

CLAN FLOORS (Inverness) LIMITED

***ADMINISTRATION OFFICE
38 TOMNAHURICH STREET, INVERNESS, IV3 5DS***

Phone 01463 242102 E-mail admin@clanco.co.uk Fax 01463 225003

Company Profile 2004 — 2005

***Registered Office - Old School House, Tomatin, Inverness Shire
Directors - Mr D.E. MacDonald & Mrs A. MacDonald
Company Reg. - 77805
Vat Reg. - 376 9762 87***

ARIC
**Armstrong Recognised
Interior Contractor**



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Clan Floors (Inverness) Ltd

An Introduction to our Company

Clan Floors (Inverness) Limited was formed here in Inverness during May 1982 by the present directors; Mr D.E. MacDonald and Mrs A. MacDonald and has developed in a controlled and progressive manner which has resulted in steady growth.

The type of works undertaken by our company covers two main contract areas.

1. Floor Covering works of a commercial nature.
2. Suspended Ceiling installation.

At the present time (February 2004) the company employs fifteen qualified tradesmen and two apprentices. Two additional staff are contracted to cover all administration. Over the years a relationship has grown up between our company and several independent tradesmen who are subcontracted when required.

During the early years of the company Clan Floors (Inverness) Limited was given the shorter nickname of "Clanco". This name stuck and the company is known throughout the Highlands as "Clanco". We have adopted this name and now trade under it.

As will be seen from the Contractor's and Contracts page "Clanco" undertakes contracts all over the Highlands and Islands which is made up of the following areas - Inverness and Nairn - Moray, Badenoch and Strathspey – Argyle and Lochaber - Skye and Lochalsh - Western Isles - Caithness, Sutherland, and the Orkney Isles. Occasionally we have undertaken contracts in the Central Belt of Scotland.

Mr D.E. MacDonald
February 2004

Clan Floors (Inverness) Ltd

Company Policy on Staff Trade Skills Training

Clanco is a founder member of the Highland Construction Training Group and in conjunction with this group and the CITB seek to set out an organised training schedule for each staff member. All staff members (including sub-contractors) are expected to undertake these training courses with the aim of passing their NVQ certificates.

Some training is completed "in house" with the regular attendance at training courses organised by product manufactures. These courses cover the manufacturers own products. Staff receive training from an approved instructor who is an expert in that particular field and product range.

Our training is ongoing and structured, which gives us a motivated and skilled workforce.

Safety and Safety Training - Our Policy

Safety Training (also applies to sub-contractors): -

1. Each employee should hold a "Safety Passport" or is working towards this qualification.
2. Each employee is required as part of his employment to make himself familiar with our companies "Health and Safety Policy" and as part of his or her employment conditions must adhere to its contents.
3. Training in safety is ongoing through the services of Safehands Safety Advisory Services and specialist training companies.
4. Foremen must hold, or are training towards the "Construction Site Managers Safety Certificate" which is awarded by the CITB.

Safety on Site: -

1. Site safety is controlled by Safehands Safety Advisory Services who carry out safety inspections, investigate and report on any accidents and monitor the safety performance of our company.
2. Before the commencement of each contract COSHH assessments will be presented to the main contractor for all substances that will be brought onto site.
3. On or just before commencement of each contract a Safety Method Statement is drawn up and presented to the main contractor.
4. Our company "Health and Safety Policy" is presented to each main contractor. A full copy of our "Health and Safety Policy" follows on from this page.

HEALTH AND SAFETY AT WORK ACT 1974

HEALTH AND SAFETY POLICY OF:

CLANCO FLOORS & CEILINGS

The Health and Safety at Work Act 1974 places an obligation on all Employers to make every reasonable effort to ensure the health and safety at work of their employees. It is the policy of this company to attach the greatest importance to all matters pertaining to the health safety and welfare of it's employees.

Management and employees must abide by this policy and consistently take positive action to prevent all types of accidents. Your health and safety is our concern, as well as your own. By working together we should be able to achieve and maintain the aims of this policy which is set out below.

The policy will be kept up to date, particularly if the business changes in nature or size. To ensure this, the policy and the way in which it has operated will be reviewed every year.

