



Building Safety Assurance Service

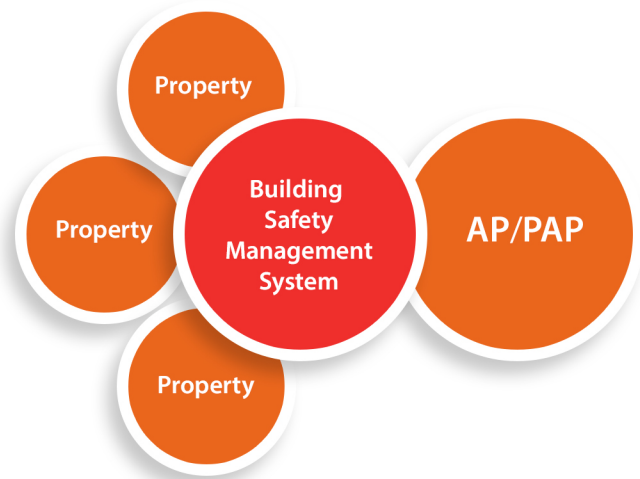
The End-to-end Solution for Accountable Persons and Principal Accountable Persons to Manage Building Safety





The Property markets first end-to-end solution for Accountable Persons to manage their building safety obligations and safety requirements 

- Peter Clark, Director of Risk, Compliance & Safety Ark Workplace Risk Ltd.

