

# North West Building



# Who are We?

**Tilbury Douglas is a leading UK building, infrastructure, engineering and fit out company.**

As one of the UK's major standalone contractors, we deliver high quality complex projects to public and private sector customers across the UK.

With over 130 years of experience in construction and engineering, we are a strategic and trusted partner of central and local government and work with a variety of high profile customers across a range of sectors including **health, education, commercial, residential, leisure, justice, defence, and aviation.**

We guarantee a personalised and professional service. Our expert construction teams have a proven track record of delivering complex projects for excellent value with quality and innovation.

# Introducing North West Building

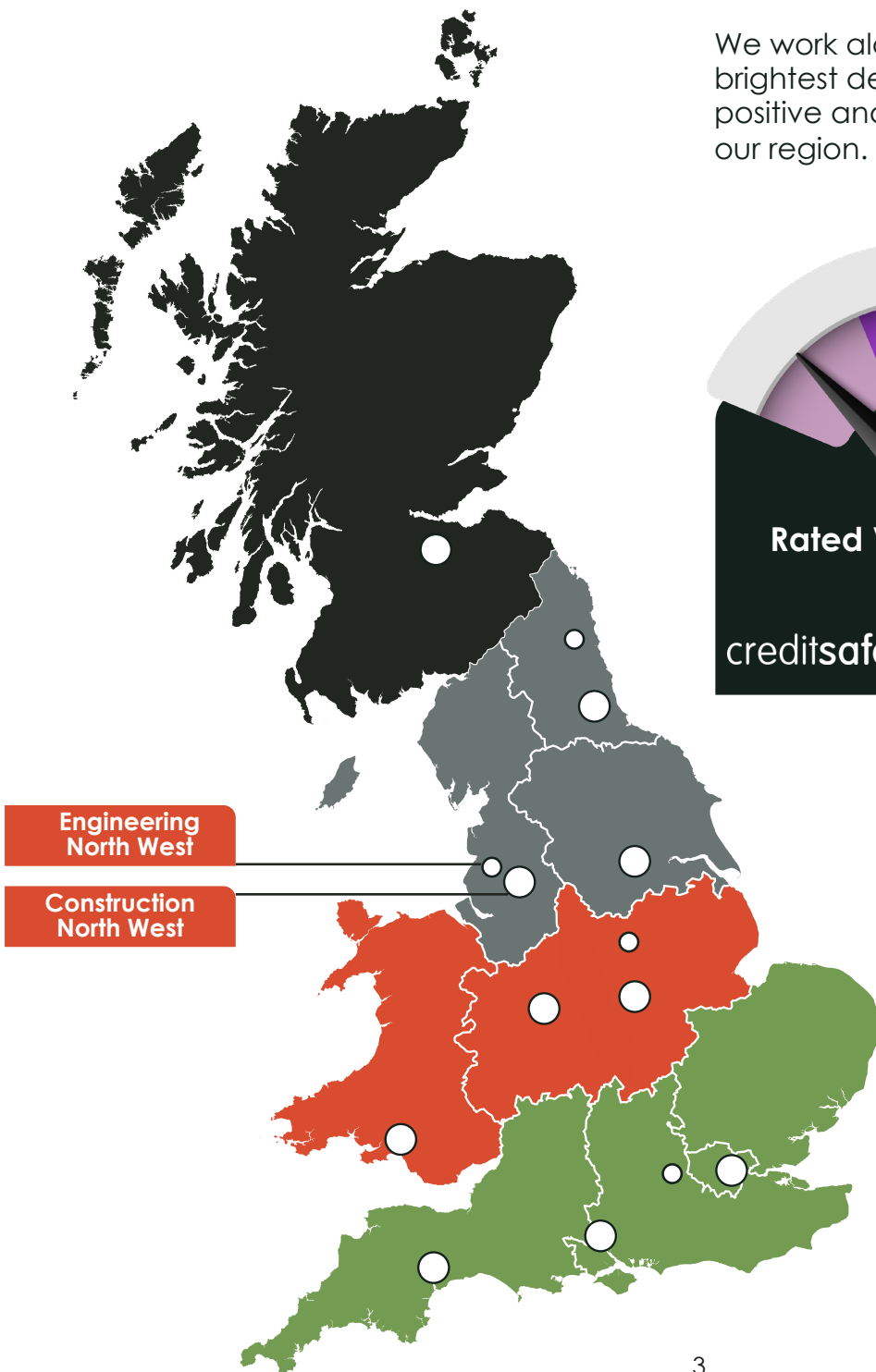
**Tilbury Douglas consists of eight regional business units working from fourteen regional offices.**