Signed – Mr D.E. MacDonald, Managing Director

CLANCO Floors & Ceilings
38 Tomnahurich Street
INVERNESS
IV3 5DS

Telephone: 01463 242102
Fax: 01463 225003

Health And Safety Responsibilities:

- 1 Overall and final responsibility for health and safety in the company is that of **Mr. Eddy MacDonald**, Managing Director. In the absence of Mr. MacDonald, **Mr. Cliff Westcombe**, Company Administrator will act as his deputy to ensure that the terms of this policy are adhered to.
- 2 The senior employee on each site will be responsible for ensuring that the terms of this policy are adhered to on that site.
- 3 The "Competent Persons" responsible for assisting in complying with health and safety legislation (as required under regulation 6 of The Management of Health and Safety at Work Regulations 1992) will be the firm of **ALL-SAFE Safety & Environmental Management**. In this context **ALL-SAFE** will conduct any safety training deemed necessary, carry out safety inspections, investigate and report on any accidents and monitor the safety performance of **CLANCO FLOORS & CEILINGS**.
- 4 The general responsibilities of management are to:
 - Provide and maintain safe and healthy working conditions and to treat current legislation as the minimum requirement.
 - Ensure that all employees receive adequate safety training as part of the standard induction procedure together with any appropriate special training.
 - Produce all relevant information on safe operating procedures.
 - Supply all necessary safety devices, personal protective clothing/equipment and provide an efficient servicing scheme to ensure that the efficiency of these items is maintained.
 - Promote regular safety inspections.
 - Set an example in safe behaviour.
- 5 **The General Responsibilities Of Employees Are To:**
 - Work safely at all times and to adhere to established safe operating procedures.
 - Co-operate with the Company in meeting statutory requirements.
 - Liase with management on all aspects of health, safety and welfare at work.
 - Wear protective equipment where provided and utilise all safety devices fitted to the plant to minimise the risk of injury. Interference with or misuse of such safety devices is a breach of health and safety legislation and as such, a breach of the terms of employment.
 - Report all accidents involving injury to persons, damage to plant or near misses - to management as soon as possible so that effective action may be taken to prevent recurrence.
 - Adhere to Company procedures for securing a safe workplace.
 - Co-operate in the investigation of accidents in order to prevent recurrence.

Accidents:

- 1; First aid boxes are located in **each company vehicle**.

- 2; **Mr. Cliff Westcombe** is the first aider for CLANCO FLOORS & CEILINGS, and will be responsible for ensuring that the first aid boxes are re-stocked as necessary. To enable this to be done each person who uses any item from a first aid box should inform Mr. Westcombe of this as soon as is practicable.
- 3; The accident book for CLANCO FLOORS & CEILINGS is located in the **office**.
- 4; Any employee of CLANCO FLOORS & CEILINGS who has an accident while at work will be responsible for ensuring that the details of that accident is entered in the most convenient accident book as soon as is practicable after the accident.
- 5; The firm of ALL-SAFE will be responsible for contacting the relevant authority in the event of any notifiable accident or reportable disease or occurrence. To enable this to be done, **ALL-SAFE** will be notified immediately by telephone in the event of any accident or incident which may have serious consequences.

General Fire Safety:

- 1 All employees will be responsible for ensuring that all fire escapes, gangways and doors are kept clear of obstructions under the supervision of the senior employee present.
- 2 In the event of fire or explosion employees will:
 - Raise the alarm, and if time allows, contact the fire service.
 - Evacuate the area to the designated assembly point.
 - Warn any other personnel in the vicinity.

Advice and Information:

- 1 Information and advice on all matters of health and safety is available at any time from:
ALL-SAFE Safety & Environmental Management 3 Bank Lane FORRES
IV36 1NU
Tel. 01309 676337 Fax.. 01309 671793
Mr Alistair Watson Mobile: 07775 855005
- 2 The Enforcing Authority is:
The H.S.E. Inspector, HSE Field Operations Division, Longman House, 28 Longman Road,
INVERNESS IV1 1SF
Tel. 0463 718101
- 3 **The Employment Medical Advisory Service** is located at:
HSE Field Operations Division, Belford House, 59 Belford Road EDINBURGH EH4 3UE
Tel. 0131 247 2000

Training:

The Company recognises that safety training is an integral part of its overall Safety Policy.

- 1 No person will be employed on any work involving any foreseeable significant risk unless he or she has received adequate training in understanding the hazards involved and the precautions to be taken to reduce the risks to an acceptable degree.

- 2 All new employees will attend an introductory training period on the first day of employment at which information relevant to the location, the employee's statutory duties, fire prevention and emergency procedures will be explained.
- 3 Management will receive any necessary training in health and safety to enable them to effectively control the areas for which they are responsible.
- 4 Any necessary job training of new employees will be conducted in house by experienced employees.
- 5 Safety inductions for new employees will be carried out by **ALL~SAFE**.

