

**R O S K E L**

*Roskel Contracts Limited*

**ROSHEL CONTRACTS LTD.**

**COMPANY INFORMATION**

October 2011

## **CONTENTS**

- 1.0 Mission Statement
- 2.0 Background
- 3.0 Offices - Addresses and Contacts
  - 3.1 Roskel Contracts Limited - Organisational Chart
- 4.0 Directors
- 5.0 Map - Divisional operating areas
- 6.0 Policy Statements
  - 6.1 Health and Safety Philosophy
  - 6.2 Health and Safety. Legal Undertaking
  - 6.3 Construction Skills Certificate Scheme (CSCS)
  - 6.4 C.O.S.H.H. Policy Summary
  - 6.5 Fire Precautions
  - 6.6 Environmental Considerations
  - 6.7 Quality Policy Statement
  - 6.8 Employment
  - 6.9 Training
  - 6.10 Customer Care
- 7.0 Database information
  - 7.1 Scope of works
  - 7.2 Company Details
  - 7.3 Financial Details
  - 7.4 Insurance
  - 7.5 Industrial Relations
  - 7.6 H & S Advisors
  - 7.7 IT & Contact
- 8.0 Supplier Relationships

## **1.0 - MISSION STATEMENT**

Consistently providing a quality service as one of the UK's leading and longest established Interiors Contractor; specialising in Partitions, Dry Lining, Suspended Ceilings and other associated packages

## **2.0 - COMPANY OVERVIEW**

Roskel Contracts is one of the UK's leading Trade Contractors in the interiors sector, specialising in the Supply and Installation of Ceilings, Partitions, Dry Lining, SFS and associated works.

We work with many long term clients, who place us high on their lists of preferred sub-contractors, and alongside more "run-of-the mill" projects, we have established ourselves as a company to be trusted with large and complex installations.

In 2008, Roskel celebrated 40 years continuous trading – which we think speaks volumes, particularly in this industry, and as you'd expect from a company established this long, we have plenty of experience within the business, indeed each of the directors has been with the company for over 20yrs.

Our emphasis is to offer a first class service, from receipt of enquiry, through to completion of the contract, aiming to develop long term customer relationships. We can identify our success by the number of projects we secure as repeat business with our Customers' site teams, and while continually monitor our performance looking for improvement, we generally get it right, resulting in further opportunities and stronger customer ties.

We recognize that projects often need to be moved along to meet changing programmes and deadlines, and our Managers, Supervisors & Operatives all adopt a positive approach. We believe this counts for a great deal, particularly in challenging times, and our teams are prepared to put the effort in to ensure timely project completion. In addition to having all necessary and relevant accreditation and qualifications, our workforce is both skilful and experienced in our trade disciplines. We endeavour to produce the most suitable installation for each project, paying attention to, and as appropriate, advising on programme, products specified, and design issues.

Roskel may already be a name you already know, and consider turning to when you need a "safe pair of hands", however we are also a team with ambition and drive. We are not intent on expansion simply for bigger turnover numbers; we are keen to retain our current clients and add to that list as appropriate, to ensure we maintain a managed, consistent business, with organic growth: We wouldn't wish to compromise the quality of service we provide. Building on our reputation is very important to us which means we're committed to delivering exceptional results and finish – we firmly believe that we're only as good as our last job.

### 3.0 - ROSKEL OFFICES AND CONTACTS

#### KNOWLE ®

Suite 1A, Old Bank House  
50 St. John's Close,  
Knowle,  
West Midlands, B93 0JU  
Tel: 01564 - 732292  
Fax: 01564 - 732296

Mark Perrot (Operations Manager)  
Ian Horton (Commercial Manager)

#### GLASGOW

1413 Dumbarton Road  
Glasgow  
Scotland  
G14 9XS  
Tel: 0141 - 570 4100  
Fax: 0141 - 570 4099

Mike McLaughlin (Joint M.D)