Our North Building division comprises of 80+ strong team with the regional office located in Wigan. We provide construction management services from early stage design collaboration to aftercare.

Our professional team manages a variety of construction projects, from state of the art new builds, to complex refurbishments and innovative off-site projects.

Our multi-sector North West portfolio spans values from £1m- £70m and our dedicated local supply chain works closely with us to bring value and solutions to our projects.

We work alongside some of the best and brightest design teams to bring about positive and sustainable development in our region.



# Health

Tilbury Douglas has delivered over 850 capital development projects for the Healthcare Sector, totalling £2.25bn.

From state-of-the-art new build projects to complex refurbishments; acute environments to mental health and primary care. Tilbury Douglas has a track record for converting more GMPs on national health frameworks than any other top tier contractor.

## Proton Beam Therapy Centre The Christie

PROTON BEAM THERAPY CENTRE

THE CHRISTIE

THE CHRISTIE





**Theatres**  
Leighton Hospital



**Neonatal Unit**  
Liverpool Women's Hospital

**Saddleworth School**  
Department for Education



**De La Salle Academy**  
De La Salle



# Education

Tilbury Douglas has a long, successful history of delivering value for money educational projects.

Collectively we have delivered hundreds of academic buildings and teaching spaces, from primary and secondary schools, through to colleges and university buildings.

“

*Thank you, Tilbury Douglas, for delivering Saddleworth School in some style too! Working with the team has been a real pleasure; their professionalism and focus has provided constant reassurance. They are great personalities, always warm and friendly with professional diligence and the ability to have open and transparent discussions.*

Carl Hewson, Project Director  
Department for Education

”

**Stanley Grove School**  
Department for Education



# Defence & Justice

**We have delivered in excess of £600m in capital projects for the Ministry of Defence and the Ministry of Justice in the last 15 years.**

Tilbury Douglas's capability to deliver secure projects is unrivalled in the industry, boasting over 250 cleared security checked staff and over 40 staff with developed vetting. From court houses and prisons to service accommodation and rehabilitation facilities our experience is broad and our teams are highly knowledgeable.



