

LIVERPOOL IN FOCUS

ISSUE 1 - NOVEMBER 2018

GRAHAM 



GRAHAM NEWS AND UPDATES FROM LIVERPOOL



Introduction

Welcome to the inaugural edition of
**Liverpool in Focus – an insight into GRAHAM's
work in this proud city and wider region**

Liverpool is on the rise.

Since it was crowned the European City of Culture in 2008, the city has enjoyed a sustained period of transformational change.

Embracing its central role within the Northern Powerhouse, Liverpool's urban resurgence over the last decade has cemented its place as one of the UK economy's most important hubs.

Referenced in the 'Liverpool Local Plan 2013 -2033', Liverpool City Council estimates that there are currently "£14bn worth of regeneration projects on site or in the pipeline" while in 2018 "£1bn worth of schemes will be completed for a record fourth consecutive year".

The statistics are striking and best illustrate why Liverpool has topped the list of Britain's fastest growing city centres.

At GRAHAM, we're playing our part in shaping this infrastructural evolution.

We're doing this from a position of strength, having recorded a £767m turnover coupled with a healthy cash balance sheet.

We're also doing it from a platform rooted in the city itself – specifically Derby Square, where we proudly opened a regional office in May 2018.

This is not just a sign of our ambition, but also a reflection of GRAHAM's commitment to Liverpool.

Leveraging off this momentum, we're supporting the regeneration of the city's iconic waterfront at The Strand with the construction of a stunning 383-unit Build to Rent (BTR) development that will offer unrivalled views across the River Mersey, Albert Dock and the city centre.

Fellow icons of the city have felt the positive benefits of GRAHAM's unique approach, including Liverpool FC, where we completed the build and fit-out of the club's flagship retail store at Anfield Stadium, while must-visit retail destinations, St Johns Market, St Johns Shopping Centre and Clayton Square, received modern make-overs.

In parallel, our civil engineering team has helped resolve pockets of the city's traffic congestion problems through the successful delivery of the A565 Great Howard Street Bridge project.

Meanwhile, our technical expertise has positioned Liverpool as a hotbed for renewable energy following the celebrated completion of Gladstone Biomass Handling and Storage Facility - a truly automated bulk-handling structure capable of handling three million tonnes of wood pellets a year.

Boasting a thriving student population and voted 'best city life' in the 2018 National Student Choice awards, Liverpool is fast becoming the preferred student destination for undergraduate and post graduate learning. This is why we're proud to deliver Hard Facilities Management Services on behalf of Liverpool John Moores University (LJMU) in support of 25,000 students and 2,500 staff as part of a long-term contract.

Yet, our legacy is much more than just award-winning construction projects, or the provision of services, but also local employment, the development of strong links with education, and training providers, and tangible community engagement.

Echoing the title of this edition, Liverpool is sharply in focus for GRAHAM and will remain so as we look forward to 'delivering lasting impact' into the future on behalf of the people of this distinctive city.

Michael Graham

GRAHAM Group Executive Chairman



STRAND STREET

Reinventing residential living on Liverpool's iconic waterfront

Liverpool's renowned waterfront is fast becoming one of the city's most sought after locations. We're at the forefront of this transformation, and are currently executing an ambitious Build to Rent (BTR) residential development.

"This is a high quality residential development specifically designed to grace the Liverpool waterfront and we are proud to have been selected as preferred contractor to make it a reality,"

Gary Hughes
Regional Director - Building
GRAHAM

(Pictured): Liverpool's iconic waterfront where 21 Strand Street is being transformed into a residential BTR development

Work is well under way as we continue to deliver a 383-unit BTR development on Liverpool's waterfront.

Situated on The Strand, the scheme will feature 163 one-bed apartments, 187 two-bed apartments and 45 three-bed apartments, offering stunning views across the River Mersey, Albert Dock and the city centre.

As of October 2018, the GRAHAM team has already completed one of the lift cores up to level 16.

We were selected as contractor of choice by Patten Properties and Panacea Property Development, the joint venture behind the scheme.

Forward funding has been provided by Invesco Real Estate, the global real estate investment manager.

The 16-storey development will include a private gym and roof terrace, alongside 1,000 sq ft of ground floor commercial office space. The previous building on the site – the four-storey Strand House – was demolished at the end of February 2018.

