



2022/23  
**COMPANY  
BROCHURE**



# WHO WE ARE

## WE MOVE THE LINE

### WELCOME TO HIGHLINE CONTRACTS!

We are an established construction company who always puts our clients first. We pride ourselves on delivering high quality project management and construction services and are committed to offering an 'end to end' solution, meaning we can manage the project through it's entire lifecycle, from conception to handover.

We have extensive experience working with a diverse range of clients adopting multiple construction methods and have included some examples of our work later on in this brochure.

### OUR CORE VALUES



# MEET THE TEAM

## WE SEE THE CIRCLE

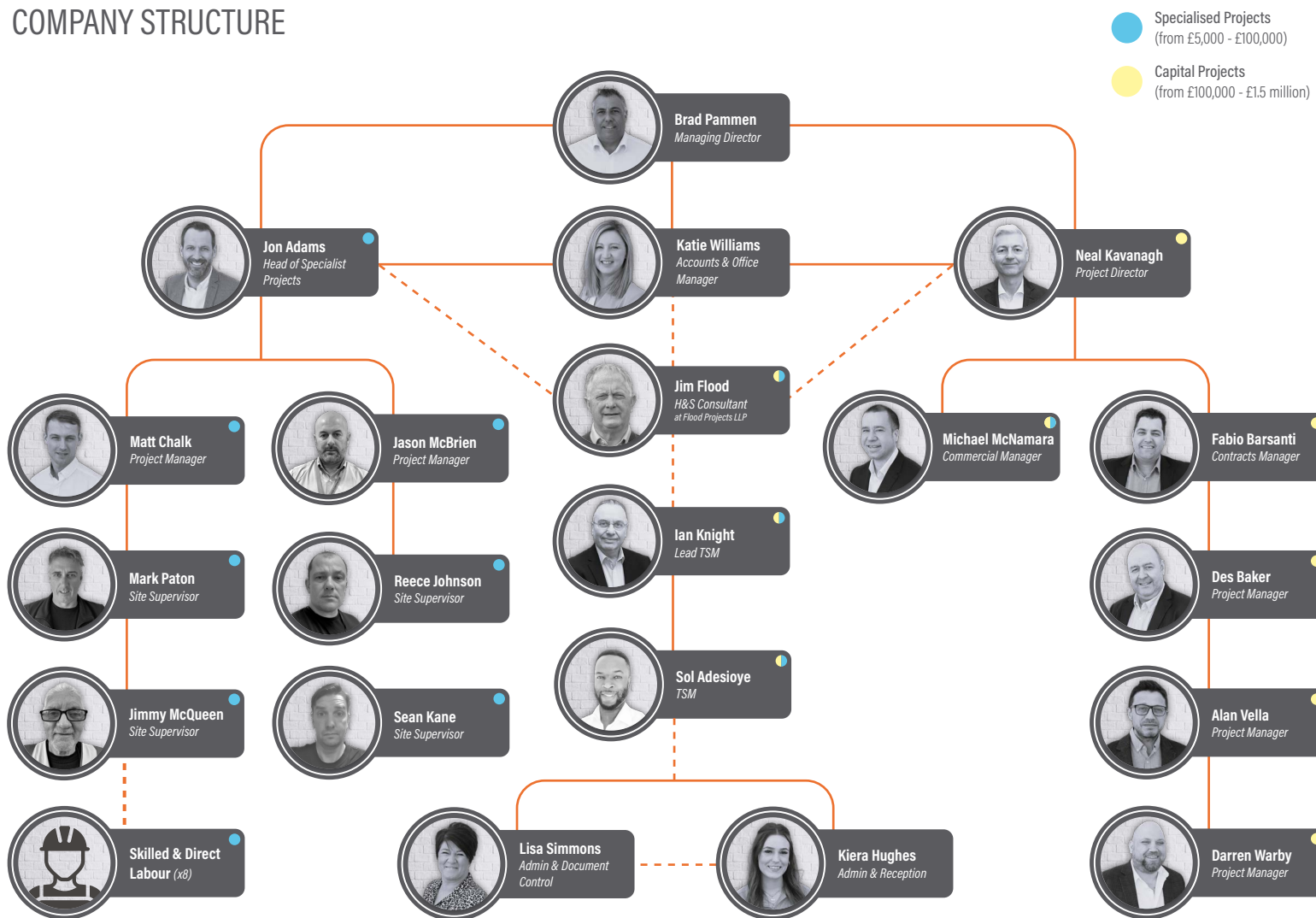
HERE AT HIGHLINE,  
WE BELIEVE OUR  
PEOPLE ARE OUR  
BIGGEST ASSET.