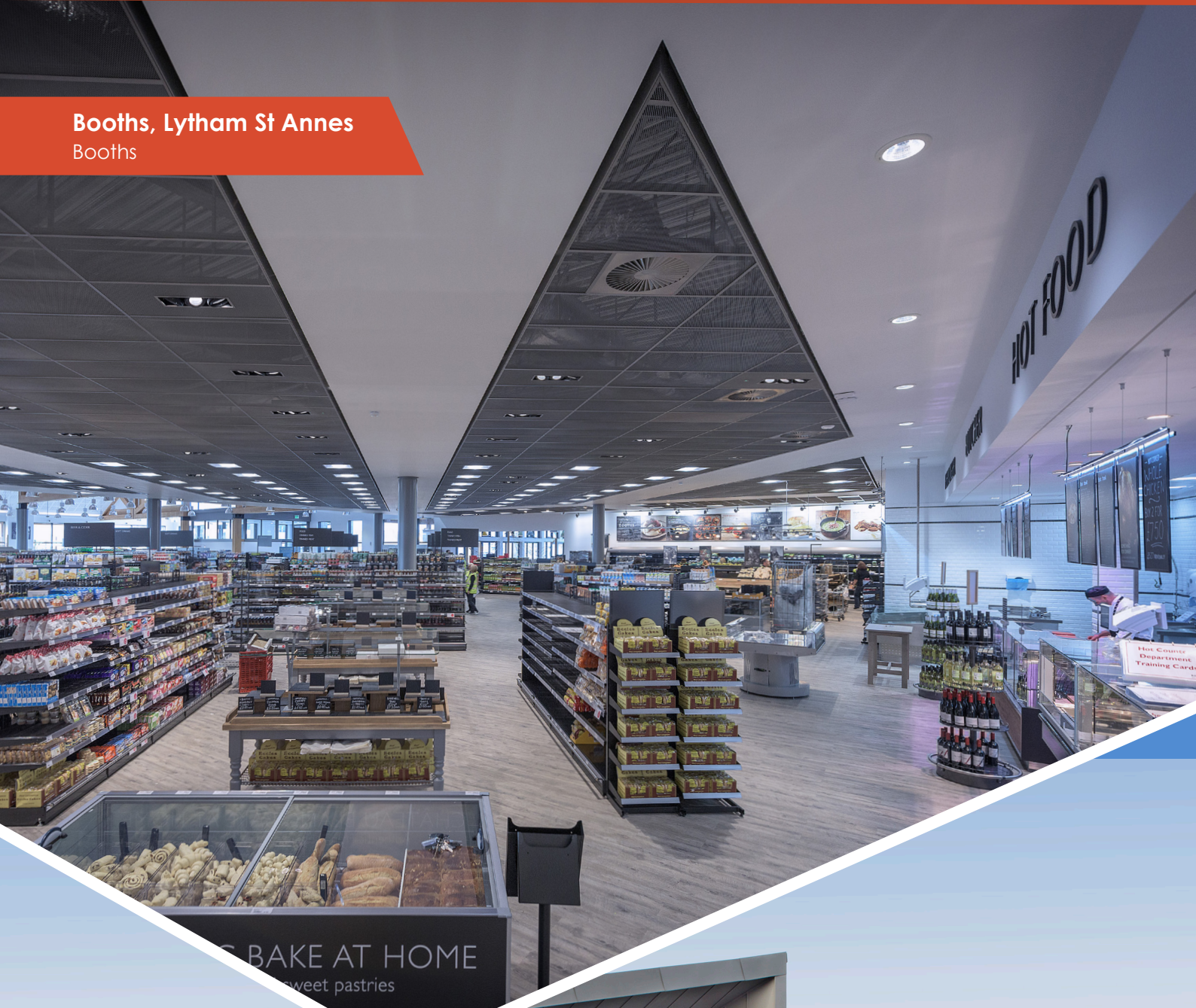




**Wrexham Magistrates' Court**  
Ministry of Justice



**Booths, Lytham St Annes**  
Booths



**Booths, Barrowford**  
Booths



# Commercial

Working with private companies and developers, Tilbury Douglas's commercial portfolio spans grade A office space, retail centres, airports and industrial manufacture.

We think outside of the box to realise often complex commercial projects with a variety of stakeholders.



**Corn Exchange**  
Aviva Investors

# Industrial

Tilbury Douglas has delivered a variety of industrial projects across the UK, in particular focusing on aerospace, science and technology facilities for tech companies in areas such as advanced engineering, digital/ICT, biomedical and energy and environmental technologies.

## Electron Hall Sci-Tech Daresbury





**BAE 430**  
BAE Systems



**Innovation Hub**  
Sci-Tech Daresbury

# A safe pair of hands

Our dedicated teams are one of the key reasons why our client retention is so high. On average our teams work with the same client over eight times and with each new project bring added value in acquired knowledge and streamlined continuity.

