



10 Great Castle Street  
London

# Your Vision, Our Mission.

**Family run design business  
with 20+ years' experience.**

From quirky, kooky and cool, to sophisticated luxury, we've been there and designed that. We designed Facebook's first London offices and we've designed the offices of Disney, KPMG and Adobe, too. All the while ensuring the spaces reflected the client's culture and values. But it's not just about the brands we've worked with — it's about who we are and what we stand for. We are a family run business and we treat our clients like our tribe. We believe in community, communication and inclusion through design. We also believe in optimizing each space we touch; both aesthetically and functionally.

# Meet the team.

Our core team is based in Croydon in our own designed showroom. Our team includes of industry experts, a rich mix of creative individuals and an extended team of contractors and suppliers across construction, furniture and fittings.



“ You, as our highly valued client, are at the heart of our business. Fit-outs are specifically tailored to your expectations, ensuring that we get it right at the first attempt; handing over a completed project on time and problem free. ”

Our team members have backgrounds in architecture, furniture, interiors and graphic design, law, business and engineering, project managers, construction professionals, sales personnel and administrators. A unique blend of people who are ideally placed to support you with requirements of your project, providing innovative solutions, creativity and enjoying

# Meet Our Team.

## **Daniel Taylor MBE FRSA**

FOUNDER & CEO

Daniel Taylor is the founder of one of the UK's most successful Interior Design & Fit-Out companies MDC Group. Awarded an MBE for contributions to Business Design & Diversity in the Workplace in 2019, Daniel brings together the ideologies of social momentum with the strategic vision to nurture the business to a multi-million-pound, global enterprise.

Within MDC he embraces diversity and is an industry champion who fosters a positive space for boards, committees and trusts such as Creative Culture skills, Aleto Foundation, Black British Award and The Powerlist to engage inclusion as the next-generation solution to workforce strategies.





## Michelle Beckford

DIRECTOR OF  
OPERATIONS, HR &

Michelle is the Operations, HR and Finance Director. Her role is to direct, coordinate and ensure the smooth running of the internal structure of the business. She works to develop Human Resource management policies, leads and encourages all the workforce to maximise their performance. Michelle wears many hats and wears them well!



## Tiana Watt

PROCUREMENT  
DIRECTOR

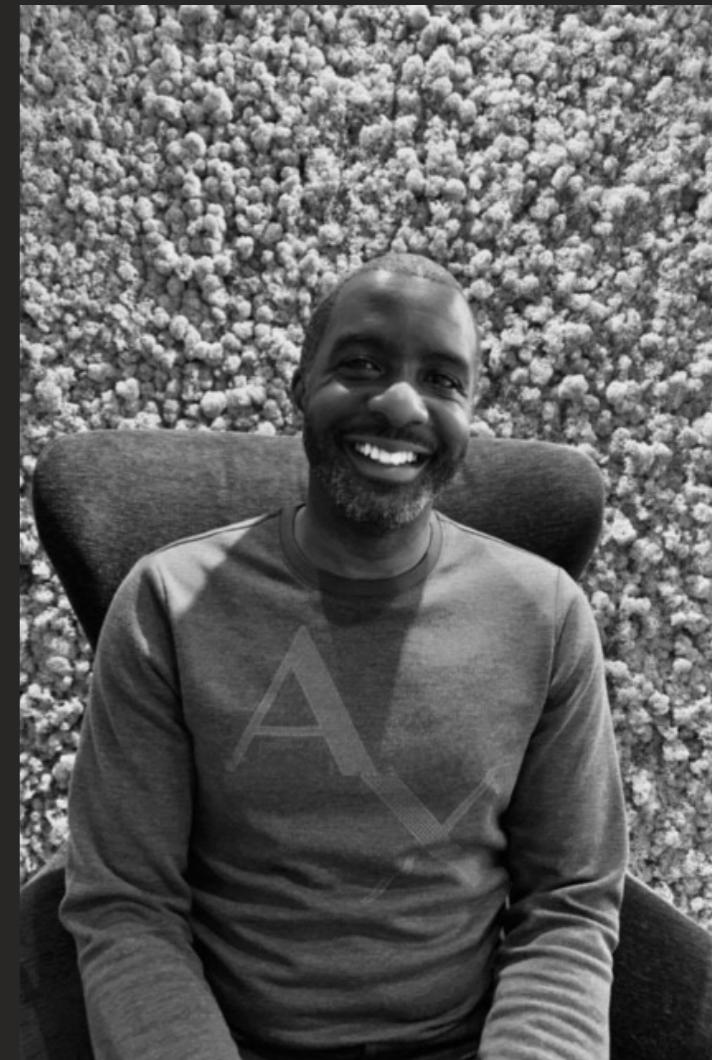
Tiana is the Administration/Procurement Director for MDC, she directs and manages the procurement and customer service team within the company. She has vast experience/knowledge in developing and maintaining relationships with both clients and MDC's supply chain.



## Joseph Courtney

HEAD OF DESIGN

Joseph is a Head of Design with 8 years of experience in the design & build industry, specializing in commercial design. Joseph has lead & been involved in iconic designs in central London/national & overseas - showcasing his talent with a variety of boutique, modern & influential portfolio of works.



## Gavin Weekes

PROJECT DIRECTOR

Gavin is a Project Director offering over 21 years experience of interior property projects; specialising in fit-outs, refurbishments and property relocation. This includes leadership of the sales, design and technical analysis leveraging his background in design and project management experience to create and sell solutions that deliver innovation and creativity.



**MDC Group HQ.**  
**Unit 6, 17 Whitestone Way, Purley Way, Croydon CR0**  
**size - 8,000 sq ft**



**Feature breakout area**



**Open plan working**



**Focal ceilings**



**Feature staircase**



**Collaboration**



**Informal meeting**

**Methodology for how we partner  
with your team throughout the  
design process.**

## Early Consultation.

Our initial meetings centered around defining the project brief to grasp and a clear understanding of your business. We ensure that we know how people work within your organisation, interact with one another, how much space they require and the future needs of your organisation as it grows. In effect this will allow us to design your workplace specifically suited to meet your needs.

This in-depth background research is then coupled with a building analysis. We investigate the building infrastructure and services so that we can offer you expert advice on how our design will be fully coordinated with the existing building services infrastructure.

## Design.

Our designer will then take a brief from your project leader and impart this information to our highly skilled design team. Once we have gathered this information and have analysed an assessment of 'consultation and building evaluation' the design process can truly commence.

Design schemes are presented using top of the range computer-generated visualisations and we provide design options for key areas of the fit-out. Once we know that you are completely happy with the visuals provided, we can then proceed with our work.

Our design team strive to be innovative when developing a scheme in order to create a unique working environment specifically for your business. However, we also take a practical approach when considering design implications on the cost of the fit-out, the characteristics of the building and the environmental impact of the project.

## Space Planning.

The concept of dividing the office space in different areas is what set our designs apart.

The creative use of glass divisions, or furniture, all are used in such a manner that creates a better circulation, better work flow, and a better sense of community.

## Mood Boards & Finishes.

Mood boards are an easy way for us to communicate to one another what can often seem incommunicable. They provide us with an accurate gauge of the type of environment, workplace aspirations and all aspects of your vision. This includes soft furnishings, textures, colour palette and materials. Therefore, we provide you with coordinated visual examples of the products you have specified.

## Design Detail.

Construction details are an equally important part of the design process. Examples of build details, sketches and construction drawings, such as those featured, are designed as an aid for visualising construction. These details will help you further understand some key details including: Tea point, high level services, low level power, elevation details, reception, joinery and coordinated services plans to enable you to make effective decisions in relation to your space.

## Furniture.

We believe that furniture adds character and a unique touch to any space. Therefore having a wide range of furniture manufacturers for you to choose from is essential. As a well-established office interior design business that has been successfully running in this sector for over 20 years, we have established fantastic relationships with furniture manufacturers across the world.

As a result, we can provide you with a broad spectrum of furniture products to choose from; from some of the world's best manufacturers, at the best possible prices.

## Visuals.

Our creative ideas are then brought to life as they are transformed into 3 Dimensional computer models. The finished interior has a 'life like' affect to give you a more accurate idea of how your space will look, even before any physical construction has begun to take place. The completed example demonstrates the sheer accuracy of the concept 3D visual.

Our design team then continue building the visual image of your space by brainstorming ideas using sketches and notations. This then allows us to generate and develop creative practical solutions based on your specifications, whilst leaving space for any changes you might want to make. These general ideas are then turned into specific features relative to your space.



# Case studies.

# Meet some of our clients.

s|three

citibank

facebook.



