ARENA ELECTRICAL SERVICES LTD
COMPANY PROFILE 2010

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INTRODUCTION

Arena have recently returned to the city in our new offices in Banner Street, London EC1. This move represents a key stage in the continued growth of the company and reflects the management’s strategy of investment in the companies infrastructure, to provide full administrative and technical support to all active project teams.

In addition to being highly accessible, the new premises will create a positive and productive environment to house the companies growing professional team. With investment planned to enhance our Design, CAD and Estimation capabilities being an essential part of our commitment to provide clients with a fully supported service.

Incorporated 15 years ago, Arena have established a loyal client base with a high proportion of our work being from repeat order clients who recognise our ability to carry out one of the more complex areas of the building process with minimum disruption. Work is also secured in competitive tender, either working to a design prepared by the client’s own directly employed consultant engineers or by tendering as part of a main contractor’s design and build package.

Mechanical and Electrical engineering services have grown to become a sophisticated and continually changing science, with a responsibility to ensure healthy environments and cost effective uses of energy.

Arena are specialists in environmental engineering. We create comfortable and effective living and working environments. For specialist machinery equipment and manufacturing processes we create the conditions they need to operate at their optimum efficiency. Arena combines state-of-the-art technology with tried and tested planning systems so that practical solutions to potential on-site problems can be put forward as soon as possible. ‘Value engineering’ is practiced throughout the company, providing the most cost-effective systems for our clients.

Our engineering staff are kept fully abreast of technological innovations. When proven, these are incorporated into plans at the earliest opportunity, to the benefit of our end users. Our Project Managers liaise closely with clients or their representatives at all times; fully coordinating and monitoring projects in order to achieve planned target and critical completion dates.
Once detailed project planning has been completed, elements where off-site prefabrication would be beneficial can easily be isolated. This optimises on-site installation, bringing about greater efficiency, reduced costs and shorter installation periods. Regular updating of working drawings and the compilation of Operating and Maintenance Manuals is carried out to ensure the client’s engineering team can easily interface at project hand over.

Arena installation teams are dedicated tradesmen, well motivated and highly skilled. They are supervised by thoroughly trained and experienced field engineers and foremen. Our industry is labour intensive and we place great emphasis on the quality of our human resources. The high standards of our employees are maintained by careful selection procedures. This is undertaken to ensure that all our projects are executed successfully, with minimal disruption to other trade activities. A specialist group, under the control of our Project Manager, ensures that the pre commissioning and commissioning of systems is effectively executed. Systems functions are demonstrated to the satisfaction of the client’s engineering representative. Detailed inspection of specialised requirements is made, and close attention paid to remedial defects. In this way Arena can be sure that the completed installation is entirely acceptable for hand over.

Arena place paramount importance on maintaining high levels of training and safety, which is closely monitored by our Project Director in conjunction with our specialist Health & Safety advisors. Maintaining high levels of training and safety increases efficiency and productivity and results in reduced direct and indirect costs for all our clients.

Successful projects demand total quality and Arena quality assurance system defines the procedures necessary to produce it. The roles and responsibilities of the various specialists involved, methods for quick response and detailed supervision and implementation of the quality control plan are clearly specified. The philosophy of the Company is to provide our client’s with total commitment. We believe in providing a very personal service, handling contracts with skill and professionalism backed by experience and commitment. This approach coupled with high quality standards and cost efficiency has established our successful track record and ensures a tradition of repeat orders from our clients.
SOME OF OUR CLIENTS INCLUDE:

- FBA Consulting
- The Ability Group
- Sir Robert McAlpine
- Skanska
- PriceWaterhouseCoopers
- Bovis Lend Lease
- Morgan Stanley
- Isg
- Volker Fitzpatrick
- Swp ltd
- Overbury
- Wates
- Primus
- Pacific
The Broadgate Tower
Main Contractor - ISG Interior Exterior
Client - Reed Smith Richards Butler
Consultant - Troop Bywaters & Anders
Programme - 5 Months
Scope - Electrical CAT B Fit-out
Contract Value - £ 3.0m

20 Gracechurch Street
Main Contractor - ISG Interior Exterior
Client - Second London Wall
Consultant - Faber Maunsell
Programme - 6 Months
Scope - Electrical CAT A Fit-out
Contract Value - £ 1.2m