Where relationships are well established, clients will work with the same teams, and with Tilbury Douglas boasting consistently low attrition, we are able to make this possible.

Customers regularly report excellent working relationships, and a naturally collaborative culture, making the process of construction smooth and enjoyable.



# Working with us

As a collaborative tier one contractor we operate many national and regional frameworks to efficiently deliver health projects and other public sector works in alignment with the Construction Playbook key policies and themes.

Many of our frameworks include direct award options for critical fast track projects. Please contact us for further information and advice.



Crown  
Commercial  
Service  
Supplier

**PAGABO**

Approved Contractor

**NHS**

Shared Business Services



Department  
for Education

**Proton Beam Therapy Centre**  
The Christie

proBEAM

# Delivering value

## Neonatal Unit

Liverpool Women's Hospital

**Our ingenuity in construction techniques, sequencing, and collaboration with our supply chain enables us to deliver the best possible price, which can be defined to you at the earliest stage.**

Our breadth of knowledge and experience has allowed us to develop recommended standardised specifications, even for bespoke environments.

We operate with transparency and fairness when it comes to numbers. This is one of the key reasons why our clients select us time after time. We will work from first principles with design teams to engineer value, reduce waste and streamline delivery.

Our expert pre-construction teams leave no stone unturned when it comes to developing a robust design and cost plans.

We have one of the best track records amongst our peers for delivering on GMP, providing clients with the necessary cost certainty to make projects happen. We are not afraid to have honest conversations about affordability so that we can unlock proactive and collaborative ways forward to achieve your desired outcomes within budget.

Besides ensuring all of the key strategies stack up financially, we also sweat the small stuff. Often innovation, even at a minutiae level can often make significant savings.

These are the continuous improvements we love to share between our teams so that we can create 360-degree excellent value for money on all our schemes.



# Health, safety & wellbeing

**As a company, health and safety is a top priority, and a tangible part of everyday business.**

Many of our projects are often situated within complex, live locations and require careful planning to ensure care can continue being administered on the site safely, with minimal disruption to services.

Our health and safety planning is based on our Tilbury Douglas i-Care strategy, a seven point plan that aims to make health

and safety leaders out of every member of our team, as part of a holistic, embedded safety-first culture.

Besides the physical health and safety, looking after mental health is as much of our culture as it is the work we deliver, not only for our own staff, but our supply chain too. Our mental health awareness scheme ensures Tilbury Douglas mental health first aiders are deployed on every site, providing support and training to all site workers.



I-Care

# Aligning to the Construction Playbook

## Modern Methods of Construction

By harnessing MMC, we trigger predictable outcomes through greater control over our construction processes. Our teams mitigate the risks of poor weather conditions, labour shortages and unforeseen disruptions due to the regimented factory settings characteristic of this delivery approach.

We are increasingly adopting MMC in our delivery process under our ethos of continuous improvement. As a result, we share the below benefits with our people, customers and communities.

### Collaboration



- » Standardised processes bring opportunities for early engagement.
- » Smoother information exchange between teams due to more interoperable software in design, construction and handover.

### Safety



- » Factory fabrication reduces on-site risk of injury.
- » Automation cuts lifting-related injuries and risks of falling.
- » Safety designed into component design and manufacture.

### Quality



- » Factory settings and automation provide specific quality parameters.
- » The results are reduced need for on-site snagging and fewer defects.

### Sustainability



- » Waste is designed-out of a component due to factory production.
- » Off-site building components can be reused on future schemes.
- » Reduced on-site noise and dust.

### Cost



- » Reduced labour costs.
- » Reduced need for snagging costs.
- » More efficient use of resources (time, labour and materials).

### Productivity



- » Increased delivery speed.
- » Predictable outcomes from pre-construction to handover.
- » Reduced disruption.

## Sustainability & Zero Net Carbon

The NHS 'Delivering a Zero Net Carbon Health Service' is one of the key public sector papers that has informed our own sustainability strategy.