HermanMiller

WIRED

Disney

norwegian

VOGUE

acxiom.

CONDÉ NAST

Close Brothers

nielsen

skype™

GQ

Google



BOEING

JN Bank

NHS

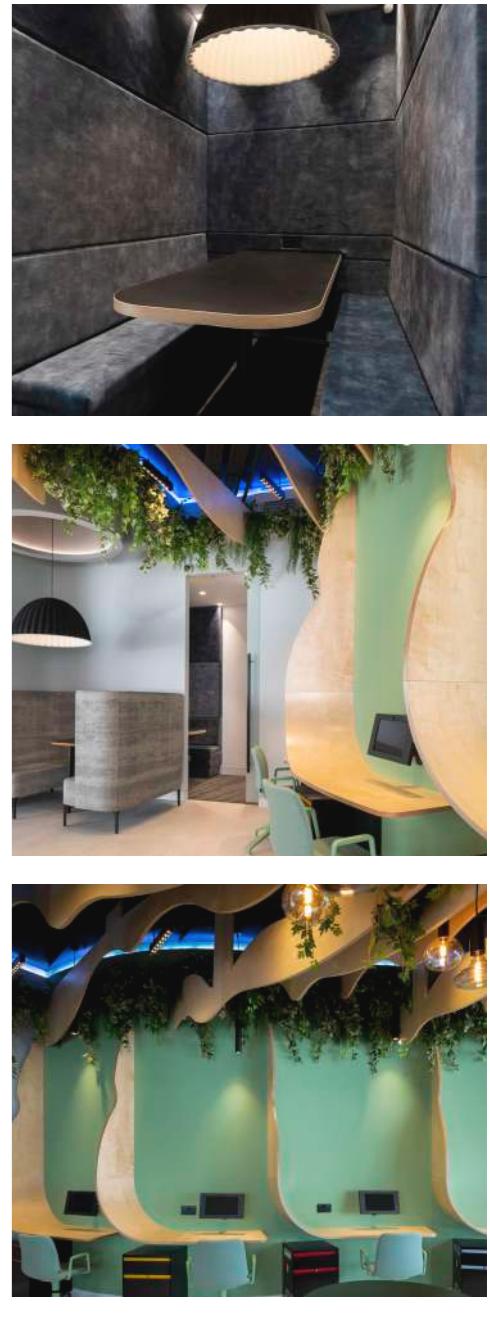
# Case study



## JN Bank.



410 Brixton Road, London SW9  
size - 2000 sq ft



Informal seating area



Front of house area



Collaboration room



Feature ceiling

# Case study



## OCBC Bank.

62 Queen street, London  
size - 8,000 sq ft



Open plan



Breakout area



Feature kitchen



# Case study



## Nielsen Oxford.

Nielsen House, John Smith Drive,  
Oxford - OX4  
size - 55,000 sq ft



**Focal breakout area**



**The building**



**Breakout area**



**Focal waiting area**



**Collaboration room**



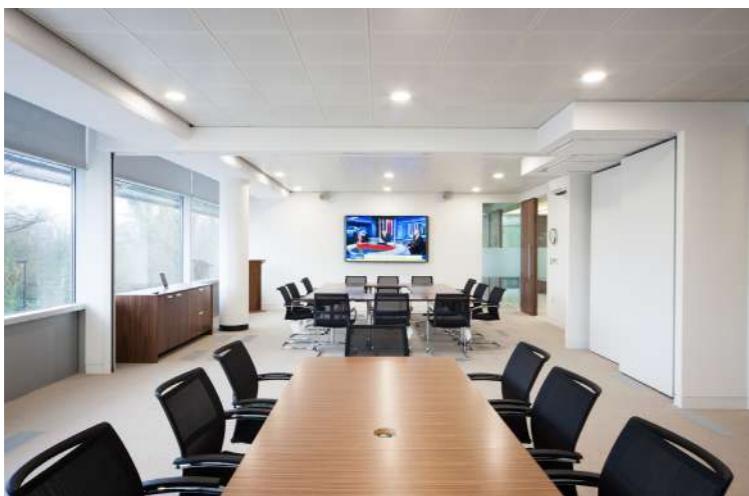
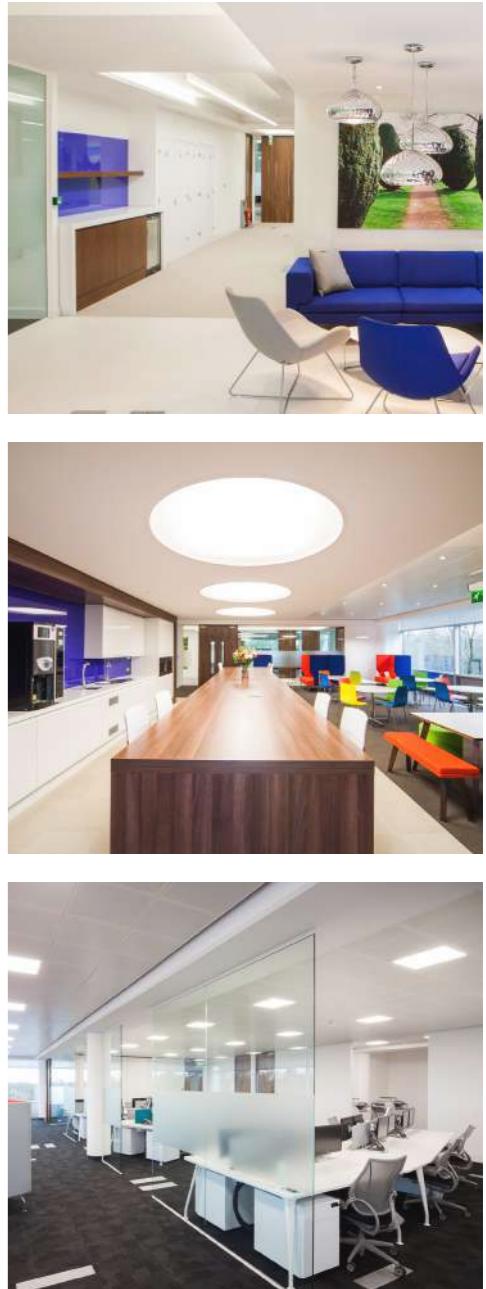
**Feature meeting room**