Millharbour, Canary Wharf
Main Contractor - C J O'Shea Ltd
Client - Ability Developments Ltd
Consultant - A&G Partnership
Programme - 28 Months
Scope - Electrical Residential
Contract Value - £ 4.5m

Minerva House, 42 Wigmore Street
Main Contractor - Skanska UK Construction
Client - Minerva
Consultant - Hoare Lea
Programme - 6 Months
Scope - Electrical CAT B Fit-out
Contract Value - £ 400k

Enfield & Newham PFI Schools
Main Contractor - Wates Construction Ltd
Client - Enfield & Newham Boroughs
Consultant - Design & Build
Programme - 18 Months
Scope - Electrical & Mechanical
Contract Value - £ 9.2m
Arsenal Emirates Stadium
Main Contractor - Sir Robert McAlpine Ltd
Client - Arsenal Football Club
Consultant - Buro Happold
Programme - 15 Months
Scope - Electrical & Mechanical
Contract Value - £4.5m

Ability Plaza, Arbutus Street
Main Contractor - Mobel Ltd
Client - Ability Developments Ltd
Consultant - A&G Partnership
Programme - 14 Months
Scope - Electrical Residential
Contract Value - £1.4m

More London, Head Office
Main Contractor - ISG Interior Exterior
Client - More London
Consultant - Roger Preston and Partners
Programme - 5 Months
Scope - Electrical CAT B Fit-out
Contract Value - £350k

The Pavilion, St Johns Wood
Main Contractor - Wates Construction Ltd
Client - West City Properties
Consultant - S.V.M Consulting Engineers
Programme - 12 Months
Scope - Electrical
Contract Value - £1.7m

6 Crutched Friars
Main Contractor - Skanska Kontor
Client - Jardine Lloyd Thompson
Consultant - Rybka Battle
Programme - 8 Weeks
Scope - Electrical/Mechanical
Contract Value - £345k
Lawn Lane Residential  
Main Contractor - Copthorne Homes Ltd  
Client - Copthorne Homes Ltd  
Consultant - Rolfe Judd  
Programme - 14 Months  
Scope - Mechanical/Electrical  
Contract Value - £1.9m

Newham Borough PFI Schools  
Main Contractor - Skanska Construction (UK) Ltd  
Client - London Borough of Newham  
Consultant - Design & Build  
Programme - 15 Months  
Scope - Electrical & Mechanical  
Contract Value - £4.35m

Wimbledon Girls School  
Main Contractor - Wates Construction Ltd  
Client - Wimbledon Girls School  
Consultant - A & G Partnership  
Programme - 6 Months  
Scope - Electrical/Mechanical  
Contract Value - £450k

Minster Court, EC2  
Main Contractor - Pacific Interiors Ltd  
Client - Catlin Underwriters  
Consultant - Foremans Ltd  
Programme - 4 Months  
Scope - Electrical/Data  
Contract Value - £380k

CGNU – St Helens 1, Undershaft  
Main Contractor - Direct to Client  
Client - CGNU AVIVA  
Consultant - A & G Partnership  
Programme - 8 Weeks  
Scope - Electrical/Data  
Contract Value - £475k
References may be obtained from the following clients:

Mr Russell Hallmark / Mr Andreas Panayiotou
Bovis Lend Lease Group Chairman
Northolt Road Ability Developments Ltd
Harrow Ability House
Middx 7 Portland Place
HA2 OEE London W1B 1PP

Mr Paul Chandler
Skanska UK Building
8 Dysart Street
London EC2A 2BX
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1 A STATEMENT OF POLICY

It is the policy of Arena and its employees to provide the customer with a service of the highest quality that complies with all their needs and contractual requirements. In order to achieve this high standard of quality, Arena operates the systems described in this Quality Assurance System based upon the requirements of the National Land International Standards BS 5750 Part 1: 1987 / - 2000 / ISO 14000 - 2000.

The Board of Directors strive to ensure that quality is everyone’s’ responsibility throughout the organisation and that each employee has a proper understanding of the importance of Quality Assurance and its relationship to the success of Arena. The Directors are ultimately responsible for the successful operation of the Quality System. However, a Quality Assurance Co-ordinator has been appointed who is responsible for the daily monitoring of the Quality System and who reports to the Directors.