Hazards:

- 1 A register of substances hazardous to health as required by the C.O.S.H.H. Regulations 1996 will be compiled and kept in the office. All substances on this list will be used only in accordance with the manufacturers' instructions and any personal protective equipment deemed necessary will be provided and must be used correctly.
- 2 Job risk assessments will be carried out, as required by **ALL~SAFE** and the results of these assessments will be kept in the office and copies made available to each employee on request.

Housekeeping and Premises:

- 1 All work areas will be kept as tidy as is possible and work areas will be cleared at the end of each working day.
- 2 All materials will be stored safely. Any excess material will be returned to storage as soon as is practicable.
- 3 All walkways, doorways and means of access must be kept clear of obstructions at all times.
- 4 All equipment and tools will be visually inspected before each use and the senior employee on site informed immediately of any defects and a suitable replacement will be used.
- 5 In all cases good working practices will be used to ensure that safety is of the highest standard possible.

Visitors and Contractors:

- 1 It is the duty of the Company to ensure the safety of members of the public in all areas where **CLANCO Floors & Ceilings** are working.
- 2 Contractors working on the premises under the control of **CLANCO Floors & Ceilings** must conduct their work in accordance with the legal requirements, additionally they must comply with working rules which are to be made clear to them when they tender for work.

Machinery:

- 1 The operator of any piece of plant or equipment will visually check that equipment before each use and no piece of plant or equipment will be used until training in its use has been received.

Electrical Equipment:

- 1 The regular testing of portable electrical appliances will be carried in house out by qualified personnel.

- 2 All portable electrical appliances will be visually checked by the user before each use to ensure that all insulation is intact and that cables are securely attached to the equipment and to plugs.

Consultation with Employees:

- 1 Information on matters of health and safety [as required under the Health and Safety (Consultation with Employees) Regulation 1996] will be communicated to employees.
- 2 Concerns of employees on matters of health and safety may be communicated to the management of **CLANCO Floors & Ceilings** at any time or to **ALL-SAFE** by telephone at any time or during routine safety inspection visits.

Statutory Duties of Employees:

Sections 7 and 8 of the Health and Safety at Work Act state:

General Duties of Employees at Work; It shall be the duty of every employee while at work:

- (i) "To take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work" and
- (ii) "As regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with."

Duty Not To Interfere With Or Misuse Things Provided Pursuant To Certain Provisions.

"No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare in pursuance of any of the relevant statutory provisions."

COMPANY SAFETY RULES

It is a condition of your employment that you make yourself aware of the Company safety Policy and abide by the following health and safety Regulations which are by no means exhaustive:

- 1; Reporting for work under the influence of alcohol or drugs (or the consumption or taking of either whilst at work) will be classed as gross misconduct and could result in the termination of employment.
- 2; Work areas, canteen and toilets must be kept clean and tidy.
- 3; All accidents and injuries must be reported immediately (in the first instance) to the Supervisor and as soon as possible to the office.
- 4; Any defective equipment should be reported immediately to the supervisor and a replacement used.
- 5; Machine guards must not be removed under any circumstances, other than by qualified maintenance personnel.
- 6; No machine shall be operated under any circumstance if a guard is not in position.
- 7; Care must be taken in the proximity of heavy plant, if required, use a banksman.
- 8; Horseplay is strictly prohibited.
- 9; Protective clothing should always be worn as appropriate.

- 10; Only personnel with appropriate training (and who hold current licences and certificates where appropriate) are permitted to drive and operate vehicles and plant.
- 11; All plant operators will be responsible for the completion of forms F 91, maintenance schedules and all paperwork relevant to the plant under their control.
- 12; Compliance with all safety regulations and site rules is a condition of employment.

Clan Floors (Inverness) Ltd

Contractors and Contracts

As mentioned elsewhere in this "Profile" Clanco work all over the Highlands and Islands of Scotland. Shown below is a list of contracts carried out within our area. Along side are the Main Contractors with whom we worked on the contract.

These works are listed not because in construction terms they are large contracts but for the following reasons: -

- To show the wideness of the geographical area in which we work.
- To show the variety of the Main Contractors with whom we work. It must be noted that each listed has been a regular client over many years and that each of these companies is held in high regard within the construction industry.
- To show that our range of services is used fully by all the Main Contractors listed.
(F) Flooring may either indicate floor-covering works or "access flooring"
(C) Ceilings may indicate "Suspended Ceilings/Partitions/Fire Barrier".