"We are passionate about building and maintaining a team of highly skilled and experienced individuals. Their wealth of knowledge in their field, coupled with their determination to exceed client expectations, is what makes us stand out. Many of the team joined Highline at the beginning of their careers and have developed and progressed with us. I am proud to have built a loyal team of long-standing members, as well as introducing new talent."

**Brad Pammen**  
Managing Director



### COMPANY STRUCTURE



# SPECIALISED WORKS

WE MAKE AN IMPACT

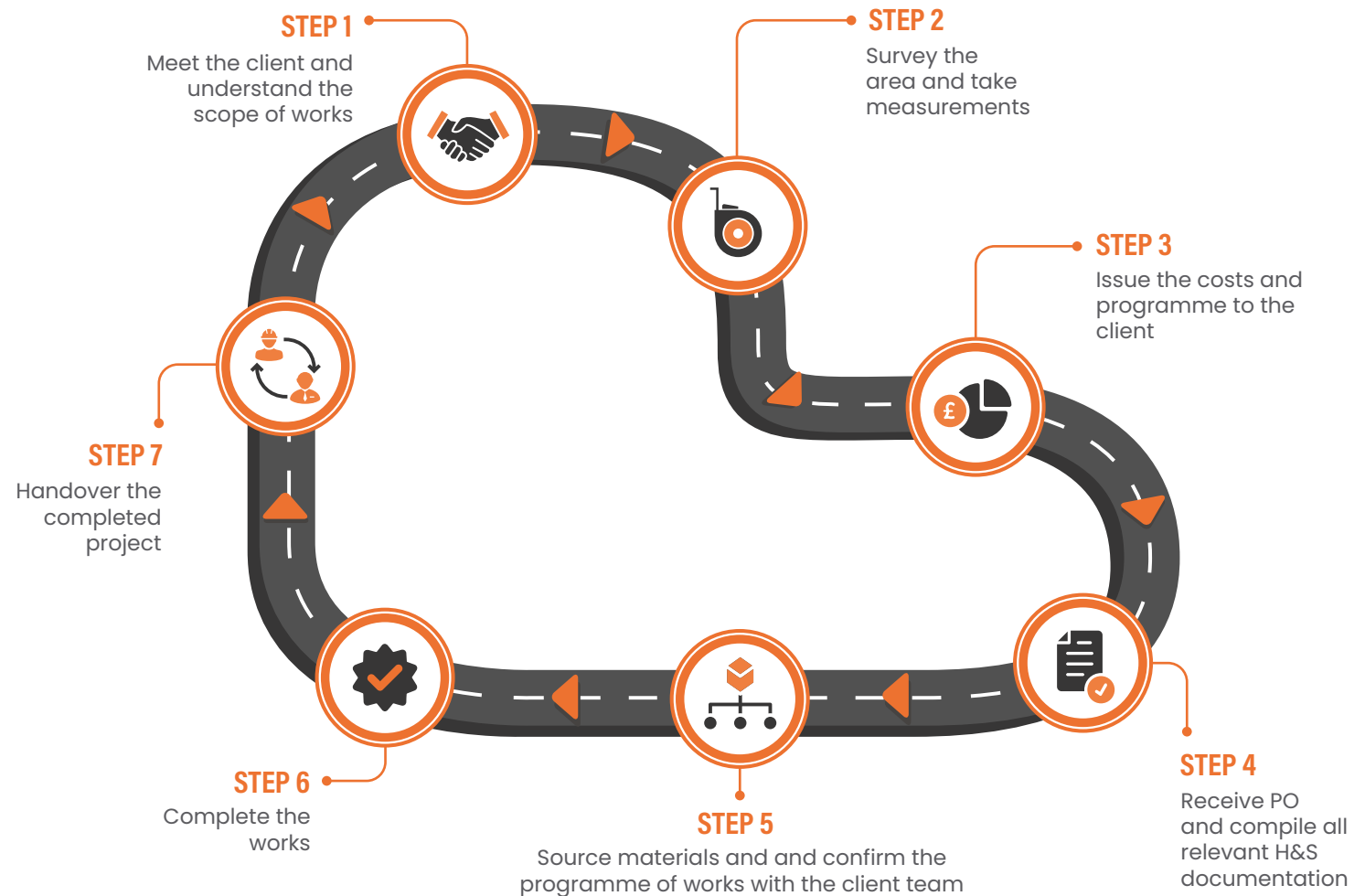
## WE MAKE THE SMALL WORKS HAVE A BIG IMPACT.