#### CAMBRIDGE

6 Oakington Business Park  
Dry Drayton Road  
Oakington  
Cambridge, CB24 3DQ  
Tel: 01223 - 236773  
Fax: 01223 - 236201

Tony Partridge (Joint M.D)

#### WOKING

Unit 206, Lansbury Estate  
102 Lower Guildford Road  
Knaphill,  
Woking,  
Surrey. GU21 2EW  
Tel: 01483 - 489905  
Fax: 01483 - 489925

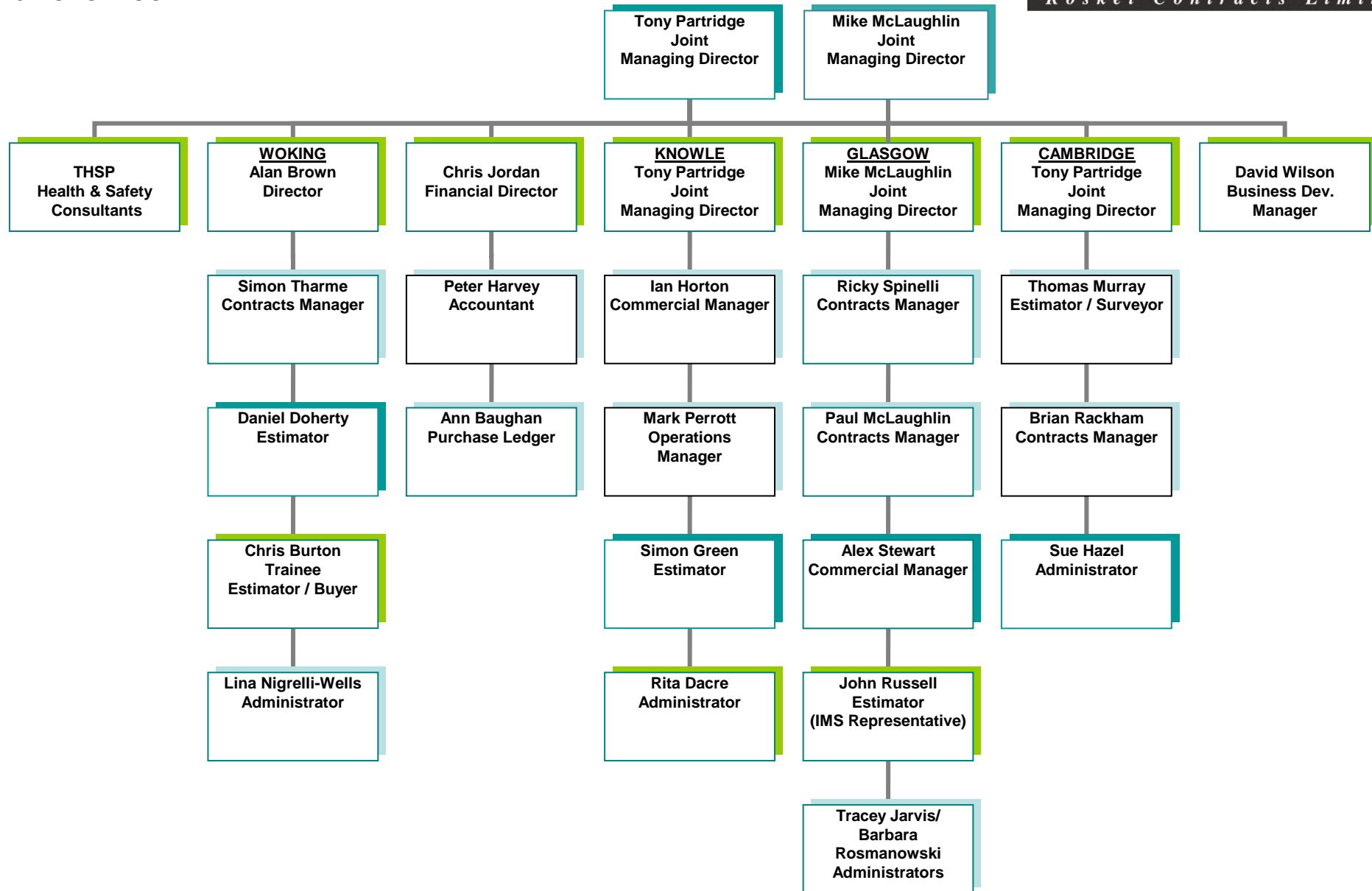
Alan Brown (Director)