Undoubtedly there are many challenges concerned with a ZNC NHS estate, particularly in the older parts of the estates that are subject to capital refurbishment plans. It is therefore essential for customers to partner with a single point deliverer that is knowledgeable, experienced, and committed to achieving Zero Net Carbon on your capital programme. Tilbury Douglas has worked with experts from across the sector to develop a Zero Net Carbon Strategy for our customers which promotes flexibility and value for money. We work with the Trusts to understand the potential for Zero Net Carbon across the estate or on a project-by-project basis, understanding that there will not be one solution for all assets. Tilbury Douglas's strategy is based on:

### Smart design principles:

- **Designing out operational and embodied carbon through design optioneering at the earliest stages with least impact on cost**
- **Whole life cost and carbon comparisons**

### Operational carbon:

- **Preventing energy usage in the first instance, i.e passive approaches**
- **Reducing carbon through the latest efficiencies in M&E design and installation**
- **Digital Twin to support user behaviours**

### Embodied carbon:

- **Using recycled and low-carbon materials wherever possible**
- **Specifying materials that have a cradle-to-grave life cycle**
- **Planning for end-of-life recycle options**
- **Comprehensive waste strategy**

### Offsetting options:

- **Offsetting operational carbon through renewable energy strategies**
- **Offsetting embodied carbon through positive ecology planning**

### Supply chain sustainability:

- **Development of circular economy / eco-supply chain**
- **Working with our current local supply chain partners to upskill and develop greener working practices and products**

## Prospect House SEND Department for Education



## Digital

**Construction is undergoing a digital transformation, that focusses on innovation as an ongoing standard.**

With the expertise of our Digital Team, we were the first main contractor to successfully pilot Building information Modelling (BIM) Level 2 on a Ministry of Justice project in 2012. This achievement, combined with our dedicated digital resource, highlights Tilbury Douglas as a long-standing and leading adopter of technology in construction. As part of our ongoing strategy, we have strengthened our investment in our Digital Team, who spearhead the implementation of technology, data and sophisticated software across our engineering, infrastructure and fit-out operations. They lead the implementation of industry standard processes, technology, and training across our engineering, infrastructure and fit out operations, in line with our strategic goals:

### Digitisation

- Digitise customer experience and day-to-day operations to improve efficiencies.
- Lean process design streamline processes and minimise waste, leading to continuous improvement.

### Intelligent process automation

- Maximise efficiencies and empower our employees to do more by removing repetitive and admin-heavy tasks
- Advanced analytics provide intelligence to facilitate decision making. Through leveraging their expertise and in alignment with the Construction Playbook, the Digital Team embeds data and technology throughout our works, bringing benefits in cost, sustainability and quality to our clients.



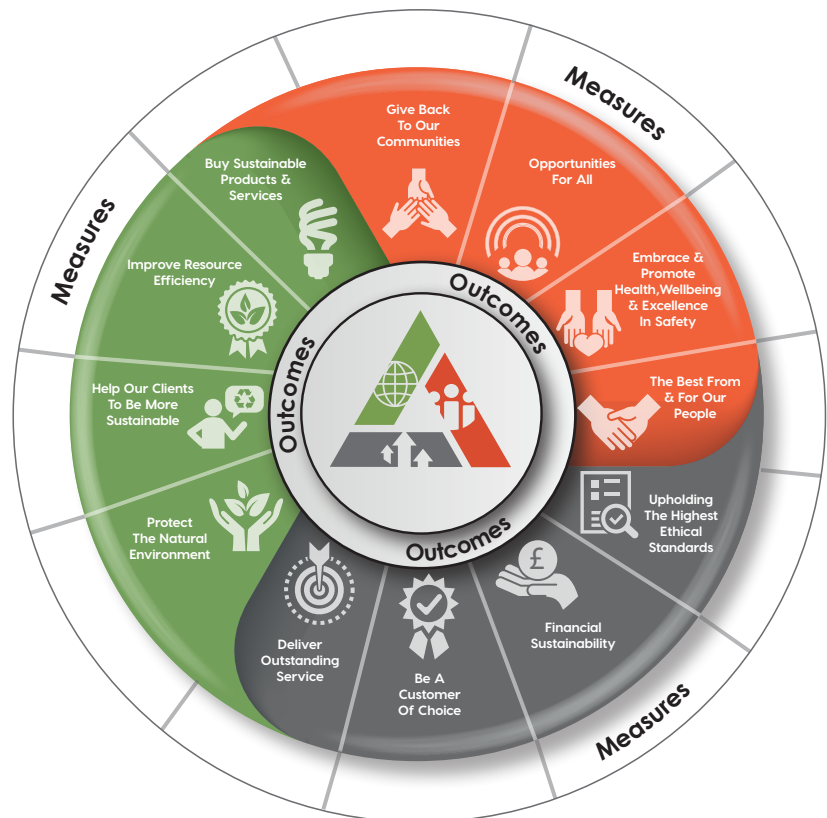
## Creating meaningful social value on projects

