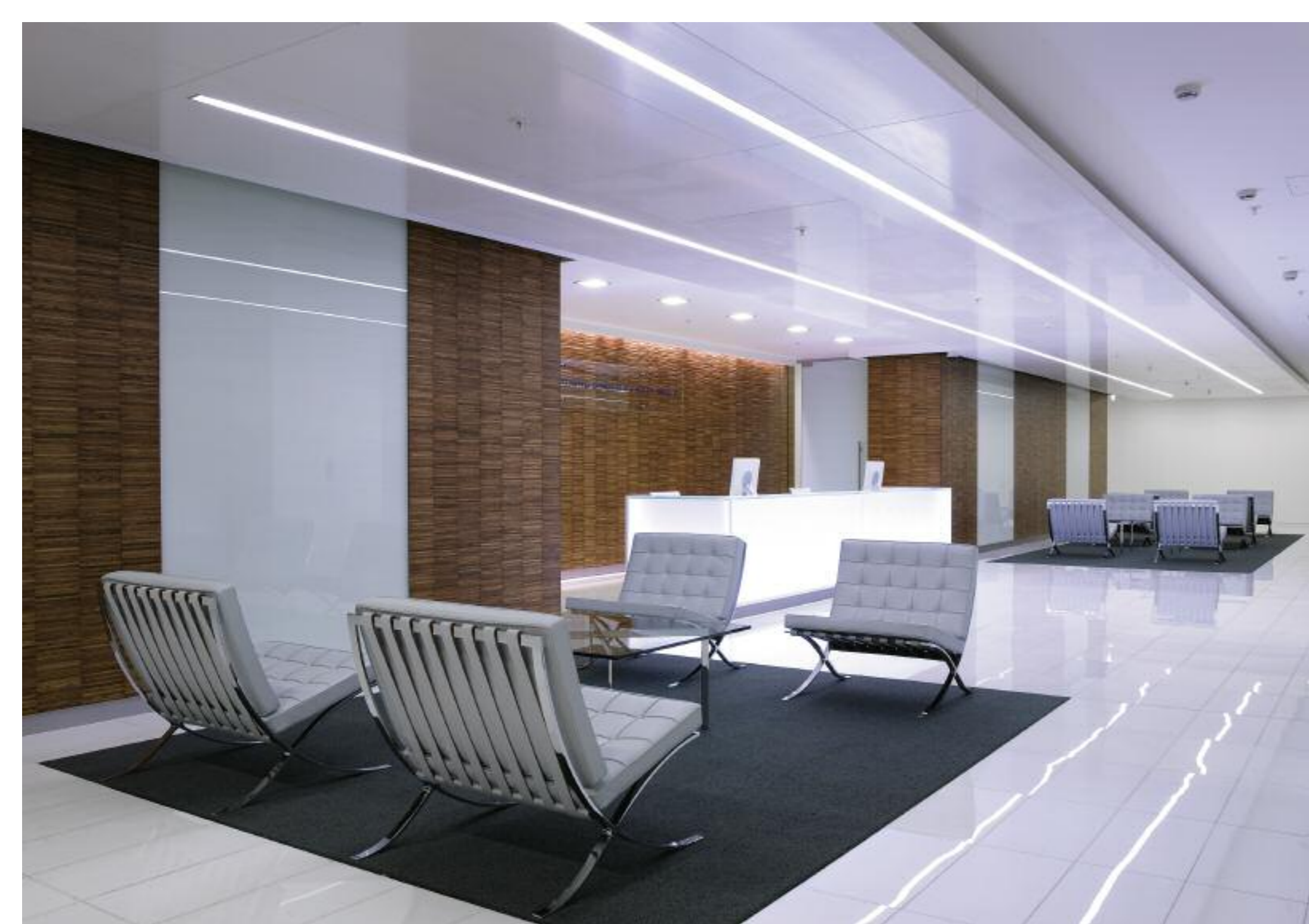


# Modus Projects





#### **Part of the team**

In common with other Group divisions, Modus Projects differentiates itself through the attitude of its staff and depth of resources.

Typically appointed through a tendering process, the business works with the client's professional team to deliver high quality projects, often within challenging timescales.

As part of the Modus Group, the business benefits from the back-up of a significant in-house resource for any contractor-designed elements, and all projects are supported by Modus FM during the defects liability period.

Modus Projects is the building refurbishment and large fit-out division of Modus Group. We act as main contractor and provide a comprehensive range of construction expertise and resources.

# A very different approach

## Quality in everything we do

Quality is not simply a snag-free handover. Quality is demonstrated during the entire construction process and throughout the working life of the finished product.

We apply ourselves to every stage in a project's life-cycle to ensure that high quality is evident throughout. Quality of finished product, of documentation, of working relationship.



