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# WHO WE ARE



## 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



### WE MOVE THE LINE

This value captures our commitment to continuous improvement and innovation for our clients, employees and business as a whole.



### WE SEE THE CIRCLE

This particular value reflects our drive to build and maintain lasting client relationships and deliver projects as a cyclical journey.



### WE MAKE AN IMPACT

We always strive to go above and beyond for our clients and make a positive impact our employees by offering continual development opportunities, reward and recognition and wellbeing initiatives.



### WE BELIEVE IT'S POSSIBLE

From technically complex solutions, to space saving office installations, we want to bring our clients' visions to life. Our team of talented individuals are able to offer specialist advice on design elements of projects.



### WE ACT WITH INTEGRITY

Integrity is a word that sits at the heart of everything we do, from behind the scenes office tasks, to physical work on site, we strive to act with integrity at all times.

# MEET THE TEAM



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

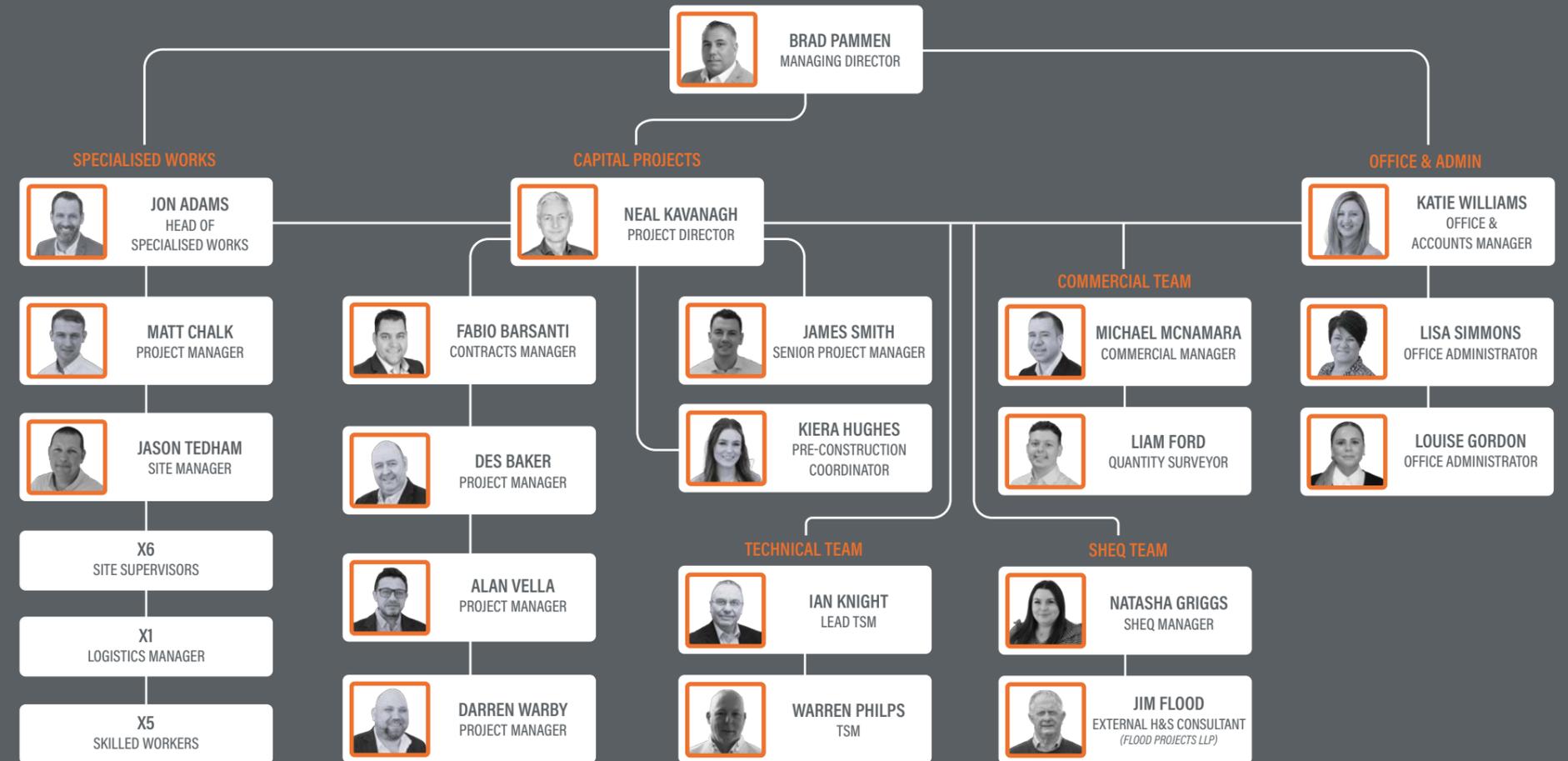
“We are passionate about building and maintaining a team of highly skilled and experienced individuals. Their wealth of knowledge in their field, coupled with their determination to exceed client expectations, is what makes us stand out. Many of the team joined Highline at the beginning of their careers 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 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



