



CDM – the client's role

Midlands CDM Forum

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B&Q store formats

- Warehouse, the big out-of-town “sheds”, typically in excess of 9000m² (100 000 sq ft) trading space.
116 stores
- Mini-Warehouse, typically half the size of a full Warehouse but sharing many ranges and styles of merchandising with them. *106 stores*
- Supercentre, the original range of stores, typically 3000m² (35 000 sq ft) with mainly low level fixtures.
109 stores



B&Q's types of construction work

■ New Build

- Often at arms length through a developer
- 15 new stores in 2007

■ Revamps

- Upgrading existing stores (SC to MW)
- “Orange Refresh” for residual SC Estate
- Major work-over for Warehouse stores
- Updates to MWs

■ Maintenance – Existing estate

- Planned – eg re-roofing
- Reactive – One phone number for stores



Issues specific to retailing

- When does construction stop and merchandising start? And hence, how do we deal with non-construction contractors?
- Customers (in all their many and varied types!)
- Revamps on live stores – impact just as great at the back door as on the shop floor
- EHO enforcement (we are participating in LOPP)



Contractor selection

- Long term Partnerships with key contractors
 - Experience is a vital input into competency assessment
 - Partnerships save long laborious learning periods and repetitive/time-wasting enquiries
- We are growing our own Principal Contractors
 - Working with interested, eager contractors who we know to develop their safety competencies
 - Benefits of succession planning and coping with business peaks
 - Brings value even when they are not performing PC role



Revamps

■ Shopfitting contractors as Principal Contractor

- Involved very early in Critical Path (eg: store visits, briefing of store staff)
- Has very close working relationship with store management team
- We support PAS 82 Shopfitting Management Standard

■ Clear segregation

- Day time – hoardings between trading areas and construction areas
- Night time – The whole store is treated as a construction site *including any store-related activities going on (eg merchandising trading areas)*



A simple approach

- We could get hung up on “is it construction or is it merchandising or is it routine store operation?” Much of our revamp work is bouncing around the edge of CDM.
- So – we keep it simple and apply a management approach that is consistent with CDM, even when it may not strictly apply.
- B&Q’s own passport system to reduce time spent on site induction for “regulars”. It isn’t a replacement for contractors’ own safety training.
- We have identified a need to revisit merchandising “line drawing” preparation – it could be construed as CDM-related design work (but has much wider implications)



Other activities

■ Property maintenance

- Management of routine maintenance is outsourced
 - The partner has a checking system in place
 - There are contractor rules for all
- ### ■ Separate system applies for major works eg re-roofing a store unless tied in with revamp
- Kitchen and bathroom fits are after-market sales, not generally new-build within CDM.