# Case study



## Close Brothers.

Buckingham Gate, Gatwick  
size - 11,000 sq ft



Flexible meeting room



Meeting rooms



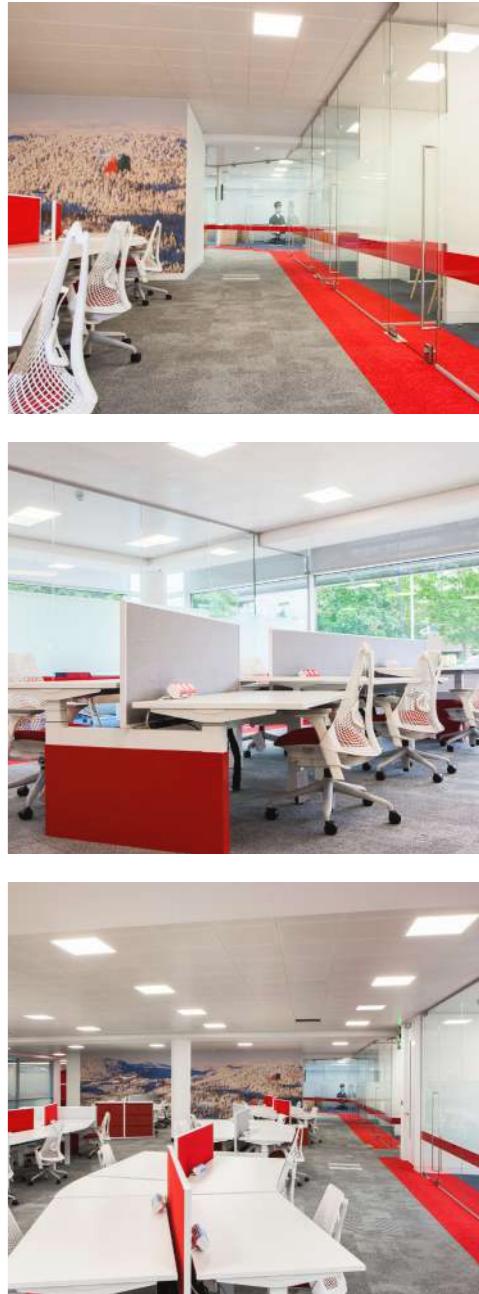
# Case study



**Norwegian  
Airlines.**  
Gatwick Airport, First point,  
Buckingham Gate, Horley, Gatwick  
size - 33,000 sq ft



Entrance area



Collaboration



Waiting area



Executive office



Canteen



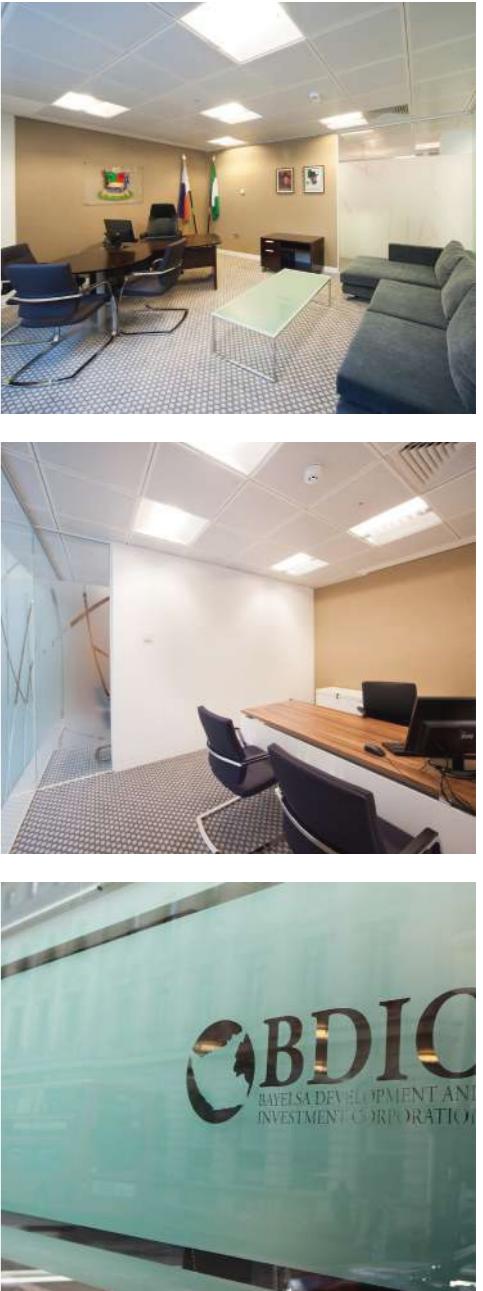
Focal walkways

# Case study



## Bayelsa State Government.

London, Mayfair  
size - 7,500 sq ft



Boardroom



Reception



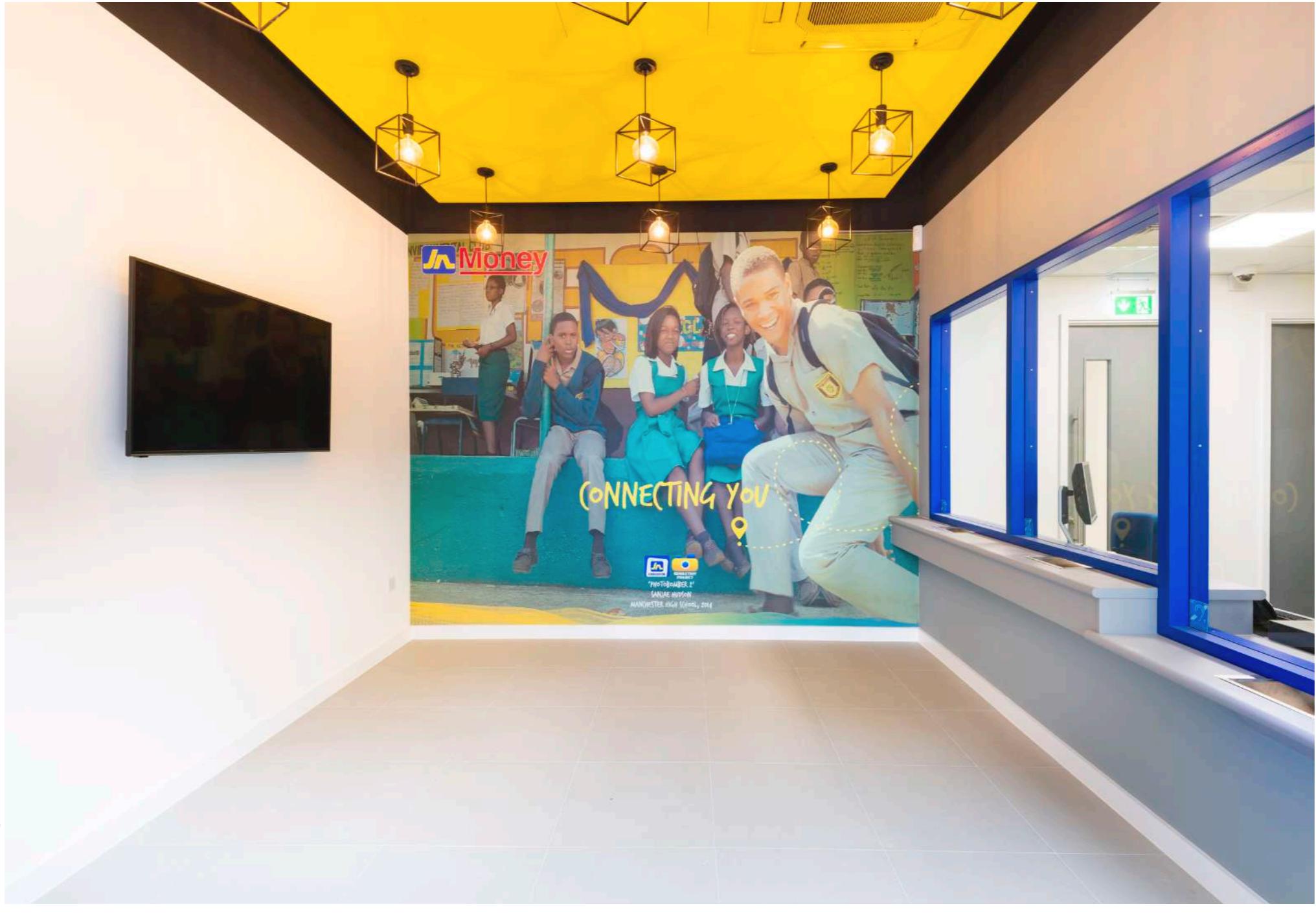
# Case study



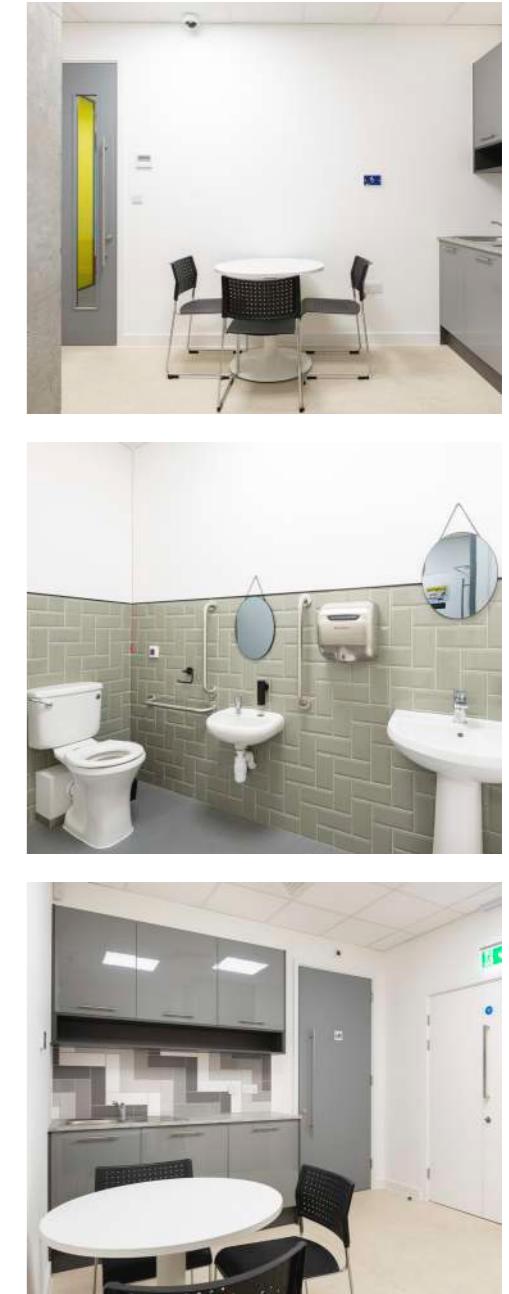
## JN Money.