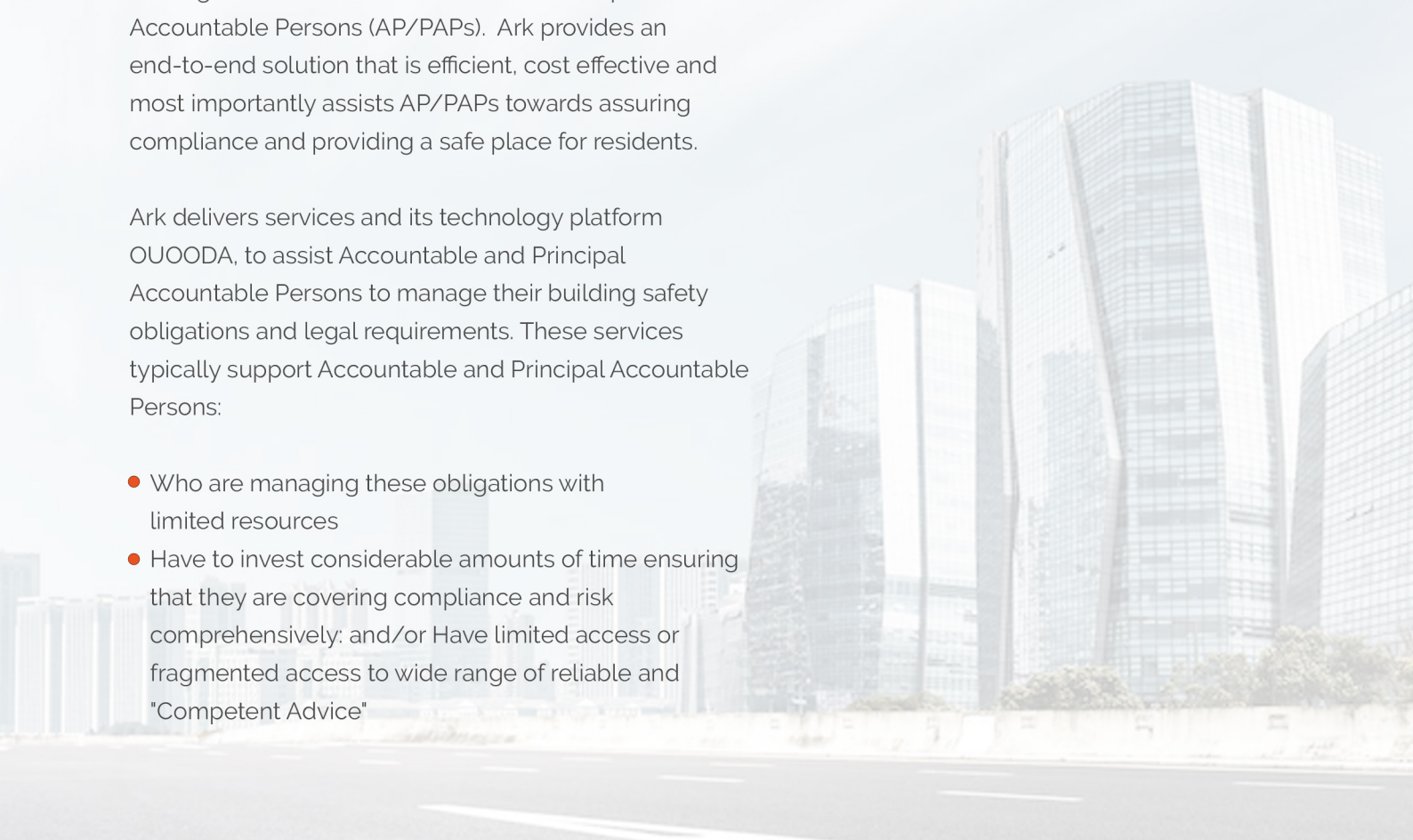


End-to-end Building Safety Assurance Service

With almost 30 years' experience in GRC/Property Risk and Compliance Management, Ark Workplace Risk has a proven track record of delivering innovative market leading solutions for Accountable and Principal Accountable Persons (AP/PAPs). Ark provides an end-to-end solution that is efficient, cost effective and most importantly assists AP/PAPs towards assuring compliance and providing a safe place for residents.

Ark delivers services and its technology platform OUOODA, to assist Accountable and Principal Accountable Persons to manage their building safety obligations and legal requirements. These services typically support Accountable and Principal Accountable Persons:

- Who are managing these obligations with limited resources
- Have to invest considerable amounts of time ensuring that they are covering compliance and risk comprehensively: and/or Have limited access or fragmented access to wide range of reliable and "Competent Advice"



The Building Safety Act Includes 35 Activities and Responsibilities to Manage

Ark's new BSA (Building Safety Assurance) solution provides a end-to-end solution or where required pick and mix on a technology platform that allows the AP and users an easy, simple, and cheaper way towards managing all these requirements.



T3 Fire Risk Assessment



Portfolio Safety Strategy



Safety Case Information



Safety Case Report



Safety Management System



As-Built Details and Plans



Building Assessment Certificate



Compliance Register



HRB Registration



Golden Thread Information



Residents Engagement Strategy



Governance Training



External Wall Condition Review



Development Information



Remediation Plans



Mandatory Occurrence Report



Residents Information Pack



Key Building Information



Residents Contact Info



Competence Management



PIB Box Checks



FS Equipment Checks



Comms System Checks



Training Records



Specialist Services



FRAEW



Pre-Occupation FRA



FB Access Plans



Regulator Support



AP/PAP Reporting



Fire Door Surveys (Tenants)



FRA Management (Promptness)



Fire Door Surveys (Common)



Consultant/Contractor Management Info



FF Lift Checks

Why ARK?

Ark have an enviable track record in providing businesses with competent building safety support. Our reputation in the market is not an accident, it has been established over many years, through many cases, due to our unique capabilities we have established:



Practice management

We have proven and tested processes and tools to deliver day-to-day services, strategic advice and emergency support. Our excellent Professional Indemnity insurance cover for this service has been gained by providing an impeccable track record of zero client convictions and a track record in providing high impact results.



Level of Knowledge

We have deep grounded knowledge the capacity to flex and scale our capabilities to deliver building safety, including fire and structural safety, services, underpinned by a market leading competence framework and expert panel. Clients have comfort not in just Business as Usual but in Complex, Contentious and Critical matters.



Understanding of the issue

We have over 25 years of sectorial experience specialising in property, a strong body of awareness through advising residential and commercial property owners and agents, government, industry and trade memberships. We have worked with various associations in property to deliver thought leadership through educational webinars to property round-tables. We are solution providers not technical problem solvers and can understand the technical issues, the technology necessities and legal requirements to meet the Building Safety Act 2022 and the Fire Safety Act 2021.



Professionalism

We have codes of conduct and tried and tested processes and methodologies designed to deliver the highest standards of professionalism throughout the client's engagement with Ark.



Timely resolution

24/7 - we have a strong commitment to support our clients in a timely manner. Our Support Centre has standard response times...same day, 3 days and 7 days depending upon the nature of the issue.



Responsiveness

Utilising our professionalism, our people, process and tools at the forefront, we can deliver competitive Service Levels.



Effective outcomes

We measure ourselves on the value we add and our ability to make a measurable difference to our clients success.



Effective Communication

We believe that communication in risk, compliance and safety needs to be timely, straightforward, concise, consistent and simple.