#### NATIONAL

Mike McLaughlin (Joint M.D)  
Tony Partridge (Joint M.D)  
David Wilson (Business Development Manager)

E-mail address for general enquiries: [info@roskel.co.uk](mailto:info@roskel.co.uk)  
Web Site [www.roskel.co.uk](http://www.roskel.co.uk)

3.1 ORGANOGRAM



#### **4.00 DIRECTORS**

<b>Name</b>	<b>Role</b>	<b>Location</b>
Tony Partridge Fax: 01223 236201 Tel: 01223 236773 Mobile: 07831 561945 E-mail: tony.partridge@roskel.co.uk	Joint Managing Director	Cambridge
Mike McLaughlin Tel: 0141 570 4100 Fax: 0141 570 4099 Mobile: 07831 399982 E-mail: mike.mclaughlin@roskel.co.uk	Joint Managing Director	Glasgow
Alan Brown Tel: 01483 489905 Fax: 01483 489925 Mobile: 07831 561947 E-mail: alan.brown@roskel.co.uk	Director	Woking
Chris Jordan Tel: 01564 732292 Fax: 01564 732296 E-mail: chris.jordan@roskel.co.uk	Financial Director	Knowle

5.00

# ROSKEL CONTRACTS LIMITED

## Divisional Operating Areas

**Cambridge**    **Tel: 01223 - 236773**  
                  **Fax: 01223 - 236201**

London : Central, North, East.  
Cambridgeshire, Buckinghamshire, Essex,  
Hertfordshire, Bedfordshire, Suffolk, Norfolk.

**Woking**        **Tel: 01483 - 489905**  
                  **Fax: 01483 - 489925**

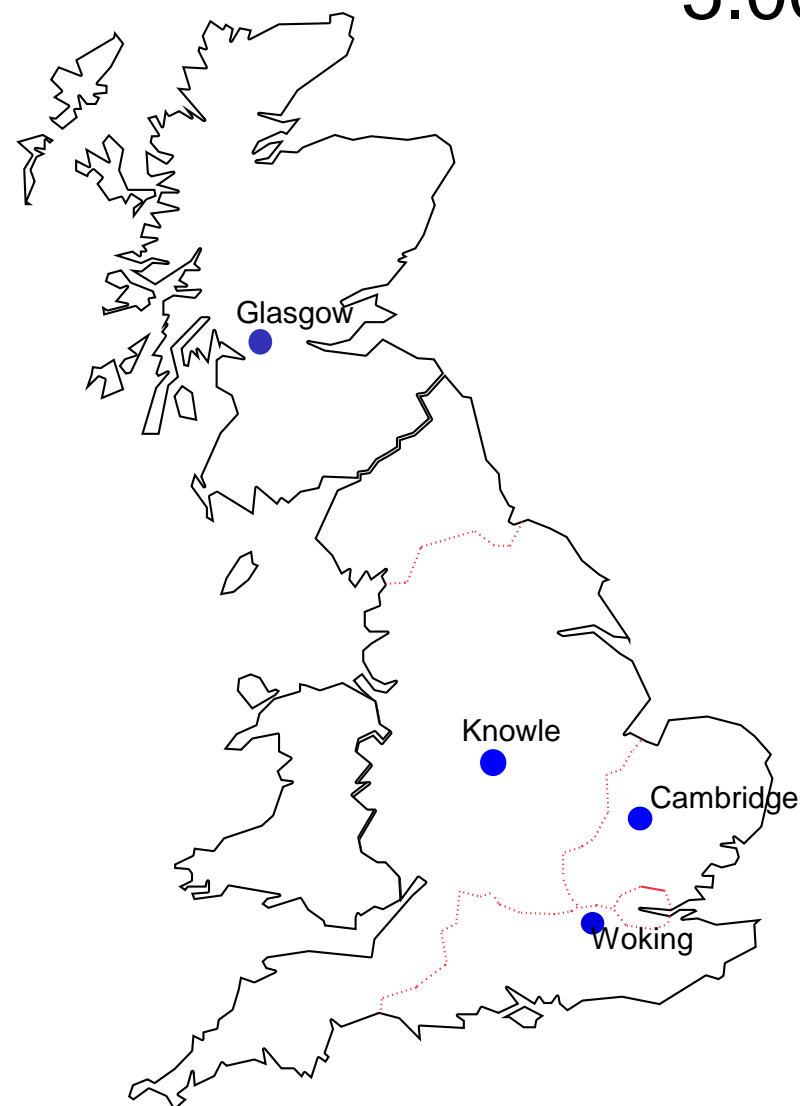
London : Central, South, West  
Berkshire, Dorset, Hampshire, Kent, East  
Sussex, West Sussex, Surrey, Wiltshire.