London, Elephant Park  
Size - 2500 sq ft

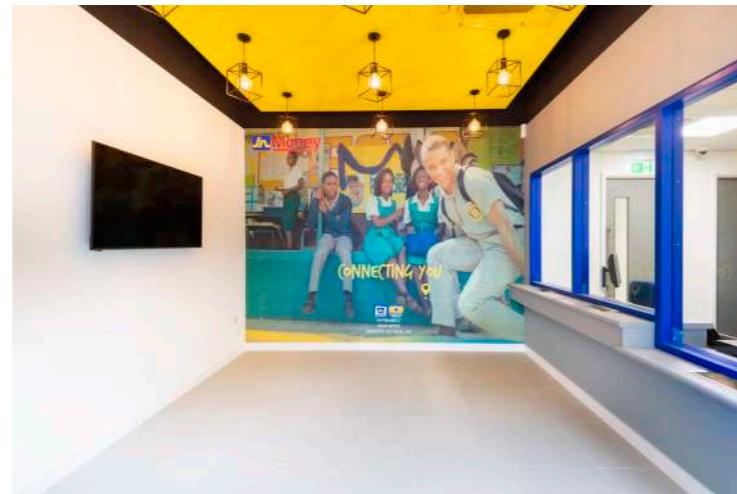
Lobby area



Teapoint & washrooms



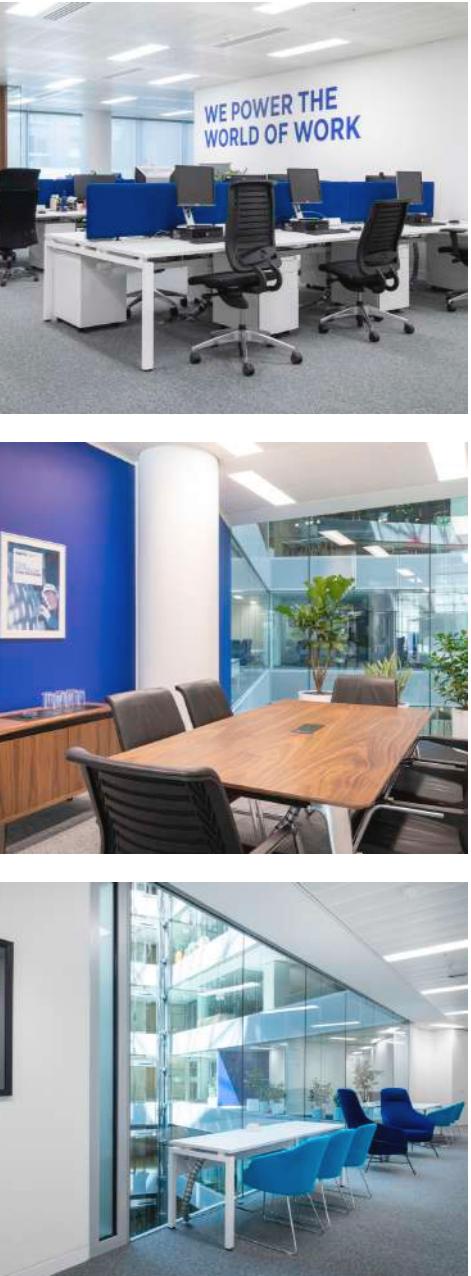
Banking



## Case study



**Hays  
Recruitment.**  
Regents Place - London  
size - 10,000 sq ft



**Collaboration  
Open plan**

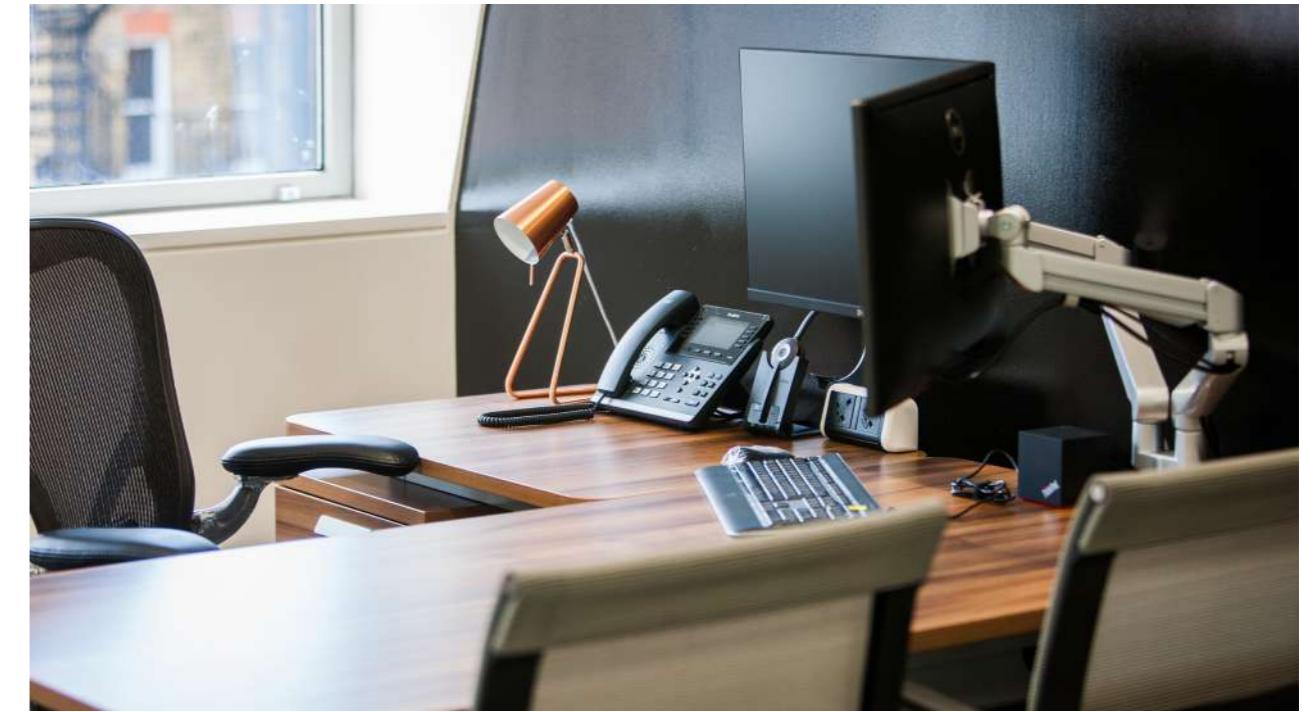
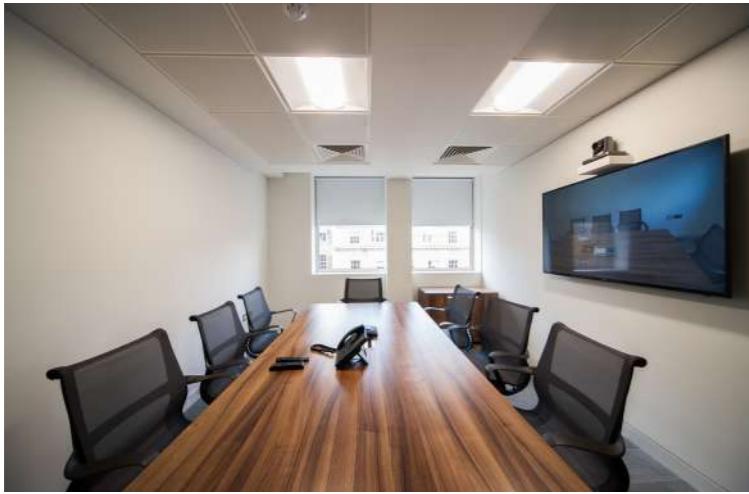
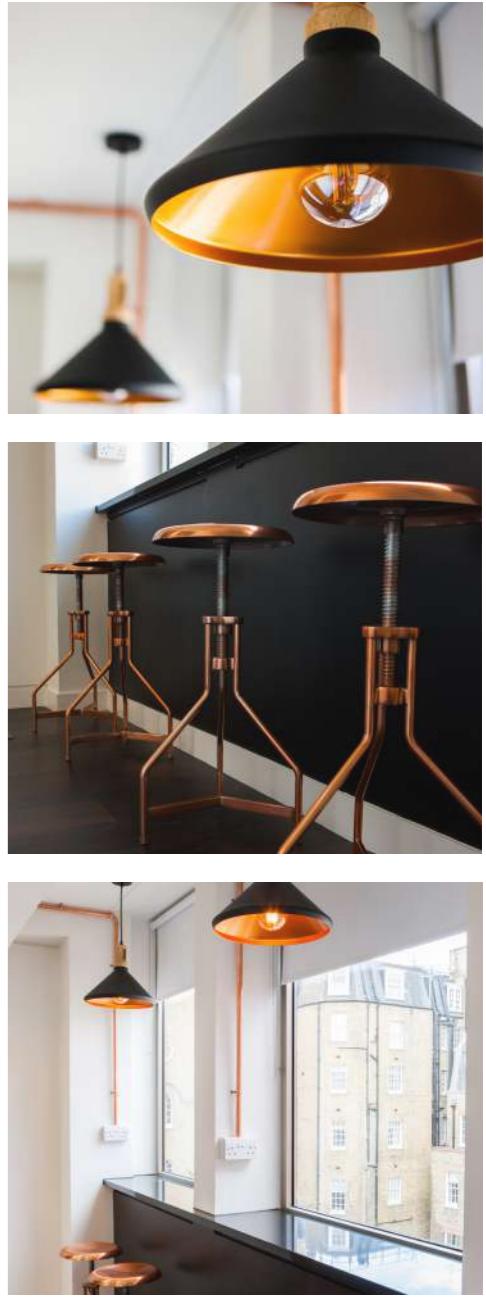