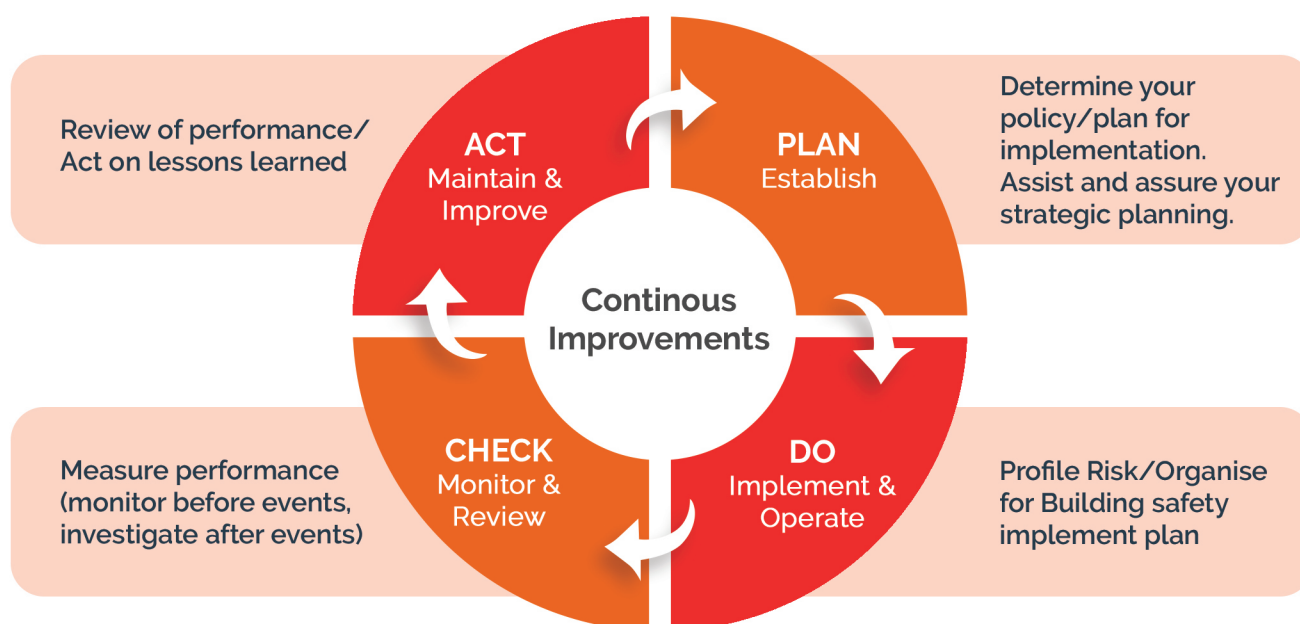
Building Safety Assurance Service

About this service

BACKGROUND

Our assurance services are delivered through 3 phased stages based upon the following model

Building Safety Assurance Service



PHASE 1 – DETERMINE YOUR BUILDING SAFETY MANAGEMENT SYSTEM FOR IMPLEMENTATION

Plan, Organise, Monitor and Review

(Establishing and Implementing Competent Person Assistance)

1. We start with a site-specific Gap Analysis and a review of your documentation and records for readiness and risk management within the building are conducted in consultation with our Team - to record 'suitable and sufficient baseline risks' along with an action and monitoring plan, this will be used to determine compliance and monitoring needs.
2. An Initial status review will be completed to determine gaps measured against the minimum requirements as detailed within the Building Safety Act with how the safety is currently managed, providing a detailed register of required golden thread documentation, policy, procedures and record keeping requirements.
3. Using the collated information and current performance position, a Competent Building Safety Director shall prepare your Building Safety Action Plan that will identify the gaps along with the required activities that are needed to close such gaps.