Gary Hughes, GRAHAM's Regional Director - Building, said:

"Panacea saw great value in involving GRAHAM at the pre-construction stage, trusting us to advise on design development, the most effective and efficient construction methodologies, site logistics and supply chain solutions.

"GRAHAM has built a strong reputation for advising clients at business case stage and subsequently delivering first-rate residential schemes. We look forward to doing the same here for Panacea. We also look forward to working with the local supply chain and to engaging with the Merseyside construction industry apprenticeship schemes."

Neil Patten, Managing Director of Patten Properties and Panacea Property Development, said:

"The scale and location of this development in such a prominent location deserves the best investment, management and delivery partners. After a long process we are delighted to announce our forward funding deal with Invesco.

"We have owned the site for a long time and worked very closely with Liverpool City Council to ensure that our plans for this important scheme were in line with their own high aspirations for the site and the wider area.

"The development we have designed within the city's historic waterfront will set a new standard for residential accommodation in Liverpool. We look forward to delivering the scheme with our chosen contractor, GRAHAM, alongside our professional team including Leach Rhodes Walker, Capita and Curtins."

Designed by Leach Rhodes Walker architects, the building will be constructed around a concrete frame structure, with off-site podded bathrooms and system façade designed to withstand inclement riverside weather conditions.



Making our presence felt in an extraordinary city

The official opening of GRAHAM's Liverpool office (May 2018) in Derby Square has demonstrated the strength of our long-term commitment to this extraordinary city.

The decision to open the office has been driven by the continued growth of our England North business and a series of high profile wins in Liverpool.

This includes a 383-unit Build to Rent (BTR) development on Liverpool's iconic waterfront, Liverpool FC's flagship retail store at Anfield Stadium, a £85m biomass terminal at the Port of Liverpool and a Hard Facilities Management contract with Liverpool John Moores University.



Gary Hughes, Regional Director - Building, said:

"GRAHAM has been working on projects in Liverpool for a number of years now, so establishing a permanent presence in the city was a natural step for the business – particularly as we have just started work on the 16-storey Strand Street BTR project.

"This strengthens our delivery capability and coverage across Merseyside and ensures that we can continue to support GRAHAM's client base within the region. We have also been speaking with Liverpool City Council to identify how GRAHAM can support the long-term regeneration of the region."

"Liverpool has a wealth of talented construction professionals and suppliers, so opening this office will enable us to build upon the skilled local workforce and supply chain network.

"The city continues to attract significant investment, providing GRAHAM with another great location to build from."

LIVERPOOL HOPE UNIVERSITY

Designed to attract world class scientists

The Liverpool Hope University project was designed as an environmentally considerate and sustainable building to complement the traditional architecture on campus and the nearby Grade II listed Hilda Constance Allen Building. The building houses a 25m sprint track with force metres and motion capture for biomechanical analysis, a phlebotics lab for blood sampling, and treadmills and BODPODs for physiological analysis.

There is a double height robotics suite and engineering lab to aid the building and testing of drones. Located on a busy campus, surrounded by occupied space, the new centre boasts a BREEAM Very Good rating.

"The GRAHAM project delivery team was honest and reliable and I would have no hesitation in working with them again on future schemes,"

James Ellison
Director of Estates,
Liverpool Hope University



North West set to benefit from GRAHAM's international certification

We have achieved international certification ISO 44001 for 'Collaborative Business Relationships', reinforcing our position as a leader in the UK construction market.

The independent third-party endorsement was announced on August 3rd following a rigorous Certification Stage 2 audit, which revealed zero non-conformances or areas for concern.

ISO 44001 represents a new generation of international standard and provides a common platform to harness the benefits of collaborative working.

The ISO 44001 certification coincides with a significant period of growth for GRAHAM in the North West of England.

Ranked 16th in the annual Sunday Times Grant Thornton Top Track 250 (2017), some of our signature civil engineering projects in the Liverpool region include the Gladstone Biomass Handling and Storage Facility (detailed on page 8) and the A565 Great Howard Street Bridge (detailed on pages 9-10). Meanwhile, the Strand Development (pages 3 and 4), and the Greater Manchester based schemes Ellesmere (£28m), Erie Basin (£38m), Cornbrook (£38.5m) and Weavers Quay (£28m) represent a selection of high-profile building schemes in the North West.