# Case study



## Deutsche Bank.

London, Mayfair  
size - 10,000 sq ft

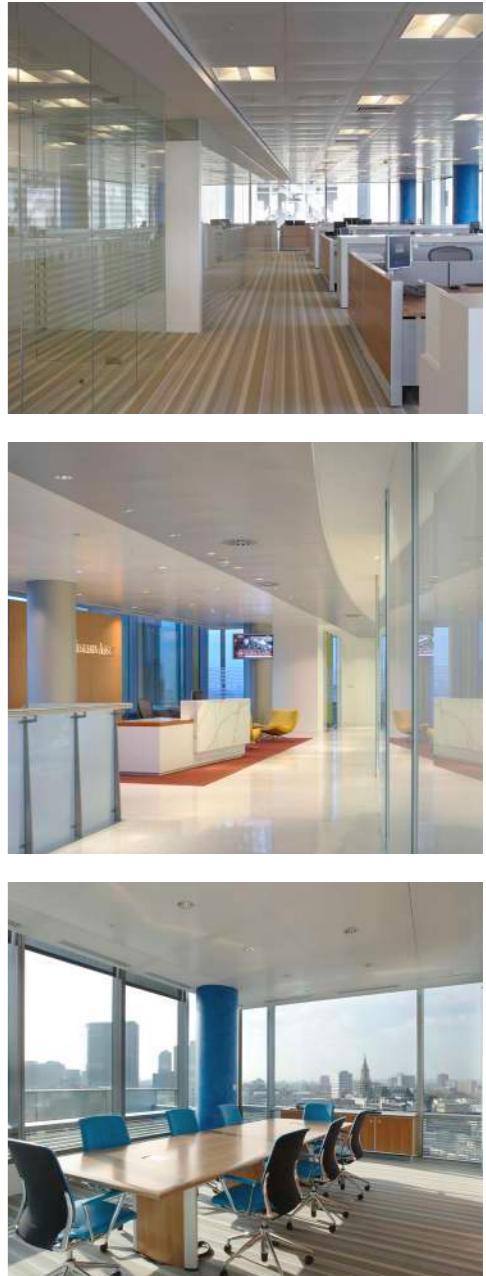


# Case study



## Western Assets.

City of London  
size - 24,000 sq ft



**Open plan & meeting**



**Signage**

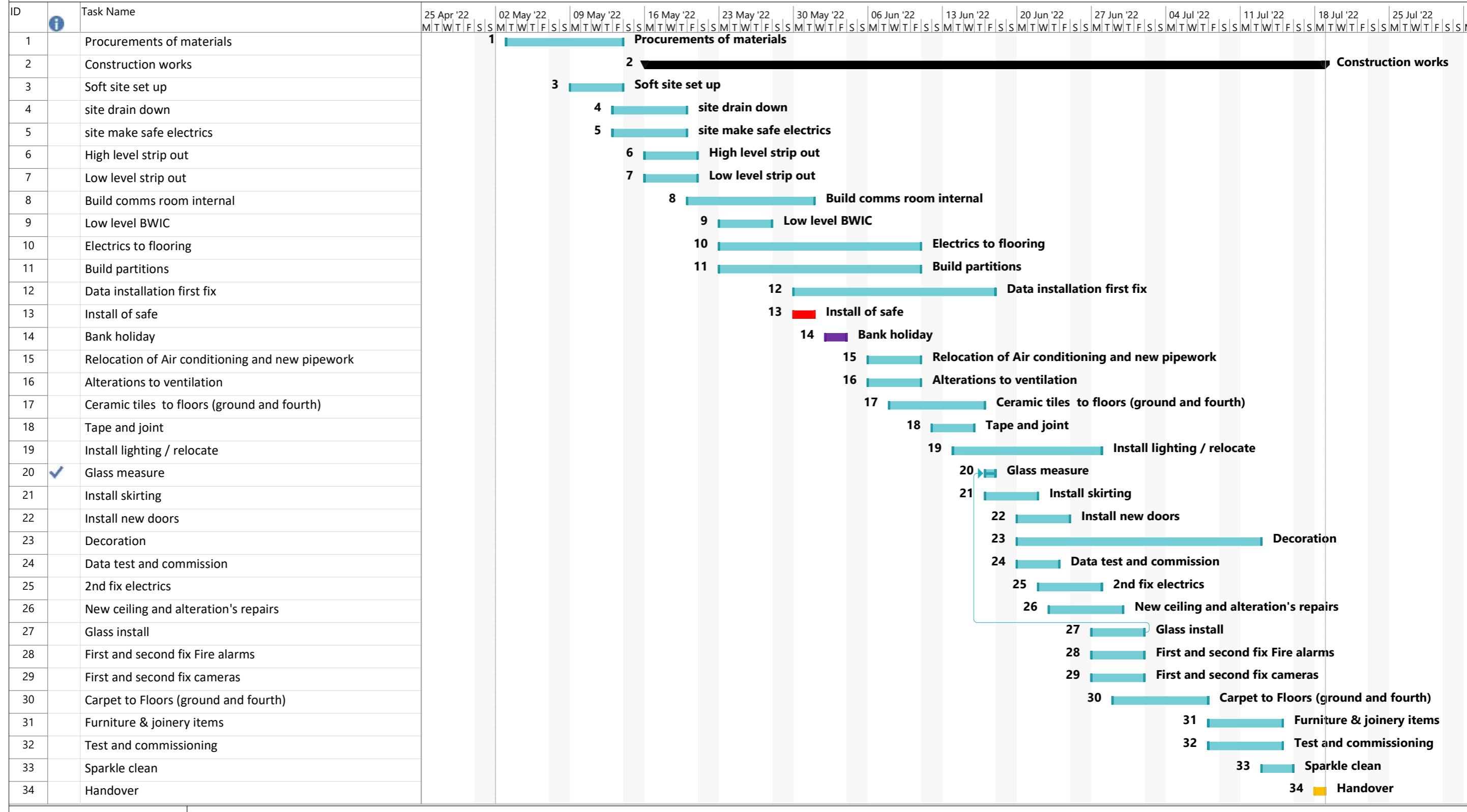


**Informal lounge**

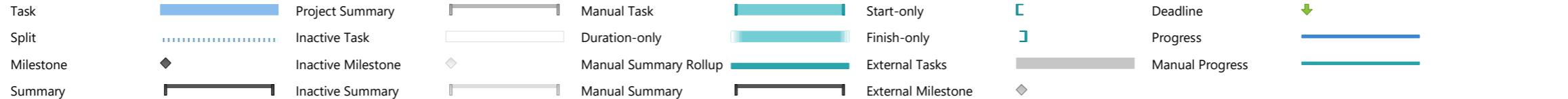


# Programme.

Programme of works



Project: GT Bank rev 1 construc  
Date: Wed 30/03/22



# Budget.

# **Budget.**

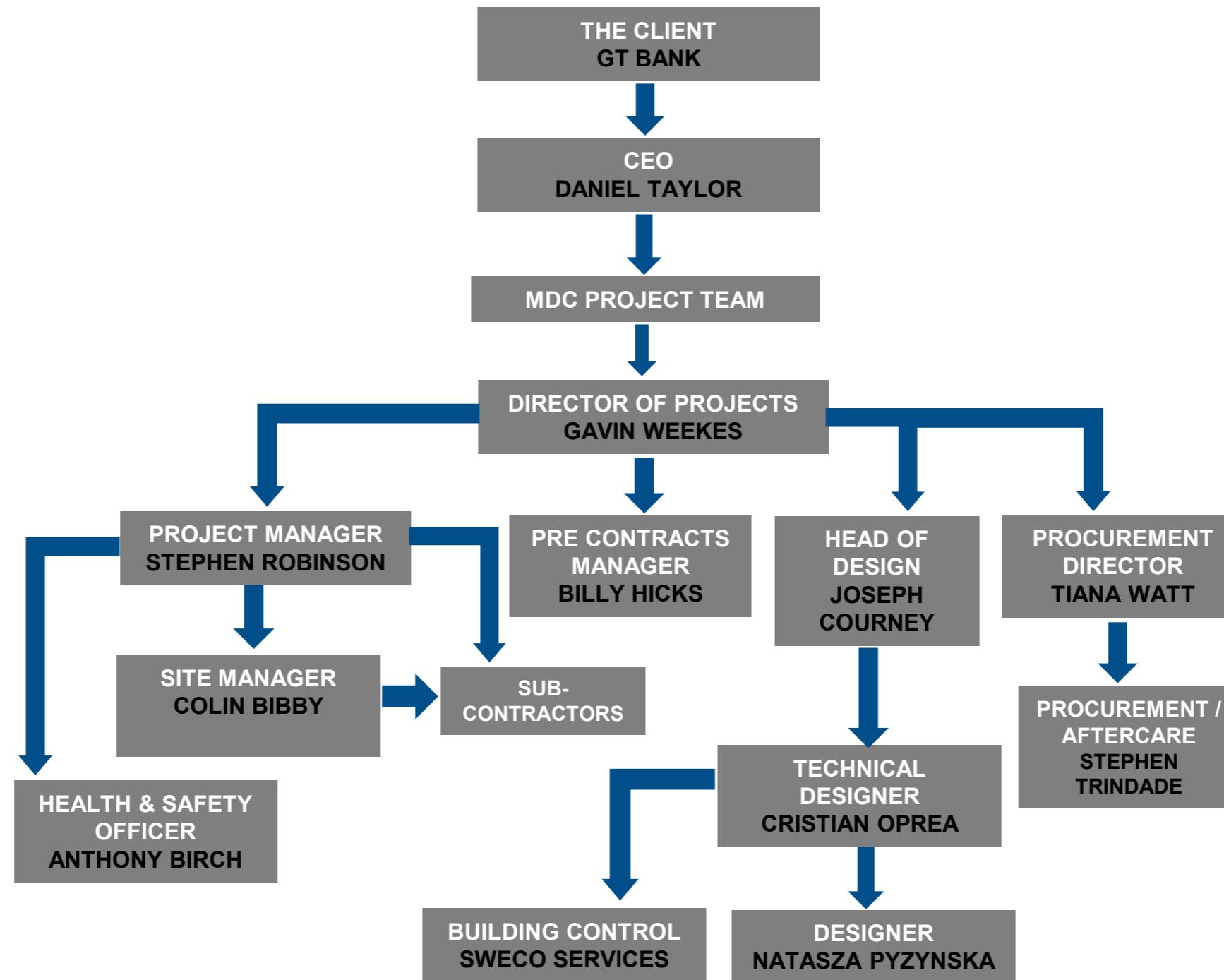
**Build = £1.1m - £1.3m**

**Furniture = £400k - £550k**

Subject to Final Design and Specifications.

# Project Team Structure.

# Project Team Structure.



CV's.

# Daniel Taylor MBE FRSA

**Founder and Managing Director of MDC Group**

Daniel Taylor is a renowned and highly respected design specialist, with a reputation for designing and building bespoke interiors for public and private sector clients, providing workspace which is both fully functional and aesthetically pleasing.

Daniel is passionate about encouraging creativity amongst young people, particularly those from black and ethnic minority communities.

Daniel's career highlights include winning the contract to design the Conservative party's new headquarters in Victoria Street, London; Collaborating with scientists and engineers at the UK's Transport Research Laboratory headquarters in Berkshire; Being listed as one of the UK's top 100 most influential black people on the JP Morgan Black Power list in 2009; Being a founding member and spearheading the launch of the Creative Apprenticeships task force- a £12m employer led initiative that works with businesses to identify successful apprenticeship practice, and opportunities for young people; Winning the outstanding BME Contractor / Architect / Consultant of the year at the FBHO annual black & minority employee housing awards for Metro Design Consultants; Featuring in a new book "No Excuses" written by a young writer Sotonye Diri, on black role models which specifically targets young black people living in disadvantaged circumstances.

Daniel is a founding trustee for the Creative & Cultural skills council (C&C Skills), and a Fellow of The RSA (Royal Society for the encouragement of Arts, Manufactures and Commerce).

Daniel also has become a trustee for mentoring Aleto Foundation. Since from 2013 he has personally mentored over 55 future leaders.

Daniel is not only a judge, but a sponsor for Black British Business awards for the 5th year running.

In 2017, Daniel became a judge on Inferential Magazine Black Power list.

Daniel has been included in Green park & FT list of most inferential BAME 100 UK for two years running.

In 2018, the Founder and CEO of MDC Group celebrates a milestone of 20 years in business.

Honoured by the queen's new year honours list with an MBE for services to Business design and workplace diversity.

# Director of Projects.

GAVIN WEEKES

## Experience

Gavin offers over 21 years experience across the end-to-end lifecycle of a range of interior property projects (fit-outs, refurbishments and property relocations). This includes hands-on leadership of the B2B sale, technical analysis and design elements of commercial projects. With a background in design, Gavin can create and sell solutions which deliver innovation, creativity, and commercial viability.

## Responsibilities

- A strong, client-orientated role focusing on the leadership of the pre-contract phase of multiple, cross-industry property projects