**Glasgow**        **Tel: 0141 - 570 4100**  
                  **Fax: 0141 - 570 4099**

Scotland  
Cumbria, Northumberland, Durham,  
Tyne & Wear, Cleveland.

**Knowle**        **Tel: 01564 - 732292**  
                  **Fax: 01564 - 732296**

All other counties in England & Wales.



## 6.00 POLICY STATEMENTS

**N.B. Signed Copies of Policy Statements are available for downloading from the website, [www.roskel.co.uk](http://www.roskel.co.uk), or on request from any office.**

### 6.1 HEALTH AND SAFETY PHILOSOPHY

The Directors of ROSKEL CONTRACTS LIMITED have adopted a systematic approach to maintaining Safe and Healthy conditions for all persons who come into contact with the Company be they customers, employees, contractor, visitor or general public.

Achieving this goal has necessitated having in place systems for the assessment, control, monitoring and review of all aspects of Health and Safety, and the Directors will use every endeavour to ensure that ROSKEL CONTRACTS LIMITED continues to meet its legal and moral obligations through constant communication, consultation and involvement of all employees and those who may be affected by our activities.

The Health and Safety standards achieved will be regularly reviewed to meet any changing requirements at ROSKEL CONTRACTS LIMITED, and further detailed information regarding practical aspects of these aims is contained within our policy and Health and Safety Procedures Manuals.

### 6.2 HEALTH AND SAFETY POLICY STATEMENT

In accordance with its duty under Section 2(3) of the Health and Safety at Work etc. Act, 1974, and in fulfilling its obligations to both employees and the public who may be affected by its activities, the Managing Director of Roskel Contracts Limited has produced the following statement of policy in respect of health and safety.

It is our aim to achieve a working environment which is free of work related accidents and ill-health and to this end we will pursue continuing improvements from year to year.

We undertake to discharge our statutory duties by:

- Identifying hazards in the workplace, assessing the risks related to them and implementing appropriate preventative and protective measures;
- Providing and maintaining safe work equipment;
- Establishing and enforcing safe methods of work;
- Recruiting and appointing personnel who have the skills, abilities and competence commensurate with their role and level of responsibility;
- Ensuring that tasks given to employees are within their skills, knowledge and ability to perform;
- Ensuring that technical competence is maintained through the provision of refresher training as appropriate;
- Promoting awareness of health and safety and of good practice through the effective communications of relevant information;
- Furnishing sufficient funds needed to meet these objectives.

All employees on their part are encouraged to contribute actively towards achieving a work environment that is free of accidents and ill health.

Our health and safety policy will be reviewed annually to monitor its effectiveness and to ensure that it reflects changing needs and circumstances.

This statement is to be read in conjunction with the responsibilities, arrangements, procedures and guidance that together form the Roskel Contracts Limited health and safety manual.