### STEP 1

Meet the client and understand the scope of works



### STEP 2

Survey the area and take measurements



### STEP 3

Issue the costs and programme to the client



### STEP 4

Receive PO and compile all relevant H&S documentation



### STEP 5

Source materials and confirm the programme of works with the client team



### STEP 6

Complete the works



### STEP 7

Handover the completed project

# DESIGN CAPABILITIES



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 Kavanagh  
Project Director

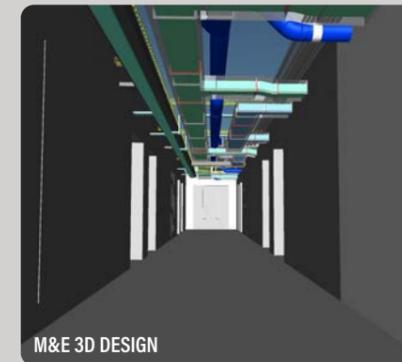
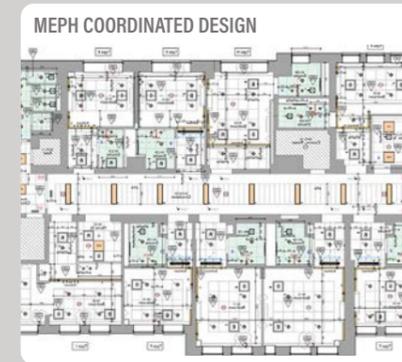


## DESIGN & BUILD CASE STUDY SAMPLES

### 1 M&E 3D DESIGN FOR HOSPITAL REFURBISHMENT



COMPLETED WORKS

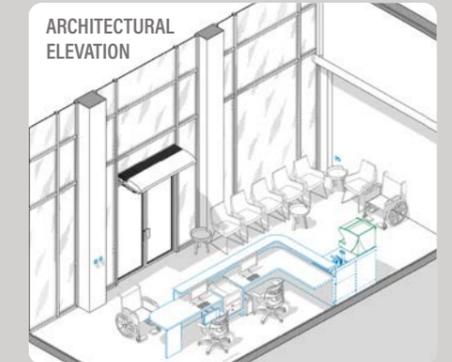


M&E 3D DESIGN

### 2 CONCEPT FOR RECEPTION AT AN OUTPATIENT FACILITY



COMPLETED WORKS



CGI VISUAL

# TECHNICAL CAPABILITIES



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



## OUR 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 pre-construction 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 INSTALLATION MANAGEMENT

We will manage and drive the installation process 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, to assist the design team and help reach an agreement to implement the change.