## Quality of build

A client should rightly expect a snag-free handover and Modus aims to deliver. To ensure that it happens we have to do many things – select and motivate our supply chain; recruit, train and retain the best people; plan and execute projects in minute detail; provide sophisticated programme management systems; bring in fresh pairs of eyes towards completion; and many other measures.



## Quality of process

An integral part of the quality of a project is the responsiveness of members of the team to each other. Modus has defined KPIs that set out and monitor the speed and effectiveness of our communications: requests for information, programme updates, contractor's report, valuations, O&Ms and the final account.



## Quality of staff

The construction industry suffers from high staff turnover. This often means that contractors are fielding staff who are relatively untried and untested. Modus takes a different view – we have the lowest attrition rate in the industry at less than 5% (compared to almost 20% elsewhere). New staff go through extensive induction and training before they are given live projects and we mentor everyone through their first year. The result is that professional teams can count on getting the same quality on all their projects and can often form strong working relationships with our people.

## Quality of support

Modus has a specialist support team that looks after a project after completion, during the defects liability period and beyond if required. The team is introduced to the client and project about a month before PC – they witness commissioning and help develop the maintenance regimes. Clients have the peace of mind of a 24hr helpdesk, online works ordering and SLA-backed response times.



# A long term view

## We're here to stay

Modus is a collaborative, relationship-driven organisation. We take the long term view that continuity and growth are more attractive than short-term gain. We extend this philosophy to everything we do – the way we treat our staff, the communities we work in, our suppliers and the planet.



### Frameworks

Modus has gained a significant reputation for forming highly successful long-term relationships with clients and their professional teams. Typically in support of roll-outs and companies with large property portfolios, Modus has developed sophisticated Framework systems and a Key Account management structure to ensure consistency and continuous improvement.

### Sustainability

Modus is ISO 14001 accredited and is passionate about the environment. We have developed practical tools to assess and minimise the carbon impact of particular project profiles. Our site operations are carefully planned, monitored and controlled to reduce waste, materials are sustainably sourced (and local where possible) and we ensure that our suppliers have the highest possible environmental standards.



# Our clients

Selected from a list of over 1000 since 1992

## Business services

AT Kearney  
Accenture  
Capita Group  
Datastream  
EDS  
etc venues  
Fujitsu Services  
GMAC  
Heckler & Koch  
Mapeley  
Regus  
RS Consulting  
Spectrum Strategy  
?What If!  
Your Space

## Construction & property

AXA Property  
BAA Lynton  
Bee Bee Developments  
Capital Construction  
Catalyst Capital  
Colebrook Estates  
DAR Group  
Halcrow  
Hines  
JSD  
Laing  
LMS  
McArthur Glen  
Scott Wilson  
Taylor Woodrow

## Financial

Ahli United Bank  
Allianz  
Ashmore Investments  
Aspen Re  
Boyer Allan  
Canaccord Adams  
Chicago Mercantile  
Citigroup  
City Index  
Commerzbank  
Endeavour Capital  
Euler Trade Indemnity  
Euromoney  
Evolution Securities  
FL Group  
Interactive Investor  
Kaupthing Bank  
LDG Worldwide  
London Stock Exchange  
Peloton Partners  
Pictet Asset Management  
Praxient  
Providian Bank  
Russell  
Standard & Poor's  
Stanhope Capital  
TDR Capital  
Theorema  
TPG-Axon  
Travelex  
Tudor Capital  
Vitruvian Partners  
Williams de Broë

## Further education

City University  
Imperial College  
Royal Ballet School  
Southbank International  
University of Surrey

## Healthcare & pharmaceutical

Bespak  
Eli Lilly  
Guy's & St Thomas'  
Hammersmith Hospital  
Institute of Cancer Research  
Johnson & Johnson  
London Oncology Clinic  
ParExel  
Pfizer  
The Diagnostic Clinic  
UCB Celltech

## Human resources

Capital Consulting  
E-Peopleserve  
Firth Ross Martin  
Hays  
Herald Communications  
NB Selection  
Penna  
Poolia  
Rice and Dore  
Workthing.com

## Industrial

Ahrend  
Booker  
Carlsberg Tetley  
Esselte  
Grand Metropolitan  
Hallite Seals International  
Hasbro  
International Distillers  
Tate & Lyle

## Legal

Boodle Hatfield  
CMS Cameron McKenna  
Henderson  
Hunton & Williams  
Piper Smith Watton  
Slaughter and May  
Winkworth & Pemberton

## Media & publishing

Ascent Media  
DeAgostini  
HIT Entertainment  
IQPC  
ITV Digital  
London Records  
Nickelodeon  
Orbis Publishing  
Polygram  
United Broadcasting  
VNU Business Publications  
Zentropy