## 6.2 HEALTH AND SAFETY PHILOSOPHY

The Directors of ROSKEL CONTRACTS LIMITED have adopted a systematic approach to maintaining Safe and Healthy conditions for all persons who come into contact with the Company be they customers, employees, contractor, visitor or general public. Achieving this goal has necessitated having in place systems for the assessment, control, monitoring and review of all aspects of Health and Safety.

The Directors will use every endeavour to ensure that ROSKEL CONTRACTS LIMITED continues to meet its legal and moral obligations through constant communication, consultation and involvement of all employees and those who may be affected by our activities.

The Health and Safety standards achieved will be regularly reviewed to meet any changing requirements at ROSKEL CONTRACTS LIMITED.

Further detailed information regarding practical aspects of these aims is contained within our policy and Health and Safety Procedures Manuals.

## 6.3 CONSTRUCTION SKILLS CERTIFICATE SCHEME (CSCS)

Roskel supports and is committed to the CSCS scheme and all staff and subcontract site operatives hold CSCS cards.

## 6.4 COSHH POLICY SUMMARY

The Company has procedures in place to ensure that substances considered hazardous to health are assessed by Roskel Contracts Ltd and appropriate controls put in place to prevent injury.

Responsibilities;

Directors / Senior Management -

- Approve suitability of substances prior to use.
- Identify hazardous substances and determine if less hazardous substance could be used instead.
- Conduct appropriate COSHH risk assessments in accordance with the Health & Safety System.
- Ensure appropriate Personal Protective Equipment (PPE) is issued and training provided where required

All Staff / Sub-contractors

- Follow this procedure and ensure substances are handled, stored, used and disposed of appropriately

Identification and Assessment

The site or building manager shall ensure that an assessment of the risks to health and safety shall be carried out as appropriate.

As soon as practically possible a risk assessment should be carried out using the H&S Management System form.

The COSHH risk assessment should identify how the hazardous substance should be used and stored to mitigate risk of injury and impact on the environment.

The results of the COSHH assessments should be communicated to personnel involved in the handling of hazardous substances. Refer to Subcontractors Pack and F030 Standard COSHH Assessment.

Control measures such as appropriate Personal Protective Equipment (PPE) and training in its use should be provided to enable hazardous substances to be handled safely. Refer to F042 Toolbox Talk Topics and F043 Toolbox Talk Register.

Review of the effectiveness of COSHH assessments and control measures will be undertaken as part of the F009 Internal Audit Schedule and any feedback received discussed and actioned as appropriate during management meetings.

A copy of the full statement is available on the web-site, or direct from any Roskel office.

## 6.5 FIRE PRECAUTIONS POLICY STATEMENT

ROSHEL CONTRACTS LIMITED will maintain a proactive approach to fire prevention. The intention of this is to ensure that both the risk of fire and the risks arising from fire are minimised as far as practicable in order to comply with relevant legislation.

## 6.6 ENVIRONMENTAL POLICY STATEMENT

Roskel Contracts Ltd is committed to reducing its impact on the environment through a system of continual improvement. In this endeavour, the company considers it has an equal obligation to internal, local and global environmental concerns.

Our Integrated Management System is designed to ensure we maintain a proactive approach to the prevention of pollution, including the control and monitoring of environmental releases to air, land and water. We seek to improve our environmental performance through the implementation and regular review of the following objectives.

### Objectives

- Achieve and maintain certification to BS EN ISO 14001:2004 environmental management system standard.
- Comply with all applicable legal requirements and guidelines particularly associated with the construction industry.
- Actively select, monitor and encourage suppliers and sub-contractors with similar environmental principles.
- Minimise the generation of waste by evaluating operations and ensuring they are as efficient as possible.
- Ensure continuing professional development for all staff, including awareness and support for environmental issues.

It is the responsibility of all Directors, staff and sub-contractors of Roskel Contracts Ltd to assist with the achievement of our policy objectives and provide feedback to ensure the continuing effectiveness of our integrated management system.