### COMMISSIONING, TRAINING AND O&Ms

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

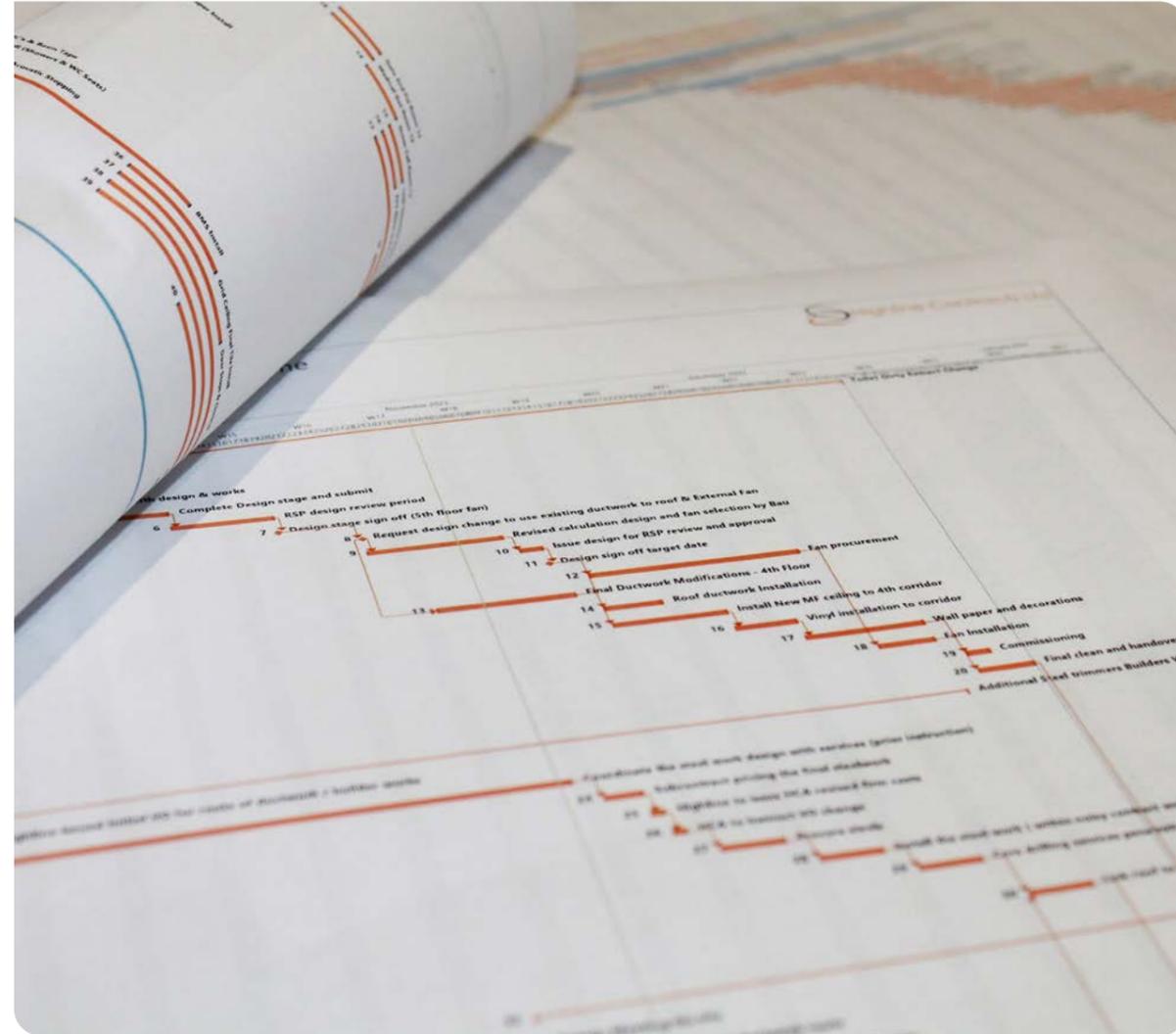


**METICULOUS PREPARATION OF A PROJECT IS THE KEY DRIVER TO DELIVERING A PROJECT SAFELY, ON TIME AND WITHIN BUDGET.**

“Planning extensively throughout pre-construction is vital for the success of a project in regards to risk management, quality objectives, project delivery and cost analysis. Our team are highly skilled with using programme project management software, including Microsoft Projects and Asta Power Project, to accurately forecast completion dates alongside the desired deadline and prepare the vital resources needed for the programme to run smoothly.”



**Fabio Barsanti**  
Contracts Manager



## PROGRAMMING CAPABILITIES



### PROCUREMENT

Identifying critical path items, key contracts and order placement, design stage and long lead items in a methodical sequence to support the successful execution of the project.



### KEY DATES

Outlining milestones within the overall project plan to accurately track and monitor the key programme stages.



### PLANNING PROJECT RESOURCES

Planning and allocating company and labour resources throughout the project stages.



### PROGRAMME PROGRESS

Accurate forecasting for project progress and completion along with regular programme progress drop line reports that keep stakeholders informed, engaged, and aligned with project objectives.



### PHASING OPPORTUNITIES

Capability to identify simultaneous project phasing and coordinate efforts between project teams to optimise project timelines, minimise overall project duration, and enhance project efficiency and delivery.

# COMMERCIAL OBJECTIVES



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 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're 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 these 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.



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

"We take pride in maintaining a strong, integrated management system that complies to ISO 9001, 14001 and 45001 standards. Our effective management system enables Highline to maintain the health, safety and wellbeing of its employees, subcontractors and others that may be affected by our works whilst also focusing on our environmental and quality commitments."



Natasha Griggs  
SHEQ Manager



## OUR SHEQ OBJECTIVES



### HEALTH & SAFETY

At Highline the Health and Safety of our workforce is a priority. We have invested significantly in ensuring that we have the right resources to plan, manage, monitor and complete works in the safest way possible whilst also focusing on staff wellbeing. We conduct annual health assessments for all our staff and are proud to promote Mental Health Awareness Month by having our very own in-house mental health workplace first aider.



### QUALITY

Our quest for quality is achieved not only through adherence to standards and procedures but also through our attitude and commitment to quality to achieve the 'First Time Right' (FTR) approach which has enabled Highline to be where we are today. Other commitments include; Quality Resources, Approved Supply Chain, Customer Satisfaction, Quality Audit & Assurance and Legislative Compliance.



### ENVIRONMENT

Highline are actively tracking our business carbon emissions to allow us to plan, reduce and offset our carbon emissions. So far in 2021-22, we have offset 120% of our total annual emissions to become carbon neutral, this was achieved with the support from Positive Planet. We are continually reviewing our emissions and will endeavour to offset our emissions further for the year 2023-24.