Signed:

Date:

2. RESPONSIBILITY AND AUTHORITY

Management Representative (Quality Co-ordinator)

The Quality Co-ordinator is responsible for the preparation and co-ordination of the Quality Management System. Irrespective of other duties he is nominated as the company’s Quality Co-ordinator and is responsible for all matters relating to quality. He retains authority to:-

• Initiate action to prevent the occurrence of product non-conformity.
• Identify and record any product quality problems.
• Initiate, recommend or provide solutions.
• Verify the implementation of solutions.
• Control further processing, delivery or installation of a non-conforming product until the deficiency or unsatisfactory condition has been corrected.

At the discretion of the Directors, specific tasks may be delegated to other personnel. As the Quality Co-ordinator he is directly responsible to the Directors. His duties shall include but not be restricted to the following :-

• Developing and maintaining the Quality Assurance Manual and Procedures.
• Organising and, as appropriate, participating in Quality Audits and reporting of the same.
• Ensuring that corrective actions are suitably carried out and recorded. Initiating actions to prevent recurrence.
• Initiating corrective actions for product non-conformance and conducting preparing trend analysis reports.
• Continuously reviewing Quality methods and equipment with the view to recommending improved inspection techniques appropriate to the work involved.
• Regular checking of calibration of all inspection equipment and maintenance of records.
• Maintaining a library of up-to-date specifications, standards and other documents relevant to product quality.
• Maintaining a liaison with the customer’s quality/inspection personnel on all matters relating to quality.
Company Secretary
The Company Secretary has full responsibility for all financial matters arising from the business activities of the company.

Contracts Director
The Contracts Director has the full responsibility for the directing and co-ordination of all matters relating to the management of the contracts under taken by the company. He is responsible for assuring that the needs and contractual requirements of the customer are met. He is responsible for purchasing equipment and materials for the contracts undertaken by the company.

Design Engineer
The Design Engineers are responsible for ensuring that the requirements of the customer are satisfied and fully comply with contract specification. He is responsible for producing designs to meet the customer’s needs and implementing and checking designs produced by third parties.

Project Manager
The Project Managers are responsible for the day-to-day management of the company’s contracts. He is responsible for liaising with the customer and the professional team and also for ensuring that the design requirements are implemented.

Site Foremen
The Site Foremen are responsible for the organisation of labour on their contracts. They are responsible for ensuring that the company’s high standards of installations are maintained.

3 VERIFICATION, RESOURCES AND PERSONNEL
Verification activities are addressed in the appropriate administrative procedures. Inspections, internal Audits and management review meetings provide the basis of verification activities. Adequate resources - i.e. plant, equipment, personnel and training as appropriate, are provided for verification activities.

4 MANAGEMENT REVIEW
As a minimum the company conduct an annual review to verify the effectiveness of the Quality Management System. These reviews are in the form of a meeting chaired by the Quality Co-ordinator. Also in attendance are the Directors and other key personnel as is deemed appropriate. The Quality Co-ordinator ensures that the agenda for the meeting addresses the following topics as a minimum :-

- Internal Quality Audits
- External Quality Audits
- Trend Analysis Reports
- Corrective Actions
- Customer Complaints
- Minutes of the meeting are taken and retained on file by the Quality Co-ordinator.

5 QUALITY SYSTEM
The documented Quality Management System is in three levels which address all the requirements of BS 5750 Part 1: 1987 / ISO 9000 / ISO 14000 and the added requirements of applicable Quality System Supplements.

1st Tier Document
The Quality Assurance Manual details the company's commitment to quality and includes the Management Structure highlighting responsibilities and Authority of key personnel.

2nd Tier Document
Consists of Administrative Procedures as follows Design Control Applies to all design activities conducted by the company and the method by which design data and production methods are developed and verified for use.
**Contract Review**  
Applies to those activities affecting the efficient processing of enquiries, contracts and purchase orders placed upon the company.

**Document Control**  
Covers the approval, issue and modification of all documentation, drawings and data generated through the Quality Management System to meet the requirements of BS 5750 Part 1 : 1987 / 2000 / ISO 14000.

**Purchasing**  
Applies to the procurement of all items and materials used by the company and includes the procurement of sub-contractor services.

**Purchaser Supplied Product**  
Applies to all purchaser-supplied products from its receipt until dispatch and applies primarily on site.