- Entering the project arena pre-appointment, focusing on the technical elements of a contract's construction. This includes conducting technical appraisals on buildings, negotiating with sub contractors, value engineering, managing landlord license and building control applications, estimating and overseeing construction packs.
- Managing the tender analysis, engaging confidently with diverse client teams including legal personnel, specialists and consultants.
- Setting strict project and critical path deadlines. This includes collaboration with furniture and IT teams to ensure perfect project delivery.
- Communicating and understanding the complexities of the commercial property sector, ensuring continued alignment with the client's brief, brand and expectations.
- Reporting at an executive level both internally and across the client base in the sale and delivery of competitive.
- Commercial interior property projects (public and private sector projects ranging from 3,000 sq. ft to 25,000 sq. ft).
- Defining processes and project plans to facilitate the move from conception to final solution at C-level.
- Acting as a lynchpin between the client, the technical team and the design team, ensuring a client's vision is reflected in the end solution. Leading the sale of these solutions, effectively balancing aesthetics with commercial benefits and demonstrating how a property strategy will positively impact the bottom line.
- Demonstrating strong relationship management skills across the property sector; this includes engaging with commercial real estate agents in relation to site selection and the management of due diligence and feasibility studies to enable clients to make informed decisions.
- Following the completion of the pre-contract phase, delegating implementation to the Construction Manager but retaining full client contact in a troubleshooting or problem solving capacity

# Procurement Director.

TIANA WATT

## Qualifications

BA Hons Business Management

## Experience

Tiana has 14 years of experience in construction including horizontal & vertical projects in the UK and across Europe.

## Responsibilities

Works alongside the Project Manager and is responsible in executing the basic cost structure of the project.

Amongst the duties and responsibilities held are:

- The buying of the goods for site
- Costing variations
- Issuing the variations to the clients
- Valuing works on an agreed time scale
- Forwarding applications for payments
- Invoicing clients
- Making sure all sub-contractor applications are correlated, balanced, and correct.
- Final accounting all works with the Project Manager
- Supplying quality assessments to the subcontractors

# Pre-Contracts Manager.

**BILLY HICKS**

## Qualifications

BSC Architecture

## Experience

An enthusiastic, architecture graduate with over 15 years of estimating, contracts & project management experience within the construction industry; residential, retail, commercial & conservation sectors included. Also has experience in interior design, space planning & fit-out & refurbishment.

Value of projects estimated/ completed successfully up to £10m.

Excellent knowledge of building construction with specific experience in ceilings & partitions, joinery, stone & brick restoration and roofing systems, basements, ground works & structural element; light and heavy refurbishment experience.

An articulate and diplomatic communicator with experience of working independently and successfully in a client-facing managerial position, independently and as part of a team. Consistently works to high, professional standards and seeking a role in dynamic company to further career prospects in construction.

Trained in CDM (Construction Design & Management) and Building Regulations: NHBC qualification.