# PROJECT PORTFOLIO

## PRIVATE HEALTHCARE CLIENT NINE ELMS, OUTPATIENT CLINIC

This project included the conversion of the old 2-story marketing suite and 2 separate apartment show rooms, within a private residential tower block at Nine Elms. Initially the site was stripped back to a shell and core to allow Highline to carry out the site condition survey before completing our full D&B scheme for the client's new outpatients clinic. The facility includes 5 consultant rooms, a phlebotomy space and a full treatment room. Further rooms were created to include 2 DU & CU spaces, a staff changing area, a staff rest room, comms room, lift installation and office spaces. The project also comprised of all new supporting services and dedicated plant spaces to house new AHU's, a chiller, dirty extract system and air conditioning.

VALUE | £1.57M  
DURATION | 20 WEEKS

“ CREATION OF AN  
OUTPATIENT CLINIC ”



# OUR EXPERIENCE

## PHARMACEUTICAL CLIENT BRENTFORD, LONDON

We were appointed under a D&B contract to rectify the circa 20 year old water feature, which is the focal point at the entrance to one of our client's sites. The feature was drained and decommissioned a number of years, as there were unknown substantial leaks and plant equipment failures. We engaged with TFWL (The Fountain Workshop Limited) to design a new water feature using modern filtration and pumping systems. The existing faded and worn pebble base was replaced with a polished waterproof concrete solution and new RGB programmable feature display lighting was also included in the upgrade works.



“ D&B WATER  
FEATURE UPGRADE ”

VALUE | £600,000  
DURATION | 24 WEEKS



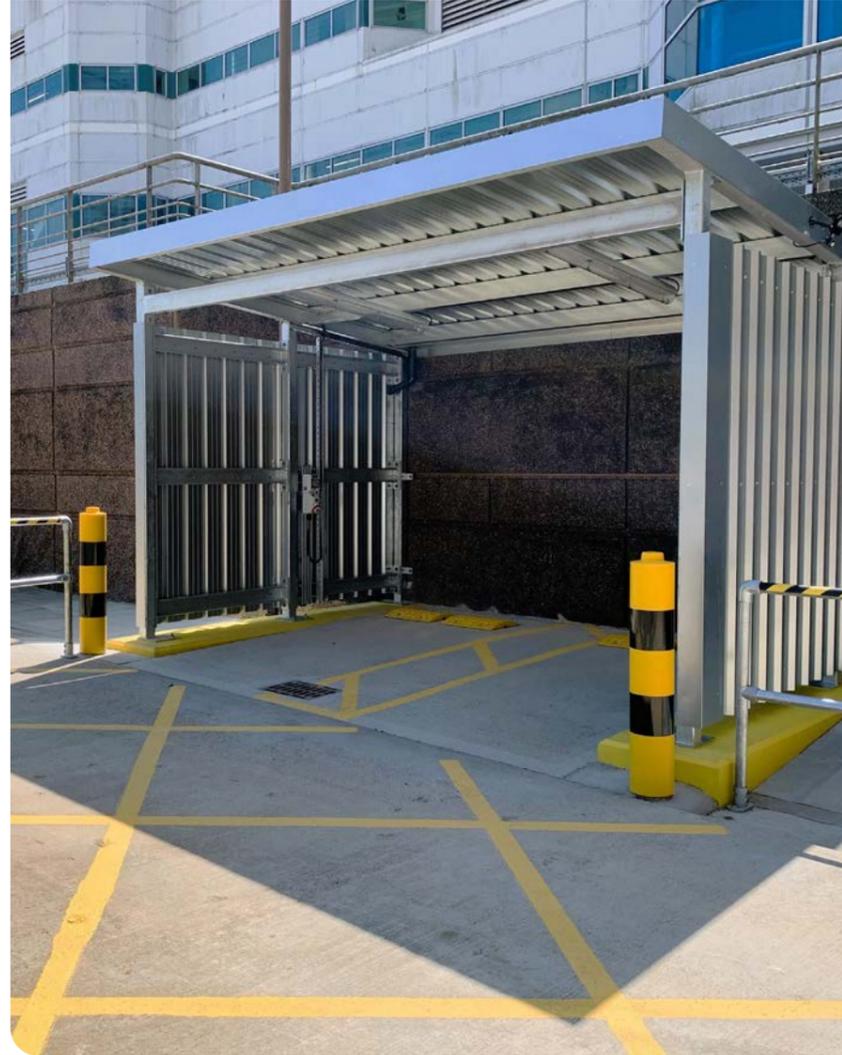
# PROJECT PORTFOLIO

## PHARMACEUTICAL CLIENT STEVENAGE, HERTFORDSHIRE

Highline Contracts were appointed to upgrade the internal and external Goods In area for our long-standing client. The internal loading bay works included constructing a dedicated contractor's goods-in counter, decorations to floors and walls, installing new key clamp barriers and safety floor markings. Externally, we provided a new bespoke Dewar bottle store and forklift canopy and new lighting and charging points were also provided. Further safety features were upgraded, including all new line and warning road markings and additional bollards with sprung safety gates and chain access points. The project involved works within highly volatile flammable areas so works had to be conducted under very strict monitoring conditions.