"Highline has a dedicated specialised works department that is committed to delivering quality solutions no matter the size of the project. We know the little things make a big difference to our clients and it's my job to ensure the seamless, timely delivery of our client's requests. We deliver our specialised works projects to the same high standard as our capital projects so you can be certain of a safe, high-quality service."

**Jon Adams**  
Head of Specialised Projects



## SPECIALISED WORKS DELIVERY PROCESS



# TECHNICAL CAPABILITIES

WE BELIEVE IT'S POSSIBLE

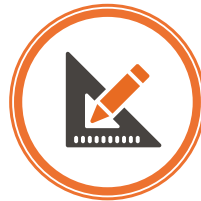
FROM DETAILED DESIGN OF SERVICES AND SYSTEMS, TO COMMISSIONING AND THE CREATION OF O&MS - WE HAVE THE CAPABILITIES TO DELIVER QUALITY TECHNICAL SOLUTIONS.

"Our goal is to be considered service partners to our clients. We ensure the solution we deliver is easily maintainable, so the client experiences the benefits for years after the project has been completed."

**Ian Knight**  
Lead Technical  
Services Manager



## TRADITIONAL CONSTRUCTION METHOD OBJECTIVES



### Design interrogation

From receiving the tender pack, we will take a collaborative approach in reviewing the design, buildability, product and material types with our client's team along with the assistance of our specialist subcontractors, and where possible, provide value engineering.



### Site condition validations

During the preconstruction phase of the project, we will employ and manage specialist commissioning contractors. They will carry out the early on-site validations and drawing checks to ascertain the accuracy of the design team's assumptions.



### On-site management of installation, quality and programme

We will manage and drive the installation process when on-site, ensuring quality and adherence to the programme. Where issues may arise, we will review and always offer solutions to the design team. We also have the capability to provide detailed and workable, calculated sketches. This is to assist the design team and help reach an agreement to implement the change.



### Commissioning, Client training and O&M completion

During the final stages of a project, we will provide a detailed commissioning and close-out programme orchestrating the vital elements of each specific discipline at its final stages. Once we have internally verified the installation and correct operations of each system, we will then arrange for our Client's team, and if applicable Building Control, to witness. Following this we will manage the final client demonstrations and presentation the project O&M's documents, ensuring a smooth handover.