Holds a certificate for 'First Aid For Appointed Persons' – British Red Cross  
Excellent knowledge of Microsoft Office.

Basic knowledge of Asta Works programming.

Experience using Causeway estimating software to prepare and adjudicate tender bids and quotations.

CSCS Registered.

## Responsibilities

- Pre-Contract Manager is responsible for building relationships with clients and being their first port of call for design and build related projects. Our Pre-Contracts team work through the whole process with the client from initial surveys through to costing and design.
- Attending building surveys
- Tender package creation / creation and submittal of technical documents
- Attending client meetings
- Formulating cost plans
- Co-ordination of specialist sub-contractors
- Researching construction documents and analysing specifications
- Preparing estimates for planning, organizing, and scheduling project work
- Preparing estimates to meet project goals such as setting work hours, sequencing tasks, obtaining materials, and securing the best deals with vendors and subcontractors
- Ensuring that relevant documents and budgets are submitted before a bid deadline
- Regularly reporting to management and keeping clients updated on the project status
- Formulating contingency plans and effectively managing risks that might impact cost and time estimates
- Keeping track of the latest estimating technology and industry-related techniques
- Collaborating with other teams, conducting site visits, and providing other services (e.g. bid deliveries) when required

# Design Manager.

## JOSEPH COURTNEY

### Qualifications

- Northampton University [Northampton] Interior Designer BAhons [First Class]
- Software training [Autocad, InDesign, Illustrator]

### Experience

Joseph has over 8 years' experience in the Design & Build industry. Being the lead designer on a key project in Johannesburg & Baltimore for high profile clients, gave Joseph great insights & experience.

### Responsibilities

- Leading a high standard of design on all projects
- Managing projects- large/small scale with the external design team, technical/ 3D/ designers
- Ability to gain a great relationship with clients to in turn, appoints the business more future works & projects
- Developing the full design package, conception - completion
- Leading initial client meeting to obtain the clients further detail, which will in turn aid the design process
- Being able to manage 5 or more projects at one time successfully
- Managing/ leading projects with the team, including technical design, visualization, & graphic.
- Working closely with the PD [Project Directors] throughout the project process to engage further with the clients
- Demonstrating key ideas to further enhance the business & success rate
- Appointing overseas design & build firms & managing their design team remotely
- Developing presentations to a high standard
- Overseeing development of projects from conception - completion
- Achieving high standard of design on all projects
- Involvement in large scale projects through the regions, ranging between 10,000 - 30,000 sq. ft
- Being involved in a larger team & collaborative projects
- Great relationship building between clients & directors with in the business to gain further works
- Demonstrating a high standard of interior design

# Construction Project Manager.

STEPHEN ROBINSON

## Qualifications

## Experience

Stephen is a certified project manager and has been managing projects for over 20 years, having experience in the commercial design, and build sector.

His project management experience has been gained from working in the UK first as a mechanical installer, and then progressing into corporate projects including offices, retail, warehousing, leisure refurbishments, roll out programmes and bespoke housing schemes including new builds.

Recent projects include Mazars , Multi sites throughout the UK .

The role of Project Manager is to plan and co-ordinate the logistics of the project, in keeping with the pre-agreed programme.

## Responsibilities

- Liaising with the authorised client site representative to maintain the programme
- Scheduling production in accordance with the programme
- Communicating and taking action on any authorised and approved request to deviate from the programme
- Scheduling timed deliveries to site and submitting regular timetables to the site Logistics Manager
- Implementation of Health & Safety on site
- Implementation of Quality procedures manual
- Commercial relations / awareness
- Accident reporting
- Attending regular on-site programme review meetings
- Taking necessary action to manage any unforeseen events that may potentially effect the programme
- Contract compliance
- Independent testing and commissioning of products
- Agree and action 'snagging' list
- On-site product and installation training for client facilities operatives

# Procurement.

## STEPHEN TRINDADE

### Qualifications

Bachelor of Commerce Degree in Business Management, Goa University.  
Diploma in Chartered Institute of Procurement & Supply (Level 4), CIPS,  
UK.  
NEBOSH International General Certificate in Occupational Health &  
Safety, UK.  
Integrated Management Systems (ISO 9001/14001/45001) Lead Auditor's  
Training.

### Experience

Stephen has over 24 years of experience in Procurement / QHSE in the  
Oil & Gas sector (Midstream) projects in the Middle East and 2 years  
construction including horizontal & vertical projects in the UK.

### Responsibilities

Working alongside the Procurement Director in support of all procurement  
duties.

Amongst the duties and responsibilities held are:

- Performing procurement administrative and office support activities
- Assisting in supplier selection, development, relationship & performance management
- Assisting the Procurement Director in raising RFQs to selected pre-qualified vendors and suppliers
- Comparing prices and creating purchase orders.
- Conducting price and cost analysis of the offers and preparing formal recommendations to Procurement Director for approval.
- Identifying long-lead time material and developing strategy for mitigation.
- Responsible to schedule and expedite deliveries and report to Procurement Director in case of issues.
- Performing annual supplier evaluation.
- Liaising with Project Manager to confirm that the ordered materials have reached the various sites on schedule.
- Supplier selection, development, relationship & performance management

# Other Roles & Responsibilities.

## **SITE MANAGER**

- Reports to the Project Manager and is responsible in executing the instructions of the Project Manager to the sub-contractors.
- Key duties and responsibilities are:
- Daily reporting of site attendances
- Implementation of Health and safety on site.
- Ensuring staff shortages are dealt with to maintain the build programme
- Accident reporting
- Supplying the Project Manager with daily statistical information regarding progress of assembly against the agreed programme
- Communicating authorised requests of changes to the programme
- Liaising with the authorised client site representative
- Reporting product damages or shortages
- Organising a timed delivery schedule
- Daily waste clearance from site
- Change-out of waste skip/container
- Ensuring compliance to prevailing on-site smoking, eating, noise and parking directives
- Recommendation of appointment and dismissal of on-site staff
- Issue of drawings to sub-contractors
- Attendance of sub-contractors to on-site H & S and security training

## **Contractors**

- MDC Group has long standing relationships with key sub-contract trades. We will only use companies with whom we have worked with previously and that have a proven track record for quality and delivery.
- MDC will also take into account the following:
- Past performance and reliability
- Cost
- Security risk assessment
- Additional support staff
- Quality of build finish
- Locality and catchment area of personnel
- Transportation
- Work load and commitments at the time of the prevailing installation
- Programme
- Accident record
- Adherence to H & S policy
- Ability to work in sympathy with other trades
- Ability to respond to a flexible programme

# Health & Safety Officer.

**Anthony Birch IOSH, MAPS**

## Qualifications

Post grad level achieved in MSc. Occupational safety.

National general certificate in occupational safety and health – NEBOSH

Diploma in construction health and safety management (CDM)

Graduate member of institute of occupational safety and health

Member of the association of project safety (MAPS)

## Skills include

- Pre-tender safety plans
- Safety and risk management
- Planning supervision
- Analysis of working method statements
- Accident investigations
- Safety audits
- Site safety inspections
- Quality control
- Project planning and logistics

# SWECO Building Control Services



Building Standards



Building Health & Safety



Assigned Certifier Services

## Building Control Services

As the largest building control consultancy in England and Wales, we have been providing market leading expertise as a Corporate Approved Inspector since 1998.

We pride ourselves on our quality and technical expertise and achieved the ISO/IEC 17020 international accreditation standard following a rigorous external on-site assessment by the International Accreditation Board – ANAB. This accreditation allows Sweco to demonstrate integrity, reliability and technical competence as well as compliance with internationally recognised good practices. Sweco is the first building control consultancy in the UK to achieve this accreditation and are proud to deliver such technical expertise to our clients.

# Resource Schedule.

Our site-based resources are led by in-house site managers who are in turn managed by MDC Project Directors. The Project Manager's report to the Project Directors who are comprised of Daniel Taylor MBE FRSA (Founder and CEO of MDC Group), Gavin Weekes (Project Director) and Bill Hicks (Pre Contracts Manager).

Daniel Taylor who is an accomplished member of the Royal Society of the Arts and has more than 30 years industry experience managing various contracts at board level, his vision and approach have been instrumental in ensuring the successful delivery of flagship accounts for Domestic and General, Close Brothers, and Unite the Union among many other blue-chip clients. Awarded an MBE for services to Business Design in 2019, Daniel has extensive experience in both the Cat A and Cat B fit out sectors and has the balance required to provide practical, technical and strategic insight towards great design and build practices. His ability to communicate design issues simply, be open and adapt throughout a project lifecycle will provide positive stewardship in delivery of all contracts.

