

Integrated Asset Management Contract:

Commitments Document

Note: The following highlights key commitments made by Mullalley and Co within its Proposals that are not included within the Term Brief or other Specifications. The minimum contractual requirements as set out within the Term Brief and associated Contract Documents will be monitored and managed separately unless otherwise stated below. Where Mulalley has offered to deliver 'over and above' the minimum requirements, the additional activities/targets will be included within this document during the mobilisation phase, to ensure they are built into operational management plans/KPIs as needed before Contract go live. They will then be removed from this Commitments Document.

Commitment
Nick Price (Director) to be 100% allocated to Mobilisation Phase
Mulalley to organise a mobilisation launch meeting and workshops with Stevenage
Mulalley will continually review mobilisation timetable- ensure meeting key dates.
Mulalley will hold 360° mid-mobilisation review meeting with Stevenage
Mulalley will set up and maintain contract risk register and contract execution plan
Assign Electrical Coordinator, Mike McDonagh
Quantity Surveyor Claire Perrin and Lauren Noonan- 100% dedicated to project
Assign two 100% dedicated full-time RLOs <ul style="list-style-type: none"> • Victoria Kent • Sharon Martin
Senior Project Manager Paul Lynch to inspect the blocks they are working in at least twice a month to ensure method statements and company policies are followed.
Health and safety advice, training and guidance provided.
Quality control team, will visit a selection of blocks , each month to inspect workmanship and performance materials used <ul style="list-style-type: none"> • Will provide a monthly photographic report identifying any remedial works and categorising items by severity
Procure a local depot/warehouse with full time warehouse manager to ensure warehouse is fully stocked and all processes are followed
Offer hot-desking for Stevenage Delivery Team
Maintain up-to-date electronic documentation key points of contact for Stevenage throughout 5 year contract
Procure 60% of supply chain through local supplies in year 1, rising by 5% per year to 80% by end of year 5

Commitment
Throughout year 1, collaborate with Stevenage's other service provider to seek to establish a joint supply chain before year 2
Supply Chain Map, will be continually developed throughout mobilisation and the Term programme
Host 'Meet the Buyer Event' in April 2018
Use Stevenage Business directory
During mobilisation hold a supply chain launch meeting undertake a pilot programme of work
Undertake a pilot programme of work
Supply chain to attend weekly site meetings
Project managers, Jeffery Wharton and David Taylor will carry out regular inspections throughout the day
Develop a supply Chain KPI Handbook
Create smaller work packages
Offer free mentoring/training to bring suppliers to the required standards
Where local suppliers/subcontractors are rejected provide a de-brief meeting and report to detail why they were unsuccessful and provide advice
Provide support to smaller companies with invoicing process, provide reduced (7 day) payment terms for small local suppliers
Establish credit agreements with local building merchants
Use HACT's LM3 Tool to provide an auditable and transparent record of supply chain contribution to local economy
Mulalley will continuously benchmark suppliers against each other and national indices
Reports issued to Stevenage team: <ul style="list-style-type: none"> • Weekly Site Report • Weekly Complaint Report • Monthly Financial Report • Monthly Progress Report • Monthly Quality Inspection Report • Quarterly Report • Annual Report
Hold an annual KPI presentation to Stevenage and their residents, including presentations from other service providers
Will access mPROJECT and capture data on mobile web-enabled tablets,
On completion of each block, electronic and hard copies of a full property pack will be provided
Provide a data file of key asset attribute data
Setup Stevenage residents' website and mobile version
Dedicated Leaseholder Liaison Officer (LLO) Kris Egan will hold regular walkabouts with leaseholders and Stevenage
RLOs will carry out a profiling exercise and a Vulnerability assessment and create a tailored management plan
RLO's will meet with Housing Officers and Sheltered Scheme Managers
At least 8 weeks before access, RLO will hand deliver introductory letter to each resident, hold one-to-one interviews and hand deliver confirmation letters 28, 14 and 7 days before access is required

Commitment
Provide neighbouring residents introductory letters and hold one on ones
Provide Neighbouring Property Booklets
During mobilisation, RLO team will hold meetings with residents
During consultation, RLO will show residents product brochures and photos of completed works
RLO will organise visits to meet other Stevenage residents and see their finished blocks
RLO and site team undertake a photographic condition survey for the entire area
Commercial Team will undertake annual Life Cycle Costing exercises
At the end of the year, Mulalley will undertake an annual KPI Presentation to Stevenage, their other Service Providers and resident representatives
Implement benchmarking annually
Quarterly 360 degree Review Meetings, with Stevenage, consultants, Mulalley and Key suppliers
Provide full time employment opportunities for all apprentices upon completion of their course
The creation of at least 5 gardens, pocket parks, wild play areas or biodiversity hubs
Support a minimum of 12 trade apprentices to NVQ level 3 and provide training and reskilling opportunities
During mobilisation Mulalley will host a Social Value workshop to develop SMART Action Plan and populate a Promise Matrix
Will seek trade apprentices with a view to providing sustainable employment. Will target school leavers/ young persons 16-24/lone parents
Work experience opportunities of 2 weeks will be offered to pupils/school leavers
Work placements for 16+ will target school leavers and those claiming benefits
Supported internships offered to young people 16-24 with an EHCP or LDA
Mulalley will provide longer term work experience/work with shadowing opportunities the training will be geared towards updating skills and getting residents back to work
Host construction skills sessions at local warehouse
Visit local schools/colleges to provide talks about the industry and take part in CV workshops/job fairs
Host communal cooking classes at community centres
RLO's host Walking Clubs in areas where they are working on multiple blocks, including guided woodland/grassland walk to teach about the environment
Provision of secure cycle storage in residential areas and town centres through partnership with Stevenage
Host events for isolated/vulnerable residents identified by RLOs
Refurbish one green space of Stevenage's choice each year
Provide guided walking tours of local woodlands/grasslands to educate residents
RLO provide impartial advice to residents to reduce carbon emission and save money on energy bills
Provide staff with annual volunteer days

Commitment
Schedule deliveries strictly outside of school drop off/pick up times
2 weeks prior to commencement health and safety information will be posted in communal entryway/staircase and site logistic plans displayed
Host a 'Meet the Contractor' event at Wedgewood Park facility 'Lonsdale Road Order'
Provide safety talks from Mascot at a number of schools in the area 'Lonsdale Road Order'
Adopt a Permit to Work System for Electrical Works, and a Permit to Access System for roof works
Induction run prior to works for all operatives and sub-contractors