Commenting on the attainment of the prestigious ISO certification, GRAHAM Managing Director – Civil Engineering, Leo Martin, said:

"To gain ISO 44001 certification is a tremendous achievement for everyone at GRAHAM. Close collaboration and the establishment of defined collaborative practices are fundamental to the success of each programme of work that we undertake. This certification affirms our unique way of working and

demonstrates that we actively promote and adopt collaborative best practice."

ISO 44001

All of our regions and sectors have now attained ISO 44001 following the Certification Stage 2 audit.

Upon completion the NQA auditor stated that we are 'very engaged with collaboration and committed to ISO 44001'.

The benefits of the certification to GRAHAM and our clients include:

- Provides infrastructure to support our collaborative approach
- Highlights a competitive advantage that we offer to clients
- Provides evidence for work winning teams to promote our collaborative approach
- The certification applies to all GRAHAM regions and sectors

About the certification

ISO 44001 represents a new generation of international standard with a focus on behaviours, organisational culture and management processes providing a common platform to underpin sustainable business relationships and harness the benefits of collaborative working.



(Pictured): GRAHAM Group Executive Chairman, Michael Graham, receiving the ISO 44001 certification from Nick Wright, Operations Director of NQA

GLADSTONE BIOMASS HANDLING AND STORAGE FACILITY

Gladstone fuels sustainable future

Completed in July 2016, the Gladstone Biomass Handling and Storage Facility has positioned Liverpool as a hotbed for renewable energy.

Recognised as a "truly stunning project" by the Institution of Civil Engineers (ICE), the £85m Gladstone Biomass Handling and Storage Facility is a core supply chain component of the largest decarbonisation project in the EU taking place at Drax's Selby Power Station. A feat of complex engineering, this truly automated bulk-handling facility, designed and built by our experts over a 19-month programme, is capable of handling three million tonnes of wood pellets a year.

Testament to the quality of our work at the Immingham Renewable Fuels Terminal, we were subsequently entrusted to design and build Gladstone as our second significant biomass facility for the same end customer (Drax Power Station), albeit on behalf of a different port authority (Peel Ports).

Awarded the 'Large Project of the Year' by the ICE, the Gladstone facility was completed on plan, and built safely with over one million RIDDOR free 'man-hours'. Comprising three 33,000t storage silos, 40m in diameter, and 55m in height, the terminal also features a rail loading silo (14m in diameter/44m high), and 1,200m of conveyors facilitating the transport of biomass from ship to silo and silo to rail.

Our innovative construction included the design and fabrication of the largest hydraulic slide valve, which is now an approved unit on the open market. The Gladstone project has been instrumental in supporting the reduction of Drax's CO₂ footprint by 12t annually – the equivalent of removing 10% of the cars on UK roads.

"Gladstone Biomass Terminal is a truly stunning project, the first facility of its kind on the west coast of England. Built with safety and the environment to the fore, the complexity of the engineering made it a clear winner,"

Darrell Matthews
North West Regional Director
ICE



A565 GREAT HOWARD STREET BRIDGE

Improving traffic flow in Liverpool city centre

Working collaboratively with Liverpool City Council (LCC) in our role as principal contractor, the A565 Great Howard Street Bridge project has significantly improved traffic flow along a crucial Liverpool city centre arterial route. Completed in ten months, this important road network upgrade centred on the replacement of a 'weak' bridge that accommodates the transport of traffic over a disused railway line to north Liverpool docks. The four-lane carriageway carries approximately 25,000 vehicles each day.

Through the implementation of "innovative construction techniques" and alternative traffic management proposals, we ensured that motorists and businesses endured less

disruption than originally estimated (road closure duration reduced by four weeks), allowing them to effectively plan their activities around this major works programme.

Under a 'NEC2 Option C' contract, LCC appointed us to complete the demolition of the existing bridge and tunnel over a disused railway line and the subsequent construction of a new replacement concrete deck bridge. The strengthening of a 170m long brick retaining wall was also part of the brief.