## 6.7 QUALITY POLICY STATEMENT

ROSKEL CONTRACTS LIMITED is committed to maintaining our position as one of the UK's foremost specialist Interior Contractors, and with over 40 years experience, the company has gained an enviable reputation for consistent high quality work. It is a reputation we are extremely proud of, and one we work hard to maintain.

Our Integrated Management System is designed to ensure we maintain a proactive approach to delivering on our promise of quality and for consistently achieving customer satisfaction. We seek continual improvement of our performance through the implementation and regular review of the following objectives:

### OBJECTIVES

- Achieve and maintain certification to BS EN ISO 9001:2008 quality management system standard.
- Comply with all applicable legal requirements and to meet or exceed any guidelines to which the company subscribes.
- Actively select, monitor and encourage suppliers and sub-contractors with similar quality principles.
- Proactively maintain customer satisfaction through the delivery of a quality service
- Ensure the provision of resources for an effective working environment supporting the continuing professional development for all our staff.

It is the responsibility of all Directors, staff and sub-contractors of Roskel Contracts Ltd to assist with the achievement of our policy objectives and provide feedback to ensure the continuing effectiveness of our Integrated Management System.

## 6.8 EMPLOYMENT POLICY STATEMENT

Roskel Contracts Limited acknowledges that the company's greatest asset is the quality of its employees, and also that as an employer, we have a duty of care towards all members of our staff.

We will employ staff solely on the basis of their suitability for the job under consideration, regardless of race, colour, political or religious beliefs, sex, age or disability.

We will ensure that every member of our staff fully understands their role within the company, their responsibilities, and their rights as an employee. We will ensure that all current employment legislation is fully complied with at all times.

We will promote existing employees to new positions within the company solely on the basis of merit.

We will actively seek the participation of all our staff in the day to day management of our business, so that by working as members of one team, both the company and each individual can continue to develop and grow successfully in the future.

## 6.9 TRAINING POLICY STATEMENT

Roskel Contracts Limited acknowledges the need for employee training in the interest of the employee's personal and professional development, and also for the benefit of the company as a whole. The company encourages training in a wide range of skills in order to maximise the effectiveness of its workforce.

We are committed to achieving excellence in all areas of our company's operations, and will therefore provide training and support for all our staff so that they may realise their full potential.

We will carry out regular assessments of all employees training needs, and take appropriate action to rectify any deficiencies. Where specific training is required by current legislation, we will ensure that the appropriate employees receive the required instruction.

Whenever new systems or working practices are introduced by the company, the appropriate training will also be provided.

We welcome requests from employees for new or additional training appropriate to their existing or anticipated job function.

## 6.10 CUSTOMER CARE POLICY

Roskel Contracts Limited acknowledges the need for the highest standards of customer care and service in the day to day operation of our business, and will strive to set the standard for the suspended ceiling industry as a whole.

The company's employees have been made aware of, and are encouraged to act in accordance with the company's Customer Care Policy, and will be given the appropriate training to do so if necessary.

We will at all times treat our customers with due courtesy and consideration, and will expect to be treated in a similar manner by them. We will actively seek to achieve long term partnerships with our customers, in order to achieve all mutually agreed objectives.

We will provide clear details of all lines of communication and personnel involved in the execution of our works. We will ensure that all queries are answered quickly and efficiently, and that all documentation is processed in the same manner.

We will strive to meet all reasonable deadlines, and to comply with all reasonable requests, and will inform our customers when this is not possible.

We will seek to resolve all disputes in a non-confrontational and co-operative manner, and to keep all interested parties fully informed of progress towards a mutually satisfactory solution.