Tilbury Douglas's sustainability strategy People, Planet, Performance, (PPP) ensures a joined-up approach for our business to plan, implement and record sustainable value. PPP is a comprehensive approach to social value and sustainability, providing clarity and governance to Tilbury Douglas project teams and customers. PPP enables us to benchmark how we conduct our social, environmental, and sustainable business activities. PPP supports our strategy to provide a meaningful long term legacy for our customers, our communities and to our business.

The design of PPP ensures an inclusive strategy, reconciled against key industry guidance as well as government social and environmental priorities. This includes;

- **United Nations Sustainable Development Goals**
- **Paris Agreement 2015**
- **Social Value Act 2012**
- **United Kingdom's 2050 Net Zero Target 2019**
- **Construction Industry Training Board**
- **TOMs National Framework 2020**
- **Construction Playbook 2020**

Our approach is thorough, while offering simplicity and flexibility to our customers. We ensure all of the fundamental aspects of sustainability are in hand, while providing a platform for a bespoke plan that contributes meaningfully to the communities that we work with.



# Welcome To

# connect

A Tilbury Douglas Solution

**Information management drives Connect. It enables a baseline digital offering that empowers our people through a set of core technologies, processes and governance that can be applied to any scheme.**

It positions digital tools at the centre of our operations, allowing our baseline offering to include solutions based on robust outcome-focused selection processes.

A modular approach to technology, Connect allows us to continually evaluate our technology ecosystem to ensure tools are always fit for purpose and achieve the desired results. By doing so, we are able to enhance or replace tools appropriately.

This baseline offering and standardised approach eliminates the need for new project strategies. As such, planning and coordination of teams and resources becomes predictable and leads to assured outcomes.

These actions are refined and repeated in subsequent projects. Efficiency becomes a matter of best practice.

The buy-in of our process owners is integral to information distribution throughout the business.