"This scheme is absolutely essential to improving traffic flow. We need to invest in our infrastructure, so we are able to handle the increasing amount of businesses, freight and people travelling to and through Liverpool. This is especially important on this route due to the completion of the new Liverpool 2 deep water port which is absolutely critical to the future economic success of the city region,"

Councillor Malcolm Kennedy
Liverpool City Council

Great Howard Street - Community Benefits

- / School visits, site walks and the dissemination of newsletters were just some of the community engagement tools that we implemented
- / We hosted a number of consultation and engagement exercises inclusive of a guided walk around the site – attended by 29 local residents
- / Our Section Engineer, Barry Baxter, attended Mosslands School where he delivered a careers presentation and structured an activity for 30 students
- / Community Engagement Advisor, Patsy Murphy, attended the Rainhill sixth form careers evening, hosting a stand and discussing the career opportunities within the construction industry



NORTHERN LINK ROAD

Smoothing the path for the new Isle of Man Ferry Terminal

We have been appointed by Liverpool City Council to construct the Northern Link Road – a new link road from Waterloo Road to the proposed new Isle of Man Ferry Terminal at the West Waterloo Docks.

The works programme consists of 500m of two-way carriageway, two roundabouts, widening of the existing canal bridge, retaining system works and the upgrade of the existing junction to signal controlled.

Surveys and preliminary works for the £7m+ scheme commenced in October 2018.

The first phase of works is scheduled to be completed by summer 2019 to facilitate the commencement of the Ferry Terminal Contractor's operations. As it is a sectional completion project, we will then apply the finishing touches to the road to ensure completion by spring 2020.



Dual BSI Kitemark validates our 'digital by default' approach

In early 2018, our pioneering approach to digital construction and Building Information Modelling (BIM) was given the ultimate seal of approval as we became the first contractor in the UK and Ireland to achieve BSI (British Standards Institution) Kitemark™ certification for both BIM Design and Construction (PAS 1192-2) and Asset Management (PAS 1192-3).



BIM is an increasingly important part of the global construction market place, with governments around the world starting to make it a condition of contract.

Seen as a game-changer for the construction and asset management industries, BIM is a collaborative way of working that uses digital technologies to enable more efficient methods of design, construction and operation, ultimately driving out inefficiencies and reducing costs and environmental impact.

We now incorporate this approach across our entire £767m business, including at the new Strand waterfront residential development in Liverpool and also Baird & Anchor Hospitals for NHS Grampian.

Melanie Dawson, Director of Digital Construction at GRAHAM, said:

"This prestigious dual UK and Ireland certification for BIM is a fantastic achievement and is testament to the GRAHAM commitment to investing in, and utilising, BIM and digital technology."

"The independent third party certification is a formal recognition that GRAHAM adheres to world leading standards. It gives our clients and stakeholders the confidence and assurance that we will deliver consistent excellence from project inception through to the asset management and beyond."

IIP Platinum and Wellbeing awards strengthen GRAHAM's reputation as a great employer

We have achieved the Investors in People (IIP) Platinum standard – the highest level that can be achieved by a company – following an in-depth assessment of GRAHAM earlier this year.



**INVESTORS
IN PEOPLE**

Platinum
Until 2020

The outstanding result is only achieved by a small number of companies and is a reflection of our ongoing commitment to making GRAHAM a great place to work, where each individual can attain their personal and career goals.

GRAHAM's HR Director, Michael Smyth, believes the company's journey to the Platinum standard has served to enhance all aspects of the business.

He said:

"Without doubt IIP has been instrumental in developing robust processes and procedures at GRAHAM, which significantly contribute to the satisfaction and engagement of our employees. But more than this, achieving the Platinum standard has added value to the bottom line of the business through tangible outputs, identified efficiencies and increased productivity."

With a community of 14,000 organisations across 75 countries, successful accreditation against Platinum level is the sign of a great employer and an outperforming place to work with a clear commitment to sustained success.

Based on a tried and tested framework and a rigorous process of assessment, organisations that meet the Investors in People Standard proudly display their accreditation to the world because they understand that it is people that make the difference.

The feedback from IIP clearly showed the commitment, ability, loyalty and the infectious enthusiasm of GRAHAM's people – a great foundation for future successes.