This ability is echoed by Gavin Weekes who has over 20 years of experience within the sector. Gavin has extensive industry knowledge and is a very highly skilled, multi-disciplinary construction professional.

Gavin is extremely customer service focused and has been particularly successful in running multiple client projects.

Bill Hicks has experience of over 15 years. His experience entails the management of commercial interior fitout projects, from initial client meet through to all pre contract / construction stages including development, technical evaluation, costing, client negotiation and contract agreement up to the point of hand over to the construction team.

## **Experience**

All employees of the business are extensively experienced, in delivering 'fast tracked' projects if the brief requires it. The 'fast track' approach entails refurbishing the clients floors over a short period. This has been very successful in the past as clients have a new space without their business practices being disturbed.

The team specialises in projects from 2,000 sq. ft to 150,000 sq. ft, with specific focus on fit out, refurbishment, and furniture procurement.

MDC Group ensures every project is delivered on time and on budget. We are proud that this has been a large part of our repeated clientele and project works to date.

## **Supply Chain**

We only use a trusted supply chain whom we have worked with for over 5 years, we have built our reputation on our vetted vendors delivering on their promise, and there are no escalating costs. All our suppliers are knowledgeable on their products, and meet their quoted obligations.

## **Financial Project Control**

The business maintains excellent financial project control and accurate record keeping during the pre-start and execution phase of the project until its completion. This serves us the dual purpose of recording the financial transactions that occur, as well as giving the Project Director an indication of the progress and problems associated with the project.

The Construction plan and the associated cash flow estimates provides us the first baseline reference for subsequent project monitoring and control. We make use of our final or detailed cost estimate which includes contingency and overheads as a baseline for the assessment of financial performance during project execution.

## **Procurement**

The procurement of goods and services are well managed and controlled as a result of our well experienced project team, to the extent that all costs are within the detailed cost estimate. We are confident that the project is under our financial control and is being executed within the budget.

Additionally, the project team members are made aware of the project budget status regularly as they take ownership and are more likely to control and safeguard project charges.

Of course during projects there are change orders and variations; these are always initially communicated with the client. We ensure all variations are signed off in writing by the client before carrying out any works.

These are managed outside of the agreed contract budget. MDC Group work hard to ensure the clients changes or variations are integrated into the programme. This is to be more cost effective, minimise delays and disruption to the scheduling of the original programmed works.

## **Project Control**

The programme will be managed by the assigned project manager from MDC, and they will be supported by the activities of the procurement team.

MDC Group create a realistic programme from the outset. It is key to us that the client and project team do not lose confidence in our programme. The project manager continually and actively determines the duration and relationship between activities.

The programme defines our deliverables, and we also ensure we show the client's decision making process at key milestone dates.

We typically set meetings with the client and project team to get them to agree to the design programme and then monitoring progress, determining the lead times for unusual or critical items from the outset.

MDC Group will hold weekly on-site meetings with the project team, alongside weekly conference calls to ensure the progress is as projected.

## **Commissioning**

With every project, MDC produce a commissioning plan document which outlines the scope of works to ensure the client receives an efficient, fully functioning environment.

Following a stringent process with our internal project team, it guarantees a smooth handover to the client and minimal snagging as the commissioning process is planned from the project's inception to completion.

The building commissioning for the office includes:

- Ensuring client access and providing client training and demonstrations prior to occupancy
- Completing operating and maintenance manuals, record drawings, software and test certification
- Obtaining (building control) statutory approvals and insurance approvals
- Manufacturers work testing
- Components testing
- Pre-commissioning tests (mech & electrical)
- Completion commissioning checks and performance testing
- Any post commissioning checks and fine-tuning during client occupancy

## **Handover**

During every task undertaken, MDC endeavour to deliver a snag-free final handover. There is a handover process in place which is followed on every project to ensure any defects or issues are corrected before formal handover.

Following a deep builders clean, we gather our site operatives for an inspection a week prior to practical completion.

This is done at this stage as we aim to complete the fit out works a week prior to handover. We then conduct a formal site walk through with our operatives, inspecting area by area for any defects.

The second walk usually coincides with formal handover of the site with the client, at which point they can also add to the existing snag checklist.

This is recorded by photograph and entered onto a snagging checklist with the date and time of inspection, which is then issued to the client or client representative project team.

Following the issue of the snagging checklist, we give our operatives 7 days to resolve all snags, and walk the site again to confirm they have resolved all snags.

Once handover has taken place, we request for the client to allow our operatives to attend out of hours to resolve any further final items.

At this stage, the snags are generally minor defects such as decorating touch ups or marks on carpets. We make it our mission to deliver a snag free project and if that means getting it resolved at 6:30pm on a weekday, or over a weekend, we work around our client to ensure the site is completed to a high standard.

## **Aftercare**

We seek long-term relationships with our clients as we believe it is in our interest to fully support the environment, and users once the project is completed and handed over.

We provide our clients with a dedicated point of contact to help manage any issues which occur in relation to the refurbishment works. The client services manager will have worked closely with your project director and original project team. Therefore, they will have a detailed knowledge of your project, offering advice and resolving any enquiries quickly and methodically.

We aim to respond to all client enquiries within 24 hours and resolve all issues within 72 hours. However, this does depend on the complexity of the issue.

# Suitability and differentiation from others.

MDC Group is focused on achieving a seamless delivery of your office construction, using our project director, project managers and site managers. These individuals remain the same throughout the process from inception to completion and is a benefit to GT Bank, as only dealing with a handful of people to deliver a successful project means clear lines of communication, speed of actions and valuable, efficient use of project spend. As a small and a niche business, we take a more pro-active and re-active approach than our larger counterparts, MDC Group can respond to changes in scope of GT Bank requirements without any red tape or lengthy processes.

The 'fast-track' (Lean building principles) to the way we work is not only exclusive to our practices on site, but they are also demonstrated in our whole client experience and journey.

Our lean approach to project delivery whilst ensuring business efficiency ensures the responsibility for every project remains with a Senior Account team member. We actively encourage Account Team members to spend a number of hours a week within the clients' organisation, learning the operational and behavioural traits of that business so we are best equipped to offer recommendations to optimise their future plans.

Over our 20+ year tenure, we have built strong and long-lasting relationships with quality suppliers and our award winning schemes have been a culmination of innovative design, working with truly diverse teams and ensuring we keep the user experience at the centre of our ideas and proposals. We would express this has played a key part in us providing design driven innovative schemes, which champion technology and has been the reason we've been known as first adopters with our clients.

Our primary strength is the ability to think outside the box and provide innovative solutions to the client's brief. This is in part driven by the diversity of our workforce and the clear benefits it brings in respect of design philosophy and our approach to project delivery. MDC Group is a black British owned SME design and build company who have been delivering an eclectic portfolio of projects across the UK and Europe for over 22 years.

As an SME, we pride ourselves on our in-house design-led creativity and passion for state-of-the-art which makes us unique. Our service delivery model determines that all designs actively respond to the client brief, there is no 'one size fits all' approach and as such our services are tailored to meet individual aspirations and project requirements. We are proud and capable of offering our clients an accelerated design resource turnaround (24-hour in some cases), this ensures they can be ahead of the curve and use their review time in the most effective way.

We build personal relationships with our clients and welcome them into the MDC Group family. We are a flat structured organisation and family owned this perspective remains at the heart of how we engage and build trust. Being a boutique SME with the capacity to design, cost and build in-house will ensure a fully coordinated response with cost certainty for GT Bank.

We have a no agency policy in our business which means all members of the team whether a creative or a builder on site have an established business relationship with the MDC Group or are employed directly and aligned to our cultural ethos of; integrity, reputation for 'right first time' and client focus.

We have the competitive edge of working with existing clients on their return to work strategies. We have built relationships with these businesses which has moved us from contractors to their trusted advisors in relation to the commercial space they occupy or their property portfolios. With the fragile economic climate and uncertainty that surrounds many of our clients our partnering arrangements are proving beneficial through the clear direction and support we provide.

MDC are a business that actively embraces state-of-the-art technology in the operation of our business and the design solutions we propose to clients. This approach in conjunction with our supply chain ensures we have the latent capacity to realise our growth strategy

While working closely with Client IT departments and board, we ensure seamless integration of the new technology meant we again reinstated ourselves as more than design and build experts but as consultants.

# Thank you

METRO DESIGN CONSULTANTS LTD.  
17 Whitestone Way  
Croydon  
CR0 4WF

T: +44 (0) 207 928 9000  
W: [www.mdcgroup.co.uk](http://www.mdcgroup.co.uk)