## Oil & gas

Dong Energy  
Energy Equity Resources  
Interconnector  
Petro-Canada  
Statoil

## Public sector & charity

Corporation of London  
Crown Prosecution  
Embassy of Belgium  
Environment Agency  
Inner London Probation  
Metropolitan Police  
National Trust  
NICE  
Royal Horticultural Society  
Wycombe Council

## PR & advertising

Chime Communications  
Concord Alban  
Langland  
Opinion Leader Research

## Shipping & travel

easyJet  
Hilton  
lastminute.com  
Noble Europe  
Opodo  
Thomas Cook  
trainline.com

## Technology & telecoms

Agilent Technologies  
Amdocs  
Analog Devices  
Band-X  
Blendon Communications  
Broadsystem  
Broadvision  
Cable Data  
Computational Dynamics  
Convergent  
Dataware Technologies  
Domain Software Solution  
Equion  
Halogen  
Hyperion Solutions  
Icon Media Lab  
Imagecom  
KPN Qwest  
Logica CMG  
Marconi HSO  
Octell Associates  
RSL  
Star Internet  
SunGard  
Symbian  
Systems Union  
Tectura  
Telewest  
Tertio SMS  
T-Mobile  
Unigraphics

## Aspen Re

### Sector

Financial

### Space

49000 sq ft

### Location

London EC3

### Duration

20 weeks

### Client team

Mansfield Monk  
Rowney Sharman  
Cameron Taylor Brady

### Special features

- Spiral staircase
- Kitchen
- Coffee shop

### Other projects

500 sq ft EC3



## AXA Property

### Sector

Construction  
& property

### Space

40000 sq ft

### Location

Marlow

### Duration

18 weeks

### Client team

Rex Proctor

### Special features

- Full Cat A refurb
- Chiller installation
- Full lift car upgrades
- Extensive landscaping  
to car park and  
building vicinity



# Catalyst Capital

## Sector

Property

## Space

330 000 sq ft

## Location

Hemel Hempstead

## Duration

30 weeks

## Client team

EC Harris

Hurley Palmer Flatt

## Special features

- Complete replacement of north elevation cladding following Buncefield oil refinery blast
- Complete replacement of atria glazing
- Cat A refurbishment to tenanted areas
- Refurbishment to landlord's areas
- Lift upgrades



*Catalyst Capital is also a  
Modus FM client*

# Bee Bee Developments Ltd

## Sector

Property

## Space

32000 sq ft

## Location

London WC1

## Duration

21 weeks

## Client team

Christian Garnett Partnership

Spencer Mayes

## Special features

- Repairs made to poor base-build construction
- Complex design constraints due to irregular shaped building
- Property was marketed throughout construction
- Fast completion schedule



# Embassy of Belgium

**Sector**  
Public sector

**Space**  
20000 sq ft

**Location**  
London SW1

**Duration**  
28 weeks

**Client team**  
HJ Consulting  
George Trollope

- Special features**
- High security fit-out
  - Fit-out sympathetic to Grade II listing
  - DDA compliant lift
  - Specialised access control requirements



# Euromoney Institutional Investors

**Sector**  
Financial

**Space**  
29000 sq ft

**Location**  
London SW1

**Duration**  
28 weeks

**Client team**  
CHPK Ltd  
Taylor Project Services

- Special features**
- Cat B
  - 1200 sq ft comms room
  - Cat 6 data network



# Fujitsu Services

## Sector

Business services

## Space

86000 sq ft

## Location

Stevenage

## Duration

32 weeks

## Client team

Aukett Fitzroy Robinson  
Troup Bywaters + Anders  
Ramboll Whitbybird  
Turner & Townsend

## Special features

- Refurbished shell unit with new structural glazing
- New roof
- Plant area enclosures
- Internal fit-out to create three floors of office space



# Guy's & St Thomas' NHS Foundation Trust

**Sector**  
Healthcare

**Space**  
1000 sq ft  
3000 sq ft

**Locations**  
Guy's Hospital, London SE1  
St Thomas's Hospital, London SE1

**Duration**  
8 weeks  
25 weeks

**Client team**  
Davis Langdon  
KSS Design Group

**Special features**

- Grade 1 listed
- Stained glass
- Sculptures
- Bridge link between two buildings at St Thomas's
- Bespoke lighting features



# Hermes

## Sector

Property

## Space

42000 sq ft

## Location

London EC1

## Duration

36 weeks

## Client team

ORMS

Cuthbert Axten D'Cruze

Constructive Management Ltd

## Special features

- Bespoke glass wall
- New air handling unit
- Lift lobbies



# Hines

Hyde Park Hayes  
Development

## Sector

Property

## Space

56000 sq ft  
95000 sq ft  
68000 sq ft

## Location

Hayes

## Duration

24 weeks  
40 weeks  
44 weeks

## Client team

3D Reid  
Cundall  
Constructive Management Ltd  
Hermes

## Special features

- Fit-out of three buildings to CAT A standard
- Soft and hard landscaping
- Multi-storey car park upgrades