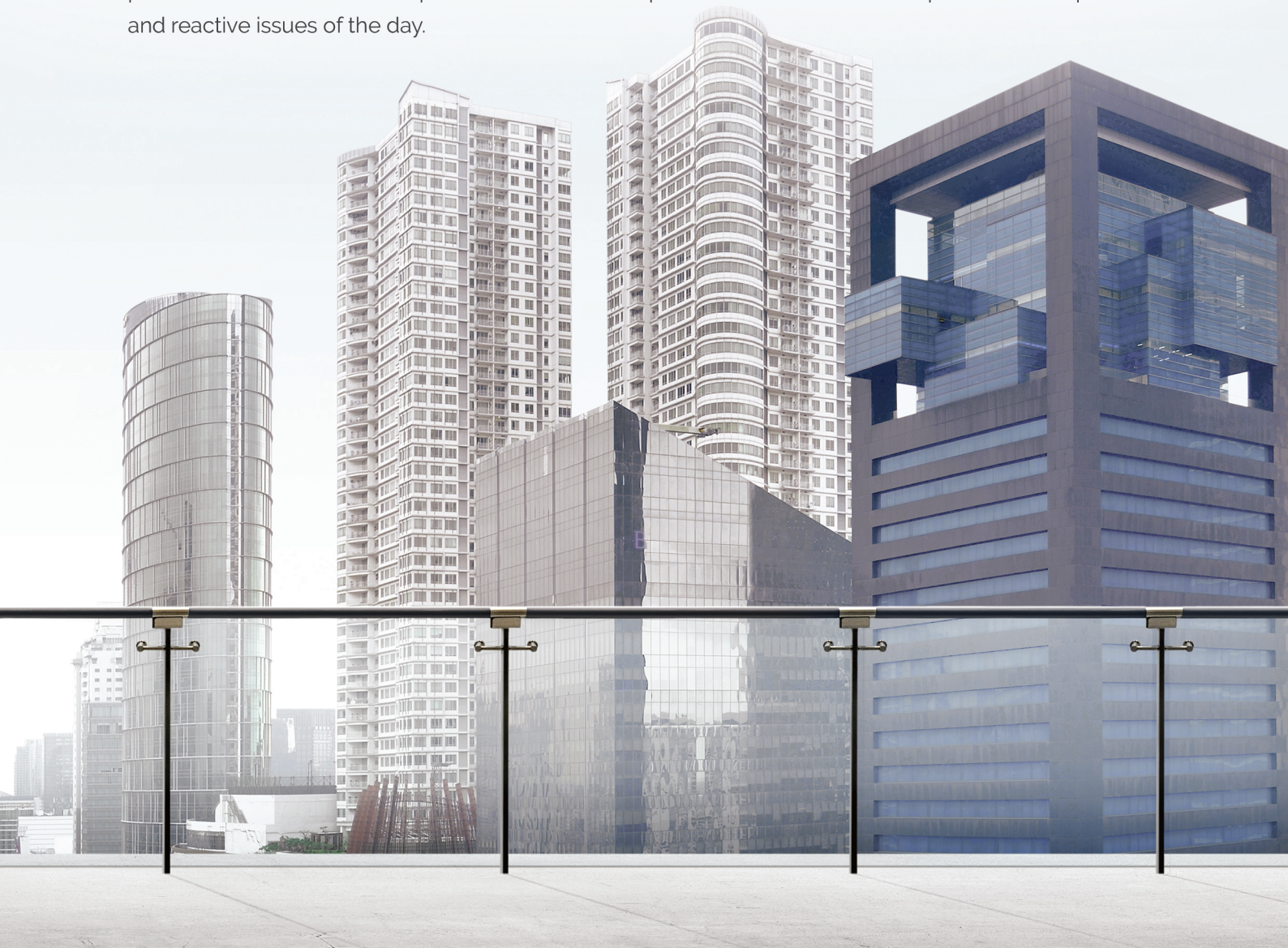
PHASE 2 – BUILDING SAFETY MANAGEMENT IMPLEMENTATION

Consideration and use of the clients current building safety management and control systems including the policies, strategies, procedures and practices required to manage building safety.

Closing the gaps identified - including the safety arrangements for organising, planning, monitoring and reviewing of such procedures and practices installed to manage the preventative and proactive including:

- To set up and configure QUOODA (technology platform) for effective building safety management and meeting the 35 requirements.
- Measures required for identifying the responsibilities of everyone
- Determine what needs to be done, when and by whom and
- Ensuring that these are carried out and remain applicable to the changing needs of the client as it grows, and legislation / requirements change.

The provision of competent building safety support and advice with the delivery of targeted, competent persons who will undertake specific, structured and planned tasks as well as respond to the unplanned and reactive issues of the day.