# DESIGN CAPABILITIES

WE BELIEVE IT'S POSSIBLE

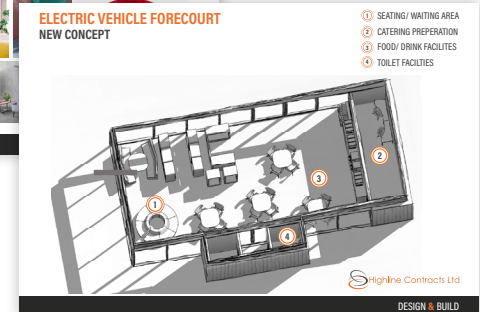
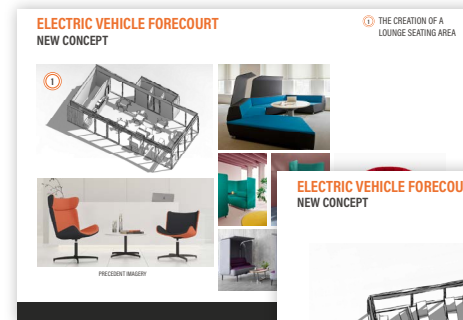
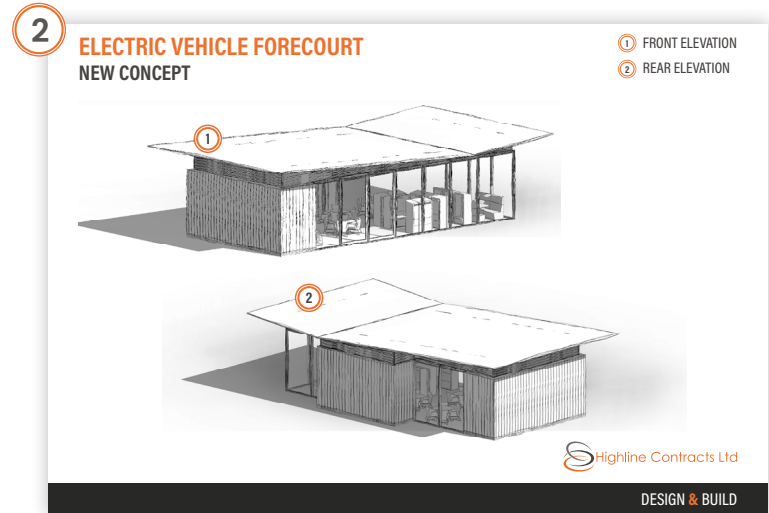
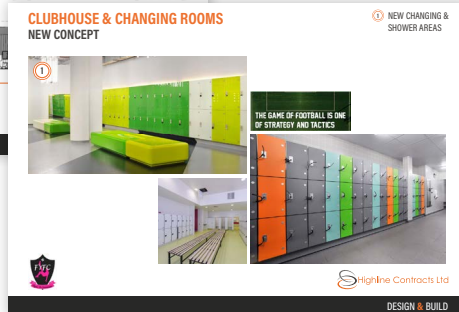
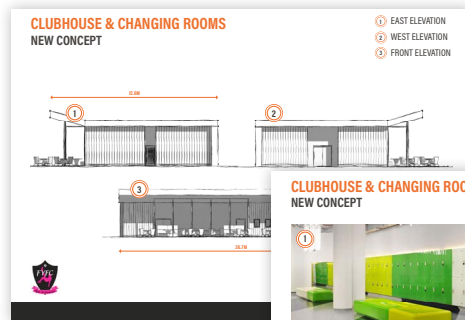
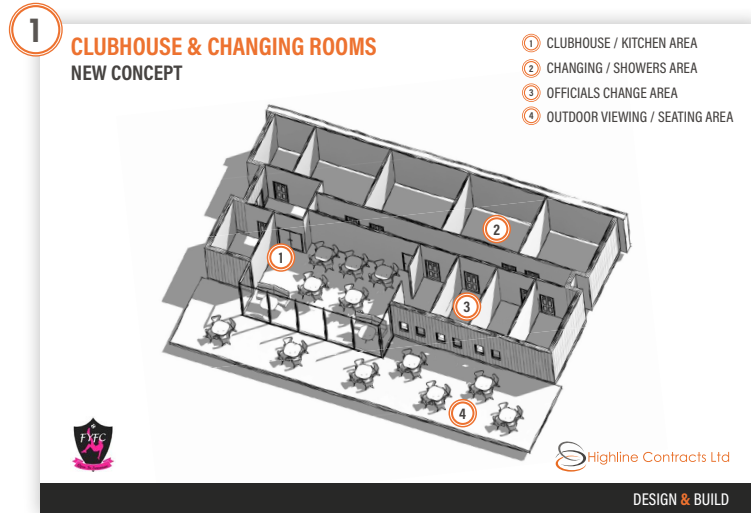
FOR THE D&B PROJECTS IN OUR PORTFOLIO, WE THINK DIFFERENTLY WHEN APPROACHING TECHNICAL AND DESIGN ASPECTS OF A PROJECT OR ACTIVITY.

