



Ref: JC/nh/168127

16<sup>th</sup> March 2010

Oscar Acoustics  
Michaels Lane  
Ash  
Kent  
TN15 7HT

Dear Sirs

**Re; *Sub-Contractor Performance Record***

Further to works carried out at RICS, Great George Street, please find below for your information your performance scores:

Pre-contract co-operation:	9
Design:	9
Financial Approach:	9
Health & Safety:	9
Environmental:	8
Site Attitude:	9
On Time:	10
Snag Free:	10
O&M's	10
CSCS (% of workers with cards)	100%
Comments:	

Should you have any questions or queries please do not hesitate to contact the writer.

Yours faithfully

 **John Coyle**  
**Operations Director**

Criteria	Criteria that would warrant awarding a 10 1-2 = unacceptable; 3-5 = Improvement required; 6-8 = acceptable; 9-10 = excellent
Pre Contract Co-operation	<p>Saved us money</p> <p>Saved time</p> <p>Extremely helpful</p> <p>Very proactive and problem solving</p> <p>Gave us some good ideas</p> <p>Issued samples and went out of their way</p>
Design	<p>Produced a drawing schedule and kept to it</p> <p>First class drawings, good content and very little comments made from consultant or architect</p> <p>Developed architect's concept drawings into working drawings, which greatly helped project</p>
Financial Approach	<p>Were very commercial for us</p> <p>Valuations always on time and detailed</p> <p>Variation account always up to date</p> <p>We always knew where we were with this subcontractor regarding financial matters</p> <p>Never any shocks or surprises</p> <p>Very proactive in keeping costs to forecast</p>
Health & Safety	<p>AH plant and materials compliant to regulations</p> <p>Always pro active on Health &amp; Safety matters</p> <p>No incidents</p> <p>Risk assessments where applying in place</p> <p>Personal protection with their workforce never a problem</p> <p>Method statements were never a problem with this subcontractor</p> <p>Always aware of Health &amp; Safety matters and always very proactive and co-operative</p> <p>Kept to site rules</p> <p>Worked in a clean manner &amp; respected other trades</p>
Site Attitude	<p>Team Players</p> <p>Very helpful</p> <p>Bought into PD</p> <p>Produced their own snagging list without asking</p> <p>Managed their site labour and off-site works well</p> <p>Their workforce was never a problem</p> <p>Always respected other trades workmanship</p> <p>Punctual at site meetings and always prepared</p> <p>Site management always contactable</p> <p>Always willing to go the extra mile even when times were difficult</p> <p>Worked well with other trades</p> <p>Always aware when deliveries were being made</p>
On Time	<p>Always wanted to beat their programme</p> <p>Worked to sequence and was very considerate to other subcontractors</p> <p>Progress always up to date, never had to request extra labour</p> <p>Off-site works always well managed - knew exactly where they were and when it would be delivered</p> <p>Very proactive at driving their own programme</p>
Snag Free	<p>Produces mock-ups when requested and were used by the subcontractor as his benchmark</p> <p>Proven quality control system within their off-site works</p> <p>Had bought into modularising which greatly enhances their site quality control</p> <p>Took to our benchmarking system and was a leading light for other subcontractors to follow</p> <p>Had a person on site who was responsible for delivering quality and who made it happen</p> <p>Had very little snags and when raised were quickly dealt with</p> <p>When holdpoints apply, very little snags when comparing to benchmark &amp; snags completed by agreed date</p> <p>Undertook their own snagging and produced their own sheets with out driving them</p> <p>Had their own quality systems in place which worked for us</p> <p>Embraced 'get it right first time' approach</p> <p>Dust sheets and dust prevention always there</p> <p>Helped us get PD</p>
O&M Manuals	<p>Handed over on time and needed little or no correction</p> <p>Helped us get PD</p>