PROPOSED METHODOLOGY

The service provides appropriate levels of competence to AP/PAPs, property management and others (including other stakeholders) in assisting them in meeting their responsibilities by:

- Formulating and developing with the organisation the strategies and management regime, not just for existing activities but also with respect to new acquisitions or new and potentially changing risks within the asset:
- Assisting and assuring the organisation in meeting its current compliance requirements (in respect of statutory inspections, review, documents and the like):
- Promoting a positive safety culture and assisting in securing the effective implementation of the plans, strategy, golden thread and management systems:
- Planning for compliance including setting of realistic short- and long-term objectives, advising on priorities and establishing appropriate and adequate systems and performance standards:
- Providing day-to-day support in respect of the implementation and monitoring of the management systems and plans including residents engagement strategy, troubleshooting, incidents, reporting and analysis:
- Review of performance:

In order for this to be achieved, Ark will need to:

- Have a direct reporting line to those responsible for the assets and the Accountable Person on matters of consent, decisions, information, organisation of actions and relationships related to the safety of the residents and the duties of responsible persons. In addition, this reporting line should include those who have the appropriate authority to act where agreed standards are contravened and people are at risk of not meeting their obligations:
- Be provided by the client with a complete picture of safety management and organisational arrangements within the organisation including access to all appropriate documentation and systems:
- Maintain adequate information systems on topics including civil and criminal law, safety management and technical specifications and ensure that the client is kept up to date with the best in class thinking:
- Interpret the law in context of the client's undertakings including the management of assets and the role of the AP/PAP.
- Be involved in establishing organisational arrangements, systems and risk control standards relating to building safety performance by advising management on matters such as legal and technical standards. This may include new arrangements with Insurers where they have set conditions for the management.
- Establish and maintain procedures for reporting, investigating, recording and analysing findings.
- Establish and maintain procedures including monitoring and use of supporting processes such as review and auditing to ensure the Accountable Person and senior managers obtain a true picture of how well the building safety is being managed:
- Present our advice independently and effectively.
- Liaise with a wide range of bodies and individuals including enforcing agencies, consultants, contractors (including FM providers), insurance companies, residents, agents, service providers, clients and the public where appropriate.



PHASE 3 – MONITORING SUPPORT

In certain circumstances, the client may require additional time or expertise to implement or to monitor various aspects of the management system. The service is flexible and can be adapted to meet the specific site needs, by requesting additional days at the day rate. This may include other divisions in the group to which Ark belong to. Examples are monitoring and appraisal during the external wall facade remediation, to monitoring the commissioning of a new fire safety works, fire stopping has been installed and needs verification to this end

- 1. A brief is established and agreed, listing the areas to be monitored, the frequency and the type of monitoring/implementing required.**
- 2. At the agreed frequency of monitoring/implementing, findings are recorded, and your Ark competent consultant will support you as a 'Competent Person' to undertake your safety duties.**

OTHER OPTIONS

– Hybrid Competent Person Service

As detailed above, the "Hybrid Competent Person Service" is designed to support the client in meeting its obligations and the requirements of the Building Safety Act 2022 and is the same as the delivering of Phases 1 and 2 as detailed above. Once the advice is provided, the client shall, if required, provide resources to implement any changes, plans, policies, procedures, arrangements and the like.

– Day Rate Competent Person Service

This approach does not fully meet the obligations and the requirements of the Building Safety Act 2022, although this service delivers "as and when required" support and assistance for the client in meeting its specific building safety requirements as and when required and as directed/instructed by the client.

The service would commence by adopting the approach as detailed in Phase 1 and as detailed above based on a day rate approach with any further support and assistance being provided on a day-rate basis directed by the Client's team - **N.B. This does not meet the requirements of the Building Safety Act 2022 in respect of delivering competent support to the client. This is because there may not be the time, planning and other things that would be supportive to that level of assurance.**

The service includes access to Ark's Support Centre aimed at providing a tiered approach to providing and delivering support requirements.



Telephone support helpline during office hours based on the number of tickets you require (standard is 10 hours per month, with 20-minute increments).



Updates for amended or new Legislation based on your risk profile



Access to support team who have a Legal/standards Library.



Access to a 24/7 emergency Line for any time-based contentious matters.



Access to a Safety Director for any complex, critical and contentious matters. "Pick and mix" style of expertise for example fire structures vs residents safety within your programme management and providing regular flash reporting.