"We have a solid network of architects, MEP consultants and structural engineers that we utilise for our projects. Our strong relationships with these specialists enables us to provide solutions and information to our clients quickly and efficiently."

Neal Kavangh  
Project Director



## DESIGN & BUILD CASE STUDY SAMPLES





# COMMERCIAL OBJECTIVES

WE ACT WITH INTEGRITY

OFFERING OUR CLIENT'S ACCURATE, TRANSPARENT AND RELIABLE PRICING IS EMBEDDED WITHIN OUR CULTURE.

"Highline's commercial team's aim is to provide our client's with the best value and complete projects within budget. We will use analysis results, along with our own experience, to provide advice and recommendations to support the commercial management decision-making."

**Michael McNamara**

Commercial  
Manager



## OUR COMMERCIAL MANAGEMENT OBJECTIVES



### Transparency and openness

We are committed to providing accurate and transparent commercial proposals and figures to all our clients, whether working on a traditional or D&B project, we believe that honesty is the best policy.



### Provide value for money

As an experienced and well rounded construction company we know what quality products and materials look like. We are passionate about achieving the highest quality results across all of our projects and that starts with quality materials. Our relationships with industry suppliers allow us access to quality materials at great prices which enables us to reflect this cost saving in our proposals to clients.



### Report on commercial progress

We have a robust and accurate reporting procedure for financial analysis and reports that our Commercial Managers have developed. This reporting structure allows us to report accurate information in a timely manner to our clients.



### Supply chain management

We recognise the importance of our supply chain, and look to build strong, long-lasting relationships to ensure our clients receive the best possible service for the best possible value.

# SHEQ MANAGEMENT

WE TAKE THE LONG VIEW

## CREATING A SAFE AND HEALTHY WORKPLACE IS AT THE HEART OF OUR CULTURE AND MANAGEMENT OBJECTIVES.

"We pride ourselves on utilising innovative solutions to overcome health and safety obstacles, both on our sites and within the company as a whole. However, a safe and healthy workplace is only half our goal, an environmentally friendly and high quality operation also make up our SHEQ objectives."

### SAFETY, HEALTH, ENVIRONMENTAL AND QUALITY OBJECTIVES



#### 'Right First Time' approach

To encourage, create, maintain, and enhance a culture of quality within Highline, by demonstrating a 'Right First Time' approach.



#### Compliance

To remain compliant with the requirements of ISO 9001, 14001 and 45001.



#### Audit

To conduct internal and external audits on our processes and ways of working on site to ensure we stay compliant with the ever evolving HSE legislation and our client's procedures.



#### Review

To continually review, improve, and implement quality control and best practice procedures.



#### Quality resources

To provide skilled and engaged resources necessary to ensure the delivery of a product that meets customer expectations every time.



#### Approved supply chain

To ensure that our supply chain and other stakeholders, involved in our projects fulfil their defined quality standards thus supporting a quality approach.



#### Going the extra mile

To go the extra mile and deliver to surpass our client's standards, exceeding their expectations.