VALUE | £200,000  
DURATION | 8 WEEKS

“ INTERNAL AND EXTERNAL GOODS-IN AREA ”



# OUR EXPERIENCE

## PRIVATE HEALTHCARE CLIENT ONE MEDICAL HOUSE, HEMEL HEMPSTEAD

Highline Contracts were appointed to carry out the redesign of an existing office space, and the creation of an additional MRI suite to our client's imaging department. The adjacent bedroom/ensuite was repurposed to make way for the new Tech Room to houses all the necessary services required to support the MRI. Various elements of the projects consisted of CDP packages that included the design and install of the steel shielding, RF cage and the quench pipe - all were co-ordinated by our site team. Our client only had a small window of opportunity in which to deliver this project, so we used our relationships with specialists contractors to reduce the procurement times as much as possible.

VALUE | £900,000  
DURATION | 14 WEEKS

“ CREATION OF AN MRI SUITE AND REDESIGN OF EXISTING OFFICE SPACE ”



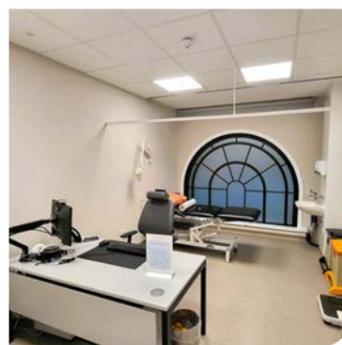
# PROJECT PORTFOLIO

## PRIVATE HEALTHCARE CLIENT 120 OLD BROAD STREET, LONDON

Highline Contracts were appointed to complete this full architectural refurbishment within a private healthcare facility. The project scope included the replacement of the existing ceiling for a new fresh-looking system that contained all new LED lighting and services. The space was upgraded to include a new reception and open plan waiting area. Further finishes included the introduction of a modern glazing systems to form sub-wait areas. Sequencing of works over a 5 week project duration was critical to the success of handing over the project on the contractual project completion date.

VALUE | £250,000  
DURATION | 5 WEEKS

“ REFURBISHMENT OF RECEPTION, WAITING AREAS AND CONSULTING ROOMS ”



# OUR EXPERIENCE

## PHARMACEUTICAL CLIENT STEVENAGE, HERTFORDSHIRE

Our client's aim was to relocate multiple, separate departments and merge them into one-working area, creating a collaborative laboratory workspace with an open and modern feel. The works included M&E aspects, data elements, fire protection system reviews and design, as well as BMS works and decorations. 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. We remained flexible and fluid in our design and adapted quickly to any changes necessary. Furthermore, adjacent to the lab was a live office so we had to carefully consider our noise control methods to minimise disruption.

VALUE | £900,000  
DURATION | 20 WEEKS

“ RELOCATION AND MERGING OF LABORATORY DEPARTMENTS ”



# PROJECT PORTFOLIO

## PRIVATE HEALTHCARE CLIENT

### LISTER HOSPITAL, 4<sup>TH</sup> FLOOR REFURBISHMENT

This project included the full refurbishment of 10 ensuite bedrooms and ancillary rooms to support the wards operation. Initially, the 4<sup>th</sup> floor rooms were stripped back to reveal the original concrete soffits and parquet flooring – all existing electrical points, security, data, traditional heating radiators, and public health systems were either diverted or removed. Asbestos surveys and removals were undertaken and the D&B stage was completed, which allowed the installation of the external plant, including the new AHU, dirty extract and VRV air conditioning systems, bringing the ward up to date with today's requirements. The grade 2 listed doors and joinery were overhauled, whilst the rest of the ward benefited from all new finishes, medical trunking, joinery, and equipment throughout.

VALUE | £2.1M  
DURATION | 22 WEEKS

“ 4<sup>TH</sup> FLOOR HOSPITAL BEDROOM REFURBISHMENT ”



# OUR EXPERIENCE

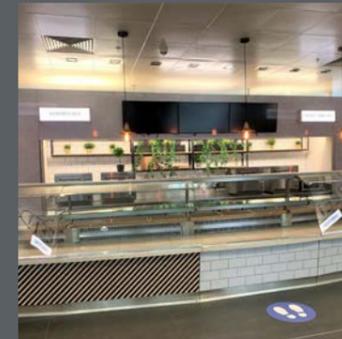
## PHARMACEUTICAL CLIENT

### BRENTFORD, LONDON

We were appointed to refurbish a high footfall deli within a large, occupied office building. Our team began with the enabling works, which included the removal of the large deli counters, before replacing the flooring with a renewed anti-slip solution. Our technical services team engaged with the incumbent subcontractors to replace all refrigerators with high end commercial models and then began the M&E services upgrade within the deli area, using the LOTO protection system throughout isolations. We also supplied and installed a narrower counter to widen the area walkway without reducing countertop space.