## Other projects

40000 sq ft EC2



# Kaupthing Singer & Friedlander

## Sector

Financial

## Space

95000 sq ft

## Location

London W1

## Duration

52 weeks

## Client team

CBRE

Troup Bywaters + Anders

## Special features

- 50 person dealer floor
- Executive suite
- Employee restaurant
- Kitchen
- Client dining facilities

## Other projects

7500 sq ft London W1

4000 sq ft Birmingham



# London Oncology Clinic

**Sector**  
Healthcare

**Space**  
10000 sq ft

**Location**  
London W1

**Duration**  
23 weeks

**Client team**  
Sonnemann Toon  
Rybka  
Ammonite Surveying

- Special features**
- Grade II Listed Edwardian building
  - State-of-the-art patient treatment spaces
  - Pharmacy
  - Treatment areas
  - Consulting rooms
  - Beauty and therapy rooms
  - VRV comfort cooling



*London Oncology Clinic is also a  
Modus FM client*

# Metropolitan Police

**Sector**  
Public sector

**Space**  
130 000 sq ft  
65 500 sq ft

**Location**  
London

**Duration**  
52 weeks  
20 weeks

**Client team**  
RG Group  
Henry Riley

- Special features**
- Gym
  - Bespoke service hubs
  - Full catering facility
  - High specification boardrooms with AV
  - Secure rooms
  - High security installation
  - Full UPS back-up
  - In-situ fit-out
  - Installation of new UPS and associated distribution cabling
  - Installation of physical security systems
  - Construction of new, and alterations to, existing technical equipment rooms



# The National Trust

## Sector

Charity

## Space

15000 sq ft

## Location

London SW1

## Duration

12 weeks

## Client team

Feilden Clegg Bradley Architects

Buro Four

Paul D Lawrence Associates

Klimaat

## Special features

- DDA compliant lift
- Fit-out sympathetic to Grade II listing

*The National Trust is also a Modus FM client*



# Portman Investments

## Sector

Property

## Space

23000 sq ft

## Location

London W1

## Duration

12 weeks

## Client team

Tooley & Foster Partnership

EC Harris

## Special features

- Full refurbishment of a Grade II listed building
- DDA compliant works
- Upgrade of mechanical services
- Major structural alterations



# Royal Borough of Kensington & Chelsea

## Sector

Public sector

## Space

24000 sq ft

## Location

London W8

## Duration

29 weeks

## Client team

Child Graddon Lewis

Henry Riley

ARUP

Edward A Pearce & Partners

## Special features

- CCTV and panic alarm system
- Access control system
- State-of-the-art Q-matic system
- Secure vault
- Specialised joinery units
- Acoustic wall linings
- Intricate plasterboard ceiling



# Wycombe District Council

**Sector**  
Public sector

**Space**  
11 000 sq ft

**Location**  
High Wycombe

**Duration**  
11 weeks

**Client team**  
Rex Proctor & Partners

- Special features**
- High specification customer service area
  - Special security requirements
  - Works carried out in a fully operational council office
  - Replacement and modification of services without compromising adjoining offices



# Quality & environment

## In everything we do

Quality and respect for the environment are at the core of every Modus project and we are very proud of the following accreditations.



ISO 9001 defines the elements of organisation required by a company to achieve and demonstrate the necessary skills required to quality manage their activities. ISO registration is a measure of reliability, consistency and commitment to quality supply.



ISO 14001 defines the elements of organisation required by a company to achieve and demonstrate sound environmental performance by controlling the impact of their activities, products or services on the environment.



Formed in London in 1992, the multi-disciplinary group provides a complete range of services for the creation and support of effective business environments and complex technical facilities. With a turnover of £100 million p.a. and 200 staff, the group comprises four specialist divisions that support and complement each other.

#### **Modus Workspace**

The division providing design and construction management resources for the fit-out of office interiors

[www.modusworkspace.com](http://www.modusworkspace.com)

#### **Modus Projects**

This organisation provides construction resources for very large fit-out projects and the refurbishment and modification of buildings

[www.modusprojects.com](http://www.modusprojects.com)

#### **Modus Unitech**

A highly specialised unit dedicated to the fit-out of complex technical facilities such as laboratories and data centres

[www.modusunitech.com](http://www.modusunitech.com)

#### **Modus FM**

Our maintenance and facilities management division which also provides after-sales support for project delivery

[www.modusfm.com](http://www.modusfm.com)

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