The Building Safety Assurance and Service Methodology

Resourced as a Competent Person service, Retainer service or Part-Retained (day rate) service, **Ark Workplace Risk Ltd.** at this stage propose the basis to provide a level of support and assistance as required by requirements for AP/PAPs needing to demonstrate building safety risks are being managed proportionately for each building, rather than assuming that following guidance or prescribed standards will result in safe outcomes. This will facilitate a more effective approach to managing building safety risks both in terms of outcomes and costs. This may include, by way of example the following:

- ✓ **Provide resources to support** support the client in discharging their duty of care for all building safety parties including guests/residents on/within their portfolio/building sites and buildings.
- ✓ **Ensure 'Suitable and Sufficient' understanding** of the risks relating to residential buildings are implemented and actions documented.
- ✓ The requirements for avoiding the risk of **consenting, conniving, and neglecting** to manage the risks within residential buildings.
- ✓ **Carrying out activities that will provide 1st & 2nd line of defensibility for building safety incidents and mandatory occurrences** to demonstrate that the client has done everything reasonably practicable & covering their legal & insurance obligations with senior management commitment. Furthermore that this is undertaken promptly.
- ✓ **Establishing a system for managing the Digital Golden Thread** for AP/PAPs and support them in collating, maintaining such information for their buildings and support the preparation of the Safety Case and Safety Case Report ready for any required application to the Regulator for an BAC.
- ✓ **Establishing a system for mandatory reporting of dangerous occurrences during occupation of the building.** Dangerous occurrences might include the discovery of structural safety or fire safety-related defects. They will have to pass on relevant information to the BSR. A similar system would apply to dutyholders during the design and construction phase.
- ✓ **Establishing and maintaining a Residents' Engagement Strategy** to identify how safety will be managed in practice, how any complaints can be addressed and how such engagement shall be achieved.
- ✓ **Establishing systems for residents for clearer duties** to keep relevant parts of their flats in repair and not to damage building safety items.
- ✓ **Support for contentious issues with the BSR with non-compliance with building standards** or other requirements and supporting corrective actions, including compliance and stop notices.
- ✓ **Support so that Accountable Persons and Responsible Persons** can fulfill the requirements to co-operate and share information relevant to fire safety (the reciprocal duties of Accountable Persons are contained in the BSA, the Fire Safety Act and other local legislation):

Assistance for Preparing the Safety Case Report

ARK has a multi-dimensional capability that spans system design, document review, technical authoring and project management. This together with our subject matter expertise puts us in an ideal position to assist clients with reviewing documents in a safety case and helping them produce a safety case report. The following needs to be gathered when developing a Safety Case Report.

BUILDING INFORMATION

IDENTIFICATION OF BUILDING SAFETY RISK

RISK PREVENTION AND PROTECTION INFORMATION

SAFETY MANAGEMENT SYSTEM

Ark's Safety Cases Reports Contents

1. General Information

- Document Control
- Building Identification
- Relevant Persons
- Building Description

2. Risk Assessment and Control

- Identification and assessment of risks
- Consequences and Controls

3. Fire Safety

- Fire Strategy
- Supporting Information
(*FRA, Compartmentation Survey etc.*)

4. Structural Integrity

- Condition of the building
- Maintenance

5. Maintenance

- Management
- Monitoring and Tracking

6. Safety Management System

- Roles and responsibilities
- Fire Management Plan
- Competency
- Performance Monitoring
- Review

7. Change Management

- How changes are managed,
- Impact Assessments

8. Emergency Arrangements

- Site Specific arrangements
- Communication

9. Mandatory Occurrence Reporting

- Reporting Systems
- Communications
- Reporting to BSR and Summary of Performance of the Building

10. Complaints

- Investigation arrangements
- Summary of Complaints received and Resolutions made.

11. Residents Voice

- Outline of Engagement Strategy
- Communications

12. Demonstration Statement

- Reasonable Steps / Claim of Safety
- Claim – Argue – Evidence Overview
- Continuous Improvement Arrangements





The Accountable Persons Platform for Monitoring and Management

Ark QUOODA® is an innovative solution for Accountable Persons to have real time situational awareness of their building safety so that they can demonstrate to the Regulator that they are discharging their obligations and have easy access, true visibility and the transparency necessary to gain the assurance AP/PAP and others need for their buildings.

This solution can be used as a single solution for one building only or for a more portfolio based approach across multiple buildings, property management agents or property owners there are 35 requirements for key activities and responsibilities including the following:

- Identify Risk Profile and Status
- Identify Risk Remediation Timeline
- Status of Statutory Checks
- Critical Task Status
- Mandatory Occurance Reporting
- Document Compliance
- Building Safety Check Status
- Document Control (Golden Thread)
- Complaint Status
- Management Regime
- Safety Case Report Status
- Monitoring, and Alerts





BOOK A DISCOVERY MEETING



Partnerships:



See how Ark's Building Safety Assurance Service makes it easier to manage risk compliance and safety at your building improving productivity and saving money

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