**Product Identification**  
Applies to all products, from receipt through installation. Tractability are procedures only fulfilled when required by a contract.

**Process Control**  
Applies to all processes involved in the installation of items, which affect product quality. This includes the provision of instructions for sub-contract activities where appropriate.

**Inspection and Testing**  
Applies to all materials and products handled by the company and specifically includes goods receiving inspection, on site installation, inspection and final testing/commissioning.

**Calibration**  
Applies to all inspection, measuring and test equipment used by the company on site.

**Inspection Status**  
Applies to all materials and products from receipt, through processing, dispatch, and on site installation.

**Non-Conformance Control**  
Applies to the control of non-conforming products and materials supplied to the company or installed by the company on site. Arena Group - Company Profile

**Servicing**  
This procedure is not normally part of the company’s regular activities.

**3rd Tier Document**  
Consists of working documents such as attachments addressed with the administrative procedures. Work instructions are also included in this category. Copies of the Quality Procedures are available at various locations throughout the company. All personnel are encouraged to read the appropriate procedures and the Quality Policy Statement.

**Quality Policy Statement.**  
It is a management responsibility to ensure that all company personnel are aware of the company’s Quality Policy and its operation through the use of the Quality Management System. Each procedure states who is responsible for its operation. This responsibility may be delegated to qualified personnel when considered necessary. The Quality Co-ordinator is responsible for ensuring that all personnel involved in activities affecting quality have had sufficient training and/or are suitably experienced and are familiar with the company’s Quality Management System.
ARENA ELECTRICAL SERVICES LTD
HEALTH & SAFETY STATEMENT
AND RESPONSIBILITIES

To be read in conjunction with, and to be considered part of, the Arena Health and Safety Policy
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 effected by its activities, the Board of Directors of Arena have produced the following statement of policy in respect of health and safety.

It is the aim of the Board of Directors, (the company), so far as is reasonably practical, to ensure that:

• The working environment of all employees is safe and without risks to health and that adequate provisions are made with regard to the facilities and arrangements for their welfare at work.
• The provision and maintenance of plant and systems of work are safe and without risks to health.
• That persons who are not in our employ, who may be effected by our activities, are not exposed to risks to their health and safety.
• Information, instruction, training and supervision is provided, as necessary, to secure the health and safety at work of all employees.
• Arrangements for the use, handling, storage and transportation of articles and substances for use at work are safe and without risk to health.
• Adequate information is available with respect to articles and substances used at work, detailing the conditions and precautions necessary to ensure that when properly used, they present no risk to health and safety.
• There is suitable provision for safe access to and from all working areas.
• The Board of Directors has direct concern for this policy and affords health and safety matters equal priority to other management functions within the company.
• Company employees are reminded of the legal requirement to ensure that the company’s Health and Safety Policy is observed.
• In particular, they are required to take reasonable care for their own health and safety at work and of those who may be affected by their actions, or by their neglect.
• To co-operate with their employees to ensure that any duty, or requirement, for health and safety, imposed upon their employer by law, is performed, or complied with.
• Not to intentionally, or recklessly, interfere with, or miss-use, anything provided in the interests of health, safety, or welfare.

This policy is to be read in conjunction with the Organisation, Arrangement and Applicable Safe Systems of Work.

Signed:........................................................................................................................................
Managing Director

Date:.............................................
Mr. Ryan Norfolk – Operations Director

The Operations Directors Health and Safety responsibilities are to ensure that:-

• He understands the Company’s Health and Safety policy and appreciates the allocated responsibilities;
• Tenders are adequate to cover sound methods of work and the provision of adequate welfare facilities;

The following are determined at the planning stage:

• The most appropriate order and method of work.
• The provision of adequate lighting.
• Allocation of responsibilities with other contractors on site.
• The hazards which might occur due to overhead or underground services and other situations which might lead to improvisation on site.
• Facilities for sanitation and welfare.
• The provision of basic fire precautions.
• Written instructions are provided to establish working methods, to explain the sequence of operations, to outline the potential hazards at each stage and indicate the precautions to be observed;
• Work is carried out as planned and the relevant legislation is complied with on site;
• He sets a good personal example by using the appropriate protective equipment whilst on site;
• All employees are aware that all injuries and equipment damage will be taken into account when bonuses and promotions are being considered;
• All plant on site is safe, guarded in accordance with the relevant legislation and has the required certificates of inspection or examination.
• All plant is operated by trained and experienced personnel;
• All repairs to plant on site are carried out in the proper manner;
• The required protective equipment is issued and used correctly.