O'Brien Construction	One Stop Shop	Orkney	(F/C)
Casey Construction	Kirkwall Library	Orkney	(F/C)
AWG Construction	Wishaw Laundry	Wishaw	(F/C)
McGregor Construction	Housing – Caol	Fort William	(F)
Robertson Construction	Grove Nursing Home	Elgin	(F)
MacInnes Brothers	Islay Airport Terminal	Isle of Islay	(F/C)
MM Miller (Wick)	Office Developments	Wick and Golspie	(F/C)
Ewen Gillis Builders	The Little Theatre	Nairn	(F)
Mansell Limited	RAF Lossiemouth	Lossiemouth	(F/C)
Donald MacKenzie Builders	Tigh no Sguir	Island of Skye	(F)
G.R. Henderson	Hoy Water	Hoy	(F)
Tulloch Construction	Forss Development	Thurso	(F/C)

Over the past months we have been employed directly by a wide cross selection of business's - large multi-nationals, small private companies, sole traders, Highland Council, Moray Council, Prison Service and many more. As the reputation of "Clanco" has increased the client base has increased along with it. To us this is a healthy and encouraging indicator for the future of the company.

Clan Floors (Inverness) Ltd

Our Policy on After Installation Service

Clanco have never taken the attitude that once the installation is completed our obligations to the client cease. As a specific matter of policy we implement the following procedures: -

- ❖ After installation, or before if requested, we supply: -
 - Specification sheets for each product used in our element of the contract to our client.
 - Provide maintenance sheets for each product to our client.
- ❖ Clan Floors (Inverness) Ltd guarantee the workmanship of their staff for a one year period.
- ❖ Should any problems arise concerning work completed by our staff we undertake to deal with the problem as a matter of urgency.
- ❖ Our internal file for each contract is stored and kept for a period of 10 years. This file holds all our staff notes, details of product detail.
- ❖ Many of our product manufacturers issue guarantees on their products for up to 10 years. Should a problem arise with the quality of the materials used within the manufacturers guarantee period Clanco will make approach to the manufacturer on the clients behalf and seek to assist the negotiation of a satisfactory conclusion.

The above policies give our clients peace of mind and are one of the many reasons why our clients use our services by granting us repeat business.

Clan Floors (Inverness) Ltd

ARIC (Armstrong Recognised Interior Contractor)

THE ARIC COMMITMENT

The following pages outline why Armstrong Suspended Ceiling Systems should only be installed by an ARIC registered company.

ARIC
Armstrong Recognised
Interior Contractor

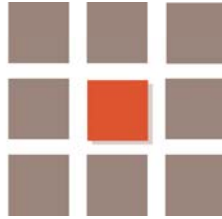


Active participation in the programme is expected from ARICs by way of attending regional forums, quality audits or responding to questionnaires. This ensures that between us, the ARIC programme remains relevant to the industry.

ARIC status is awarded for 1 year and is reviewed at the end of the period to ensure continued compliance with the criteria.

Clan Floors (Inverness) Ltd
An ARIC Registered Company

ARIC
Armstrong Recognised
Interior Contractor



The following outlines why an ARIC registered company only should be employed to install Armstrong Suspended Ceiling Systems.

Have specialised in the installation of suspended ceilings for a minimum of 3 years.

Is financially solvent

Installs Armstrong products in accordance with their fixing instructions

Has registered business and premises

Installs in accordance with BS 8290

Must hold current public and employers liability insurance

Must hold current CIS card level 5 or 6

Promotes Armstrong at every opportunity

Holds current CITB certificate and is committed to training

Provides client with completion “warranty” – ARIC pack

Provides Armstrong with market and project information

Is prepared to develop a close working relationship with the local Armstrong sales team

Maintains a comprehensive product and technical library on Armstrong products

Installs in excess of 20,000m² Armstrong materials per year

Armstrong reserve the right to make alterations, modifications, amendments or changes to the criteria at any time.

Clan Floors (Inverness) Ltd

Our Concluding Remarks

From the preceding pages of information we trust that we have come forward in a favourable light for any project that you are considering.

It is our belief that the information already related in this booklet coupled alongside our companies trading record indicates why we are suitable Sub-contractors for your project: -

- Competence in the work that we undertake.
- That our commitment to our clients on any particular project is borne out by the fact that all the major main contractors within Highland Region and outwith award contracts to our company on a repeated basis.
- That we are a motivated and efficient company.
- That our financial situation is such as to give us financial stability on any contract undertaken.
- That we take seriously the issues of Health & Safety regulations linked with an efficient training policy for our staff and Sub-contractors.
- That we have a good relationship with manufacturers and work closely with them to obtain maximum benefit coupled with the most pleasing effect possible from their products.
- Being a local contractor we feel that we can provide a high quality of "After Service Installation" with minimum of inconvenience to our client.

It is the hope of the directors of Clan Floors (Inverness) Limited that we may be involved in your project and look forward to submitting a competitive tender for our elements of the works contained in the project.

Mr D.E. MacDonald
Director