#### Celebrate success

To celebrate successes and learn the lessons where room for improvement is required



# PROJECT PORTFOLIO

## OUR EXPERIENCE

### PHARMACEUTICAL COMPANY, WARE

This phased project began with a complete strip-out before the installation of new ceilings, lighting and flooring to provide a brighter and more open-feel area. The existing furniture was cleverly refurbished to provide a high-quality, yet cost effective solution. The space was then decorated and a new tiled feature wall was assembled. Within the breakout area, two specialist AV walls were installed, enabling staff to work within the area, as well as a recreational space. The final element of the works was to balance the HVAC system, to ensure the air change rates were suitable for the re-designed space.



VALUE	£465,000
DURATION	16 WEEKS

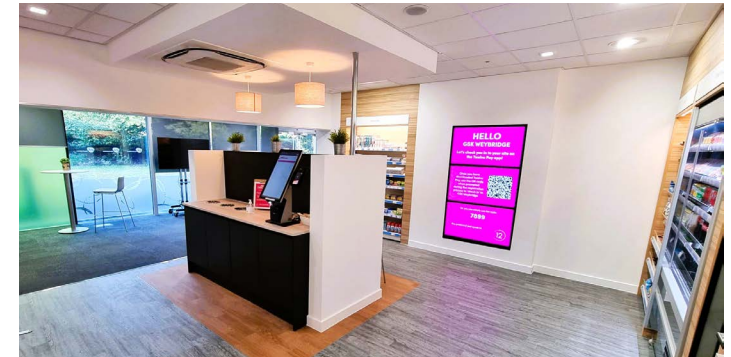


# PROJECT PORTFOLIO

## OUR EXPERIENCE

### PHARMACEUTICAL COMPANY, WEYBRIDGE

We worked with our Client and other stakeholders, to develop this 'micro-market' design, as the previous layout was not able to accommodate the high volume of staff using the facility. Works included; the strip-out of existing features, including the safe removal of refrigerated parts, and the installation of a new suspended ceiling. The walls and floors were redecorated to give a modern bright finish. M&E elements included new lighting and the installation of hot and cold water supplies. There was a number of joinery elements that required intricate design development and installation.



VALUE	£120,000
DURATION	9 WEEKS



# PROJECT PORTFOLIO

## OUR EXPERIENCE

### PHARMACEUTICAL COMPANY, STEVENAGE

The Client's aim was to relocate multiple, separate departments and merge into one-working area, to create a collaborative laboratory workspace with an open and modern feel. The works included total M&E upgrades, data elements, fire protection system review and design as well as BMS works and decorations. Another dimension to this project was the LEVs and safety cabinets. We worked closely with our client to understand their needs for the safety cabinets and associated LEV work benches to deliver a practical and workable solution.



VALUE	£350,000
DURATION	12 WEEKS



# PROJECT PORTFOLIO

## OUR EXPERIENCE

### PHARMACEUTICAL COMPANY, BRENTFORD

This circa twenty-year old water feature was drained and decommissioned a number of years ago by the Client as there were unknown substantial leaks and plant equipment failures. We were employed under a D&B contract to rectify and refurbish this focal point fountain. We engaged The Fountain Workshop Limited to design the new water feature, using a modern filtration and pumping systems. The existing faded, worn pebble base was replaced with a polished waterproof concrete solution and all new RGB programmable display lighting was also included in the upgrade works.



VALUE	£600,000
DURATION	20 WEEKS



# PROJECT PORTFOLIO

## OUR EXPERIENCE

COMPLETED BY OUR SPECIALISED PROJECTS TEAM

### PHARMACEUTICAL COMPANY, STEVENAGE

Our works involved the strip out of the existing carpet, the fitting new carpet tiles as well as painting walls and making good of the rest of the space. We worked closely with the client throughout this project to ensure we captured their vision. The existing office was suffering from lack of light and vibrancy so we're tailored our approach to brighten the room as much possible. Our Client had specific requirements for the colours to remain aligned with their branding guidelines, so we worked collaboratively with both the Client and our suppliers to ensure we achieved their specific goals.



