

Handover & Aftercare Contractor Promise

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;
- A 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;

The following SCF contractors agree the above offer to SCF Framework users:

Balfour Beatty

RJ Boddy

ISG

M Gharberge

**MORGAN
SINDALL**
CONSTRUCTION
INFRASTRUCTURE

Morgan Sindall

bam

CSJ

KIER

David

Wates

Wates

**BOUYGUES
UK**

M. Collett

mace

Mace

GallifordTry

GallifordTry

midas

midas

WILLMOTT DIXON

Willmott Dixon