## 7.0 DATABASE INFORMATION

### 7.1 Scope of Work

**Supply and installation of Suspended Ceiling Systems, Dry Lining and Systems, Structural Framing Systems, and other Associated Trade Packages.**

### 7.2 Company details

Head Office	Suite 1A, Old Bank House, 50 St. John's Close, Knowle, West Midlands B93 0JU Tel: 01564 732292 Fax: 01564 732296	
Company	Date of Incorporation	17 January 1968
	Registration Number	925981
Current Turnover	2011 - £12.6m (projected)	
Recent Turnover	2010 – 10.7m; 2009 – 10.2m; 2008 – £13.0m	
Size of projects	Approx. £30k min. to £5m (subject to programme)	
Operating Area	Great Britain - refer to map for details of Divisional operating areas	

### 7.3 Financial details

Bankers	HSBC 114 High Street, Stourbridge, W. Midlands DY8 1DZ Tel: 01384 440400	
Account details.	Sort Code 40.43.17 Account No. 11183672	
Auditors	Nicklin & Co. Church Court, Stourbridge Road, Halesowen, West Midlands B63 3TT	
VAT reg no.	687 9097 59	
Tax Reference	34500 31421	
Performance Bond	Available subject to additional costs	
Third Party Warranty	Available	
Self-billing acceptable?	Yes	

#### 7.4 Insurance

Insurers	NIG Insurance Ltd
Brokers	Hettle Andrews & Associates Limited 123 Hagley Road, Edgbaston Birmingham. B16 8LD Tel: 0121 423 6205, Fax: 0121 423 6229
Public Liability	£10,000,000 for any one claim (Unlimited in any one year)
Product Liability	£10,000,000 in any one year
Policy no.	BIR/005227293 Renewal date 1 April 2012
Employers liability	£10,000,000 for any one claim (Unlimited in any one year)
Policy no.	BIR/005227293 Renewal date 1 April 2012

#### 7.5 Industrial Relations

Holiday with pay no.	H 14690600
CITB registration no.	62 / 3558 / L
IR Policy	Available on request
Trade Assoc. membership	Association of Interior Specialists

#### 7.6 Health and Safety Advisors

The Health & Safety People Limited  
16a Market Square  
Sandy  
Bedfordshire, SG19 1HU  
Tel: 08456 122 144 Fax: : 08456 122166 [www.thsp.co.uk](http://www.thsp.co.uk)

#### 7.7 IT & Contact

E-mail; All staff have personal e-mail addresses, in the format:  
[firstname.lastname@roskel.co.uk](mailto:firstname.lastname@roskel.co.uk)  
For general enquiries, please use [info@roskel.co.uk](mailto:info@roskel.co.uk)

Further information, including Project Profile Sheets, References, and other downloads are available on [www.roskel.co.uk](http://www.roskel.co.uk), or direct from the regional offices as detailed above.

## 8.0 SUPPLIER RELATIONSHIPS

Roskel Contracts Limited maintain close co-operation with all the major manufacturers and distributors of Dry Lining, Partitioning and Ceilings systems and components. As a result of consistently high quality installations and customer service, we are recognised by the following;

### Ceilings

#### **Metal Ceilings**

<b>Armstrong World Industries</b>	Omega Contractor
<b>Burgess Architectural Products Ltd</b>	Recommended Contractor
<b>SAS International Ltd</b>	Recommended Contractor
<b>Hunter Douglas Ltd</b>	Gold Standard Luxalon Partner

#### **Mineral Fibre/ Acoustical Ceilings**

<b>Armstrong World Industries</b>	“Omega” Member Contractor
<b>CEP Ceilings Ltd</b>	Recommended Contractor
<b>Rockfon Ltd</b>	“Active” Installer
<b>St. Gobain Ecophon Ltd</b>	“EPIC” Scheme Member Contractor
<b>USG (UK) Ltd</b>	Approved Contractor

#### **Other Ceilings**

<b>Danogips Ltd</b>	Recommended Contractor
---------------------	------------------------

#### **Partitions and Dry Lining**

<b>British Gypsum</b>	Recommended Contractor
<b>Knauf</b>	Recommended Contractor
<b>La Farge</b>	Recommended Contractor
<b>Fermacell</b>	Approved Contractor

#### **Structural Framing Systems**

<b>Metsec</b>	Approved Contractor
---------------	---------------------

In addition to the above, we also have close working relationships with many other component suppliers who do not operate specific 'Approved Contractor' schemes.