VALUE | £475,000  
DURATION | 10 WEEKS

“ SANDWICH DELI REFURBISHMENT WITHIN BUSY OFFICE BUILDING ”



# PROJECT PORTFOLIO

## PHARMACEUTICAL CLIENT STEVENAGE, HERTFORDSHIRE

Highline were appointed to install an MRI unit within our client's Bio-Imaging department. We were appointed to take the project from client concept through to D&B scheme which involved a services upgrade and architectural layout and finishes. This project included the re-purposing of four separate areas to establish a new prep area and MRI tech area, as well as the necessary temporary works for the removal of the Faraday Cage which enabled the MRI replacement. The replacement for 9.4T MRI system provides a modern, state of the art facility for our client.

VALUE | £620,000  
DURATION | 24 WEEKS

“ MRI INSTALLATION  
WITHIN BIO-IMAGING  
DEPARTMENT ”



# OUR EXPERIENCE

## PRIVATE HEALTHCARE CLIENT ST JOHN'S WOOD, LONDON

Highline Contracts worked closely with our clients hospital based in St Johns Wood, to convert their old temporary delivery and storage cabin building to form a new temporary day centre facility. The works included removing and relocating all the redundant storage racking and shelving units which then allowed for the soft strip to commence. The space was then converted into various units, including a new therapy room, new staff office, accessible tea point, accessible toilet, and an open plan activity space for the hospitals patients to use. We installed all new wall linings, partitioning, ceilings, joinery, heating & plumbing, power, data and lighting as well as completing the decorations, carpets, and vinyl finishes.

“ TEMPORARY DAY  
CENTRE FACILITY ”

VALUE | £60,000  
DURATION | 4 WEEKS



# PROJECT PORTFOLIO

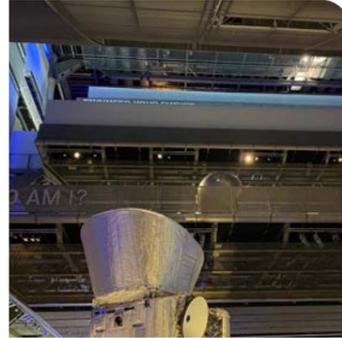
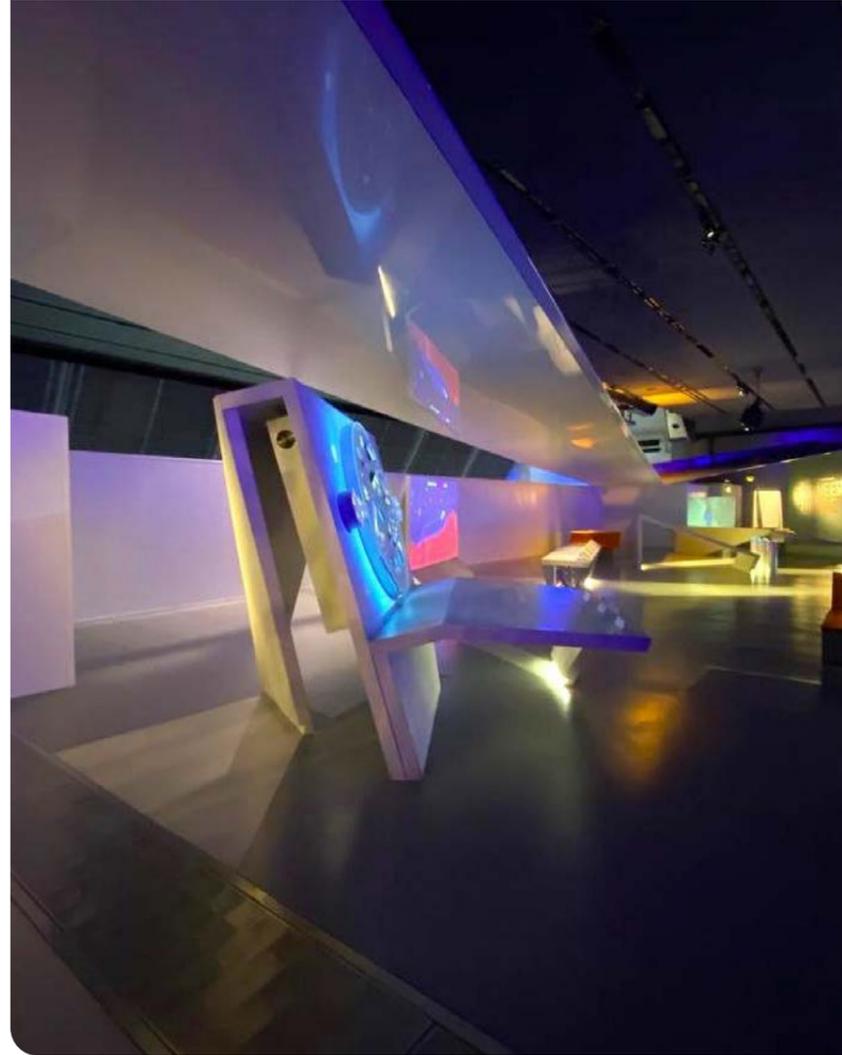
## MUSEUM EXHIBITION EXHIBITION ROAD, LONDON