Wellbeing

In addition, the achievement of the IIP Wellbeing Award is further proof of our commitment to supporting the physical, psychological and social wellbeing of our 2,200 strong staff pool.



**Investors
in People**

**Health &
Wellbeing
Award**

The IIP Wellbeing Award offers 'focus and stretch beyond the Investors in People standard'.

For more information about Investors in People please visit www.investorsinpeople.com



LIVERPOOL JOHN MOORES UNIVERSITY

As education evolves, we're supporting LJMU through this changing landscape

We have actively embraced LJMU's "One University" concept since our appointment to provide Hard Facilities Management Services in September 2017. Based on an initial five-year term, we are collaborating with the 'University of the Year' in achieving "common student-centred objectives" through the expert delivery of Managed Services, PPM and Reactive Services and Grounds Maintenance. In support of a vast estate, this contract allows us to support 25,000 students and 2,500 staff across the University's trio of campuses (City Campus, Mount Pleasant and IM Marsh), which consist of 44 buildings and extensive landscaped areas.

GRAHAM's solution

Based on a performance driven contractual arrangement, our dedicated on-site LJMU Management and Technical team, supported by a 24/7 Helpdesk, has consistently delivered a range of high-quality Managed Services, PPM and Reactive Maintenance Services and Statutory Maintenance Services.

We are also responsible for Minor Works, Grounds Maintenance plus Specialist Services, which serve to enhance the end-user experience. Our digitally focused service offering facilitated the introduction of innovative BIM 360 technology, which has been utilised to develop a robust, and proactive, asset management strategy, inclusive of a full asset validation/condition survey programme.



Backing LJMU's students

Adhering to LJMU's "One University" ethos, we have worked in partnership with the University in sponsoring the 'Best Industrial Student' prize at its School of the Built Environment Awards and also the Ladies Gaelic football team. Recognising their rich sporting talent, we have provided the team with match shirts and training tops.

Martin Gillespie, Operations Director at GRAHAM, stated:

"Sponsoring the Ladies Gaelic football team at Liverpool John Moores University is a great honour. Not only are we supporting sporting talent in Liverpool, we are enhancing their student experience both on and off the field. We wish the team every success with their 2018/19 season and look forward to hearing of their successes."

In tandem with LJMU, we are also rolling out a student engagement programme, which targets training/employment/ placement opportunities at the University. To date we have provided a range of part-time employment, including for a current LJMU student within our site-based Helpdesk.

"The LJMU contract confirms our commitment to providing excellence in FM services to the higher education market. Liverpool John Moores University is one of the largest and best known UK universities and we are honoured to be working in partnership with them,"

said Rob James, Contracts Manager at GRAHAM.



(Pictured): The GRAHAM sponsored LJMU Ladies Gaelic football team

QUEST APARTMENT HOTELS

We are delivering Quest's first UK site in Liverpool

Quest Apartment Hotels, Australia's largest and fastest growing apartment hotel, has appointed GRAHAM to deliver its first UK site in Liverpool city centre.

The fit-out will transform the second, third and fourth floors of the 1980s commercial office building. It will also construct additional levels five and six, creating 100 serviced apartments, reception, conference room, gym and back-of-house facilities.



Courtesy of Colwyn Foulkes & Partners

Andrew Weisz, Director of UK Development at Quest Apartment Hotels, said:

"It is great to be creating opportunities at the heart of such a vibrant and dynamic city – now and in the future. We have ambitious, long-term plans here in the UK and Liverpool is an integral part of our plans

"The 165 strong Quest Apartment Hotels portfolio has made its name by offering a 'home away from home' to extended stay business travellers in key cities, regional towns and suburban locations across Australia. The brand plans to apply its successful model to open ten properties across the UK in the next five years."

Stephen Johnston, GRAHAM Contracts Director, said:

"It's a privilege for the GRAHAM Interior Fit-Out team to have been selected by developer Vabed to deliver the first site in the UK for Quest Apartment Hotels. We understand Quest's commitment to providing high-quality spacious and convenient accommodation for guests and look forward to working in partnership to complete this exciting project in Liverpool."

Cllr. Gary Millar and Quest Director of UK Development, Andrew Weisz, were on site with GRAHAM and the developer Vabed to mark the start of the project.

