users can: -

- Discuss concerns/issues – face to face or via telephone or Email; hold a formal meeting with client/end user every 3 months during the defects period to monitor and resolve outstanding defects issues;
- Hold a formal project post implementation review (PIR) in the last 3 months of the defects period;
- Provide SCF Framework Team with copy of PIR.

Contractors:

bam, GallifordTry, isg, KIER, mace, McLAREN, midas, MORGAN SINDALL, Wates, WILLMOTT DIXON (SINCE 1852), Sir Robert McALPINE