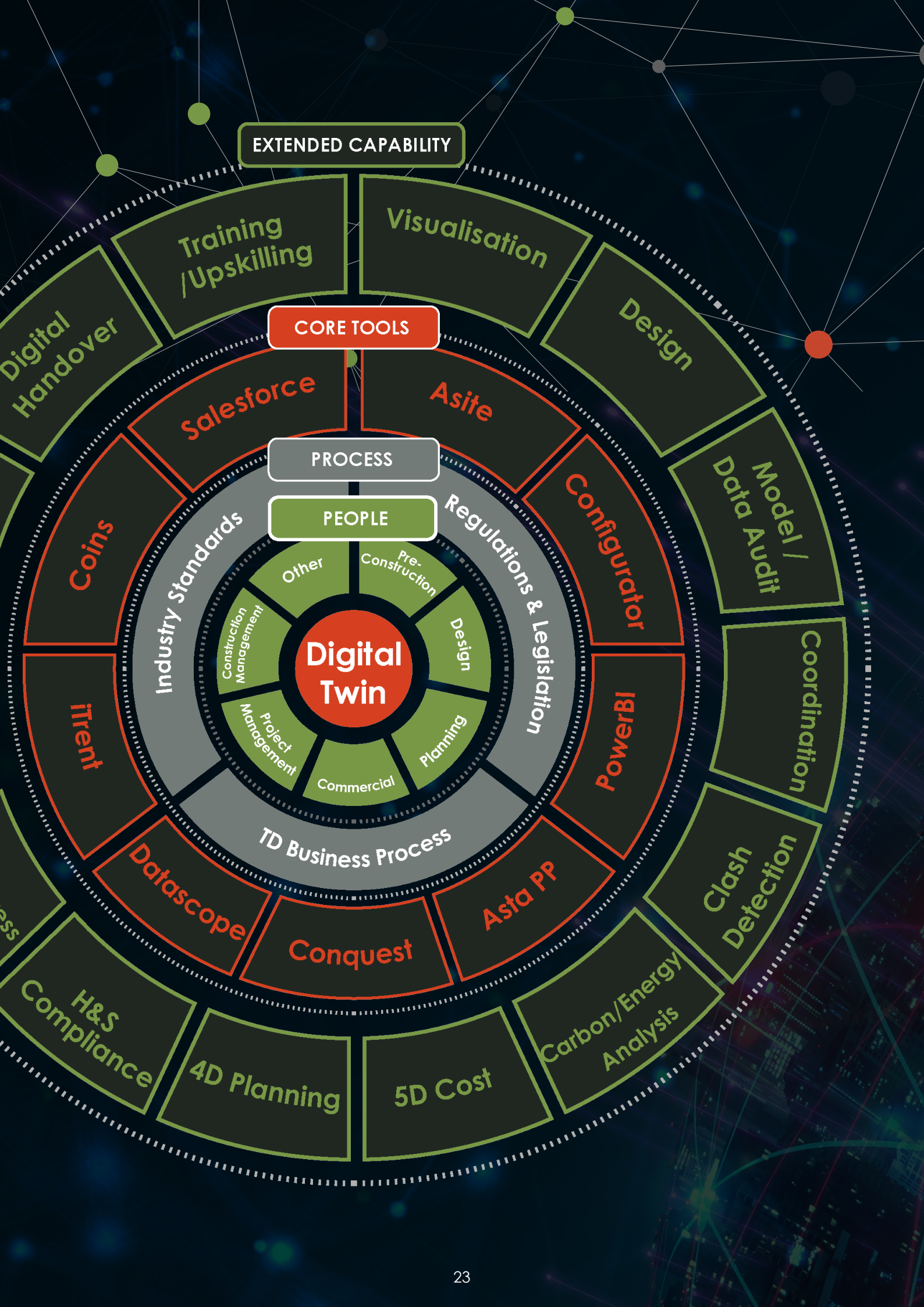
They manage our vetted tools within Connect, enabling training through the platform where required. They also support the Digital Team in ensuring that our tools are suitable and provide best value.

Driving information management across our digital transformation, Connect is also ISO 19650 compliant.

Quality Inspections

Extended Reality

Site Progress Tracking



EXTENDED CAPABILITY

CORE TOOLS

PROCESS

PEOPLE

Construction Management  
Project Management  
Commercial  
Design  
Planning  
Other  
Pre-Construction

Industry Standards

Regulations & Legislation

TD Business Process

Asite

Salesforce

Configurator

PowerBI

Asta PP

Conquest

Datascopie

iTrent

Coins

Model /  
Data Audit

Training /  
Upskilling

Visualisation

Design

Coordination

Clash  
Detection

Carbon/Energy  
Analysis

5D Cost

4D Planning

H&S  
Compliance

ss

Digital  
Handover




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Regional Building**

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