The £10m Quest investment will create 200 job opportunities for the area during construction and a further 25 part-time and full-time positions once it opens its doors to the public next summer.

Significantly, the project commenced just a week after the Prime Minister called Liverpool 'the gateway to global trade' and paid tribute to the critical role the city plays in the Northern Powerhouse project.



(Pictured - left to right): Shaun McKee (WYG), Stephen Johnston (GRAHAM Contracts Director), Mark Williams (Mason Owen), Cllr. Gary Millar (Liverpool City Council) and Andrew Weisz (Quest)

LIVERPOOL FOOTBALL CLUB

Creating access to employment at the LFC Retail Superstore

At GRAHAM, we understand that our impact is measured not just in the quality of each project we deliver but in the longer-term impact on communities and people.

This was evident throughout our build and interior fit-out project of Liverpool Football Club's flagship retail store at Anfield Stadium.

The store was officially unveiled by Liverpool FC legends Ian Rush and Robbie Fowler in August 2018 following eight months of work.

During the project we employed 60 people with no access to the traditional labour market. As examples, we worked with an organisation supporting ex-offenders into employment, while our bricklaying subcontractor took one individual on a week's trial before offering permanent employment.

In addition, we:

- Liaised with LFC's 'Red Neighbours Community Programme', with a site visit to Notre Dame High School and delivered a presentation to Year 10 students
- Undertook a site visit to Liverpool John Moores University (LJMU) in collaboration with LJMU's international construction students
- Facilitated a paid summer placement of a LJMU construction and project management student

The new Liverpool FC store is located at the Kop End of Anfield Stadium, providing 1,900m² of retail space over two floors as well as a café. Offering improved accessibility and flexibility for fans and employees, the store forms part of LFC's Paisley Square Fan Zone where fans can enjoy the pre-match build up.

The exterior of the building features a glazed curtain walling system with architecturally detailed red brickwork to complement the new Main Stand.



CLAYTON SQUARE

Enhancing the shopping experience of visitors

The GRAHAM Interior Fit-Out team has enhanced the shopping experience of visitors to the Clayton Square Shopping Centre - an inner-city shopping centre located in Liverpool's Great Charlotte Street.

Completed works comprised the removal of the central escalators and bridges at first floor level to create access to all newly formed units from the ground level, refurbishment of the central mall, including new finishes and feature lighting, alterations to form new unit layouts for prospective tenant requirements and access to partially refurbished toilets.

Importantly, the shopping centre remained open throughout these works.

The completed centre attracted several new tenants including Morrisons, Wildwood, Peacocks and easyGym.

The Shopping Centre first opened in 1989 and was acquired by InfraRed Capital Partners in 2013 for £14m.

"We acquired Clayton Square in April 2013 and are delighted to have delivered our ambitious plans to transform and regenerate a tired and failing 1980s shopping centre into a vibrant mixed-use 'high street' development,"

Client Representative



ONE STOP SHOP

Revamping Liverpool's iconic market hall

We were appointed by Liverpool City Council to fit-out the iconic St Johns Market, developing a 'One Stop Shop' for the people of Liverpool in the process.

One Stop Shop allows residents to access a range of council services under one roof, from Council Tax and Housing Benefit.

This CAT A and CAT B fit-out took place within a live shopping centre, accommodated the relocation of DWP Jobcentre Plus, the One Stop Service, housing options, and Citizens Advice all situated on the first floor area of St Johns Market.



ST JOHNS SHOPPING CENTRE

We completed a £9m refurbishment of Liverpool's largest covered shopping centre - St Johns Shopping Centre. Situated in the heart of the city, St Johns Shopping Centre boasts more than 100 retailers over 34,000m² and attracts approximately 14 million visitors per year.

Over the course of three distinct phases, we successfully completed the multi-million pound refurbishment of the food court at the popular shopping centre. The works also included the refurbishment of the male and female toilets, cutting back of the existing slab at mezzanine floor level and some works to the atria (x 2) at first floor level.

Complexity

The location and nature of the works meant that phased implementation was required, which ensured that the bustling shopping centre remained operational throughout the entire programme. Our multi-million pound refurbishment was successfully handed over on time on budget.

LIVERPOOL IN FOCUS

ISSUE 1 - NOVEMBER 2018

GRAHAM

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