Our works were based within the Atmosphere Gallery and included the tracing and strip out of services including lighting, power, fire protection, the removal of flooring and other decorations. A key driver for this project was the sustainability and environmentally friendly factors. We worked closely with the client and other stakeholders, to devise innovative methods of reusing furniture and other items, to minimise recycling and landfill waste. The Science Museum is a universally recognised tourist attraction, so the works were carefully planned to minimise disruption and utilised the museum shut down periods.

VALUE | £160,000  
DURATION | 9 WEEKS

“ STRIP OUT AND ENABLING WORKS

”



# OUR EXPERIENCE



## FOOD MANUFACTURER SLOUGH, BERKSHIRE

Highline Contracts were appointed this great project to transform the client's outdated restaurant area, into a modern and bright breakout space. The old furniture was stripped out before we installed brand new tables, chairs and booths. New flooring was laid and decorations to the walls were completed, all with high end finishes. Furthermore, the lighting was replaced with energy efficient LED panels. One of the main challenges we faced during this project was the tight time frames parameters our client had to stick to. This meant we had to adapt our programme to accommodate the fast paced nature of our client's business, to ensure we delivered this project on time and on budget.

VALUE | £20,000  
DURATION | 1 WEEK

“ REFURBISHMENT AND UPDATE OF CANTEEN AND BREAKOUT AREA

”



# PROJECT PORTFOLIO

## PHARMACEUTICAL CLIENT WARE, HERTFORDSHIRE

Highline Contracts were appointed to fit-out and refurbish a breakout area. We fulfilled our client's brief of creating a modern and inviting breakout area by stripping out all the existing furniture and finishes and installing brand new chairs, tables and booths. New lighting, fire alarms, a new feature bulkhead and a drinks machine were also installed. To allow the drinks machine to fit seamlessly into the new space, we created housing for the machine. We also completed some re-decking works to the external conservatory. This project was within a live environment, so we carefully planned a phased programme to allow the works to progress efficiently, whilst maintaining the integrity of the existing facilities which remained available for use.

VALUE | £95,000  
DURATION | 3 WEEKS

“ FIT-OUT AND REFURBISHMENT OF BREAKOUT AREA ”



# OUR EXPERIENCE

## PHARMACEUTICAL CLIENT HATFIELD, HERTFORDSHIRE

Our team began with the strip out and demolition of all the areas back to its core. During the fit-out phase, all essential studwork and timber architraves were installed and the first fix plumbing was carried out to make way for the IPS panel system and the new vanity units. Latex flooring was meticulously used to ensure a smooth and level base for the vinyl flooring placement before the cubicle systems and worktops were delivered and fitted. The second fix plumbing took place before the suspended ceiling tiles were installed and then the main install with sanitaryware finishes and a new DOC M disabled pack. Single core timber entrance doors were hung before final architectural finishes were carried out within the area.

VALUE | £50,000  
DURATION | 4 WEEKS

“ MULTIPLE WC REFURBISHMENT WITHIN OCCUPIED BUILDING ”



## OUR PROMISE

### OUR DEDICATION TO EXCELLENT SERVICE SETS US APART IN THE INDUSTRY.

We promise to consistently strive to exceed expectations and deliver quality results every time. Our clients are at the heart of our business, we value their trust and loyalty, and strive to provide them with top-notch service. Our goal is to build lasting relationships with our clients, understanding their unique requirements and we are dedicated to continuously improve and evolve to better meet their needs.

”

**Katie Williams**  
Office & Account Manager



## WHAT MAKES US DIFFERENT

### WHAT MAKES US DIFFERENT



#### CLEAR COMMUNICATION

Our team are committed in maintaining constant communication with our clients throughout the project duration to ensure their vision is turned into reality.



#### DECISION MAKERS

We strive to create an open and honest relationship with our clients by providing them easy access to clear decision makers within the business.



#### CONSTRUCTION KNOWLEDGE

Our management team members have a wealth of knowledge in varying construction specialties, meaning we can offer the perfect partnering team for each clients needs.



#### 85% REPEAT BUSINESS

We repeatedly work with our clients, as we are able to assist and overcome any obstacles our client may face during their project, assisting Highline to maintain a long-lasting relationship.

## OUR CLIENTS

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.

WHAT PEOPLE ARE SAYING ABOUT US...