Mr. Miles Gouch – Financial & Office Manager

The Office Manager’s Health and Safety responsibilities are to ensure that;

• He understands the Company’s Health and Safety Policy and appreciates the allocated responsibilities;
• The safety Policy is effectively implemented in all functions under his control;
• Responsibilities are correctly assigned and accepted;
• First aid facilities are available at all times;
• The arrangements for Fire Precautions are in conformance with the Fire Certificate;
• All equipment on the premises is safe-guarded in accordance with the relevant legislation and has required certificates of inspection or examination.

Site Foreman

The Site Foreman’s Health and Safety responsibilities are to ensure that:-

• Sites are so organised that work is carried out our to the required standard with the minimum risk to personnel, equipment and materials;
• They understand the requirements of the applicable legislation and the Company’s Health and Safety Policy;
• The legal requirements are observed on site and that all registers, records and reports are in order;
• All employees are given precise instructions on their responsibilities for the correct working methods;
• Provisions are made for the delivery and stacking of materials to avoid unnecessary handling;
• The electricity supply is installed and maintained so as not to present risk to men and equipment;
• The site is kept tidy;
• Arrangements are implemented with other contractors to avoid any confusion about areas of responsibility.
• Machinery and plant, including hand tools, are maintained in good condition;
• All hazardous materials are correctly marked, stored, handled and used;
• Suitable protective clothing is provided where appropriate and is correctly used;
• The first aid equipment, as laid down, is available on site and that employees know where it is kept;
• Employees are not required or permitted to take unnecessary risks;
• They co-operate with the Safety Adviser and acts on his/her recommendations;
• They set a good personal example;
• Disciplinary action is taken against any employee contravening the requirements of the legislation or the Company’s Safety Policy;
• Inform management of any change to their state of health, either temporary or permanent, which may effect their working ability or their suitability to carry out any particular task or tasks;

Operatives
The Operatives’ Health and Safety responsibilities are to ensure that they:-

• Use the correct tools and equipment for the task;
• Use the protective equipment provided;
• Only use tools which are in good condition;
• Report all defects in tools, plants, equipment and materials, or any obvious safety or health hazards;
• Do not endanger themselves or other persons through their actions or failures to act;
• Avoid improvisation;
• Warn new employees of known hazards;
• Refrain from horseplay;
• Do not abuse the welfare facilities;
• Co-operate with the Company on all aspects of health, safety and welfare;
• Do not operate any equipment unless they have been fully trained and instructed in its operation;
• Comply with the requirements of the Company’s Safety Policy; • Inform management of any change to their state of health, either temporary or permanent, which might effect their working ability or the suitability to carry out any particular task or tasks.

Trade Contractors
Trade Contractors are to comply with all the requirements of this Safety Policy and provide copies of their Safety Policies and any other documentation appertaining to health and safety that may be requested by the Company or their Safety Advisers. Failure to do so will render the trade contractor liable to suspension from the site and any financial penalties will be charged to that trade contractor. Labour only sub-contractors shall, for the purposes of health and safety only, be considered as employees of the companies.

ENVIRONMENTAL STATEMENT
Arena recognises the need for sustainable development and continually aims to improve the environmental effect of its activities To achieve this we will: -

Establish sound environmental management by: -
• Meeting or improving upon relevant legislative, regulatory and environmental codes of practice.
• Developing objectives that target environmental improvements.
• Incorporating environmental issues into the decision making process.
• Developing a relationship with suppliers and contractors so that we all recognise our environmental responsibilities.
• Educating staff so that they carry out their activities in an environmentally responsible manner.
• Promoting an appreciation of the company’s environmental performance among customer, employees and the general public.

Providing for the effective use of resources by: -
• Advising customers on the efficient use of energy and other utilities.
• Promoting waste minimisation whenever economically viable.
• Promoting the efficient use of resources, energy and fuel throughout the company’s operations.

Co-operate with: -
• The communities in which we operate.
• Customers.
• The government, regulatory bodies and other interested parties with the shared vision of being a good and trusted neighbour.

Signed........................................................

Position......................................................

Date............................................................