VALUE	£50,000
DURATION	4 WEEKS



# PROJECT PORTFOLIO

## OUR EXPERIENCE

### PHARMACEUTICAL COMPANY, BRENTFORD

This on-site gym is a popular facility, and we were tasked with its refurbishment and upgrade of the gym floor, WC, showers and changing facilities. Works began with the strip-out of existing materials across all areas. Together with our specialist contractors, we worked collaboratively to reconfigure the air conditioning to provide a comfortable work out environment. A specialist gym floor which was sourced via our connections across the industry was fitted, along with new showers, toilets, sinks and pipework. We also upgraded the lockers and decorations to give our Client and other users of the facility an enjoyable experience from the very beginning.



VALUE	£155,000
DURATION	8 WEEKS



# PROJECT PORTFOLIO

## OUR EXPERIENCE

COMPLETED BY OUR SPECIALISED PROJECTS TEAM

### PHARMACEUTICAL COMPANY, HATFIELD

On behalf of a long-standing client, we were tasked to redecorate the high footfall areas in the plantrooms, such as the walkways and around the equipment, which had deteriorated and faded with age. The floor was properly prepared to optimise the finish when the paint was applied. We then applied a specially selected anti-slip concrete paint to give a safe and aesthetically pleasing result. Our scope also included the repainting and decorating remaining walkways, as well as the low load-bearing floor areas. We were able to complete this project ahead of programme and received great feedback from the Client's team.



VALUE	£35,000
DURATION	4 WEEKS

# TESTIMONIALS

## WHAT OUR CLIENTS SAY

### CLIENT SATISFACTION IS OUR NUMBER ONE PRIORITY AND EVERY TEAM MEMBER SHARES THIS GOAL.

Our goal is to be a service partner for our clients, someone they can rely on for all projects from minor and specialised works, to large capital spends.

From commercial management to project deliverables, you can rely on Highline to provide high quality and accurate products that meet and exceed the expectations of all stakeholders.



*Highline Contracts have been working with myself and many project managers at a pharmaceutical site for 5 years, performing multiple construction projects up to £1M. Highline have performed to a very high standard throughout and in doing so have become one of the incumbent, trusted and valued go to contractors. They have proven to be cost competitive, schedule-driven when required and set a great level of Health & Safety. I would highly recommend Highline as a Principal Contractor.*



*Architon have worked with Highline on a number of refurbishment projects for mutual clients. We have found Brad and the team highly responsive and very professional in their approach to the successful completion of high quality works.*



*Brad and his team have delivered a range of projects for us ranging from small jobs to large capital projects, we have always found the team helpful, hard-working and willing to work with us and help out with issues that may arise during projects. Together we have managed to deliver a number of projects to a high standard in very tight time-scales. Highline are now an integral part of the supply chain to our client and are one of our few preferred suppliers.*



*The Highline team are professional at every level of a project, whether small or large scale their dedication and commitment remains. They have enthusiasm, attention to detail and strong delivery capability and I can highly recommend.*



*I've used Highline for the past 7 years here at GSK HQ. The most important aspect as to why we have such a great relationship with Highline, is the culture they have within the team. Their focus on H&S is at the very core of everything they do, and that care and focus flows out through their workmanship to deliver a high-end product. The team are hands on and seem to always be a step ahead on managing our expectations. Highline are always willing to produce solutions, should the need arise, which is always helpful in those times.*



# CONTACT US

HERE'S HOW TO GET IN TOUCH

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## COMPANY NUMBER

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### GENERAL ENQUIRIES



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### SPECIALISED PROJECTS



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### FINANCIAL ENQUIRIES



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## WE ARE ACCREDITED...



INVESTORS  
IN PEOPLE

## PEOPLE WE'VE WORKED WITH...



GT GARDINER  
& THEOBALD

NETFLIX

CBRE

SCIENCE  
MUSEUM



interxion™

ARCADIS

EMCOR<sup>UK</sup>

mace

sodexo





 Highline Contracts Ltd