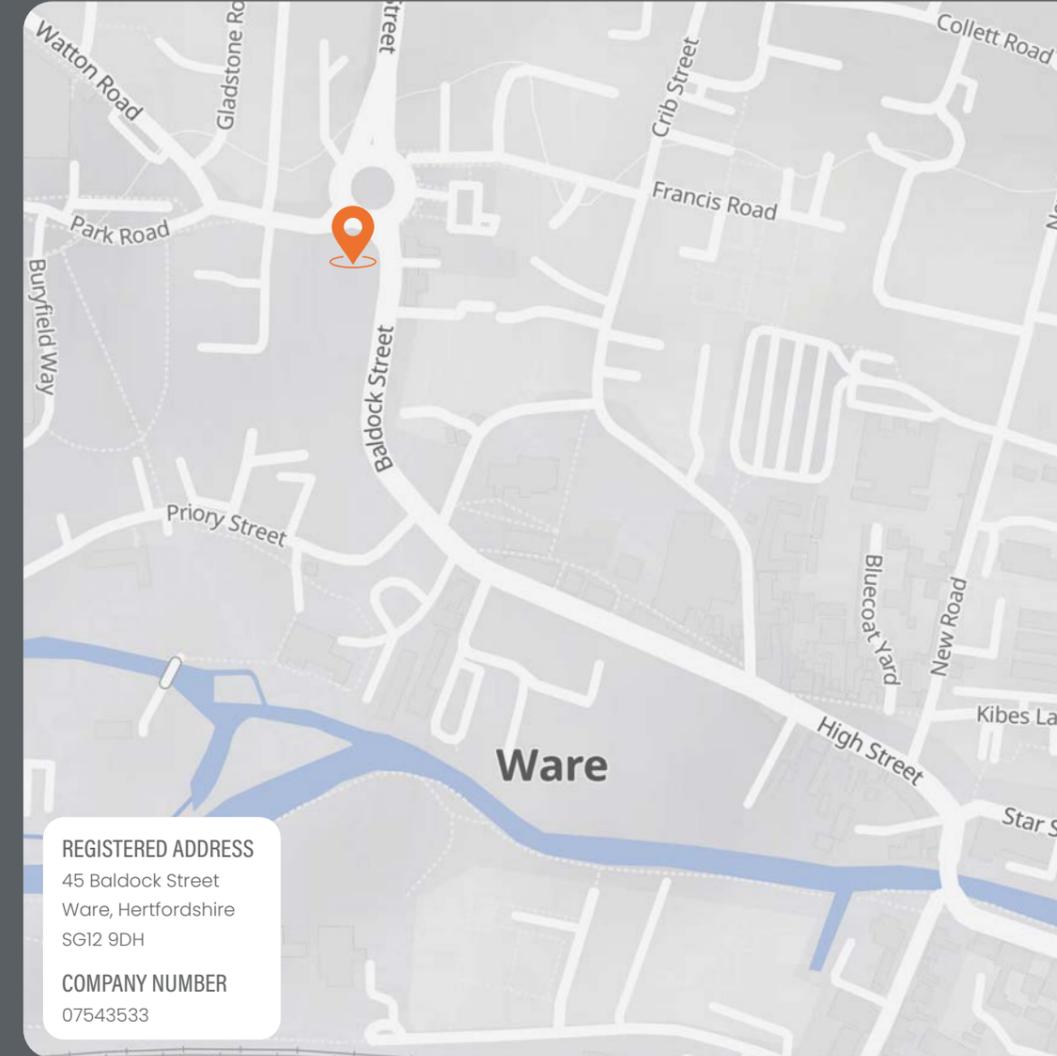


” We have worked with Highline on a number of refurbishment projects for mutual clients. We have found Brad and the team highly responsive and very professional in their approach to the successful completion of high quality works.

” 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 have always found Highline to be a professional company always going out of their way to give help and advice, their work and attention to detail is top quality. Highline are quick to respond to any enquiry. I would highly recommend Highline.

## HOW TO GET IN TOUCH



### GENERAL ENQUIRIES

- Brad Pammen - Managing Director
- 01279 215 369
- 07961 126 148
- brad.pammen@highline-contracts.com

### SPECIALISED PROJECTS

- Jon Adams - Head of Specialised Projects
- 01279 215 369
- 07793 152 174
- jon.adams@highline-contracts.com

### FINANCIAL ENQUIRIES

- Katie Williams - Accounts & Office Manager
- 01279 215 369
- 07866 623 081
- katie.williams@highline-contracts.com

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 [INFO@HIGHLINE-CONTRACTS.COM](mailto:INFO@HIGHLINE-CONTRACTS.COM)

 [WWW.HIGHLINE-CONTRACTS.COM](http://WWW.HIGHLINE-CONTRACTS.COM)

 45 BALDOCK ST, WARE, SG12 9DH