

Stock Exchange Suites @ Norfolk House

Method Statement

Façade Repair & Stain



Address: Norfolk House, Norfolk Street, Manchester, M2

Client: Relentless Developments

Construction Manager: Midway Construction Management Ltd

Prepared by: Rob Lowe

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Revision: A

1. Scope of Works

This Method Statement describes the safe and controlled methodology for carrying out repairs, cleaning and application of a mineral staining system to all brick and stone façades at Norfolk House, Norfolk Street, Manchester. The scope of works includes minor masonry repairs to previously fixed areas such as former Juliet balcony fixings and redundant signage points, cleaning of all façades using a low-pressure water jet system with mild detergent, and the application of the KEIM Restauro Lasur mineral coating system to change the appearance of the existing red brick façade to a darker, anthracite or black tone. The works will be completed to all elevations of the building using MEWP access as approved under the local authority permit. The objective is to restore, protect, and modernise the façade while maintaining the building's architectural integrity.

2. Reference Documents

BS 8221-1:2012 – Code of practice for cleaning and surface repair of buildings
BS 8221-2:2000 – Code of practice for cleaning and surface repair of buildings – Repair and surface treatment
BS EN 998-2:2016 – Specification for mortar for masonry
BS EN ISO 4624 – Paints and varnishes – Pull-off test for adhesion
KEIM Restauro Lasur Technical Data Sheet and COSHH Data
Manufacturer's application guidance – KEIM Mineral Paint Systems
HSE Guidance INDG401 – Working at Height

HSE Guidance INDG143 – Manual Handling
Environmental Protection Act 1990 – Waste management regulations

3. Description of Works

The façade works at Norfolk House consist of a series of carefully sequenced operations designed to restore and enhance the external envelope of the building while preserving its architectural character. The scope includes the repair of minor masonry defects, the cleaning of all external elevations, and the application of a mineral-based coating system to achieve a uniform, durable, and contemporary appearance across the full façade.

The masonry repairs are limited in scale but essential to ensure the long-term stability and aesthetic integrity of the brick and stonework. These include the careful filling and reinstatement of small holes, voids, and scars resulting from the removal of redundant fixings, such as those previously used for Juliet balconies, signage brackets, and other façade-mounted elements. Any areas of damage will first be assessed to determine the depth and extent of deterioration. Loose or friable material will be gently removed using hand tools to avoid damaging the surrounding masonry.

Repairs will be carried out using colour- and texture-matched lime-based mortar designed for compatibility with the existing brickwork and stone substrate. This ensures flexibility, breathability, and long-term performance without trapping moisture within the wall. Where fixings have left deeper holes or larger voids, small sections of matching brick will be carefully cut and inserted, bedded, and pointed using the same lime mortar mix. The repaired areas will be tooled to blend seamlessly with adjacent joints and surfaces. Once repairs are completed, they will be left to cure naturally before any cleaning or coating works commence, ensuring full adhesion and stability of the repair materials.

Upon completion of the repair phase, all elevations will undergo comprehensive cleaning to remove accumulated dirt, atmospheric pollutants, biological growth, and other surface contaminants that could affect the performance and appearance of the coating system. Cleaning will be carried out using a low-pressure water jet system (maximum 50 bar) combined with a biodegradable, non-acidic detergent specifically formulated for masonry surfaces. The low-pressure approach ensures that the surface texture and integrity of the historic brickwork and stone are preserved, avoiding any erosion of the fired face or loss of mortar.

Cleaning will proceed in controlled stages, working methodically from the top of each elevation downward to prevent streaking and re-deposition of dirt. Operatives will use soft nylon brushes to agitate stubborn areas where necessary, taking care to avoid mechanical abrasion. All detergent residues will be thoroughly rinsed off with clean water. Particular attention will be paid to horizontal ledges, cornices, and window heads where runoff can accumulate. After washing, the façade will be allowed to dry completely, with moisture readings taken using a calibrated meter to confirm that the substrate is sufficiently dry (not exceeding 6% moisture content) prior to the application of the mineral coating.

Once the substrate is prepared and confirmed as clean, dry, and sound, the KEIM Restaurolux mineral coating system will be applied to the entirety of the brick façades. This system is based on potassium silicate technology, which chemically bonds with the mineral structure of the masonry to create a durable, vapour-permeable, and UV-stable finish. Unlike film-forming paints, the silicate coating penetrates the surface to form a microcrystalline structure, allowing the façade to breathe while providing long-term protection against weathering, moisture ingress, and surface degradation.

The coating will be applied in accordance with the manufacturer's recommendations, typically consisting of two diluted coats to achieve substrate saturation and one or two finishing coats to reach the required depth of tone and opacity. The chosen method of application—by brush, roller, or spray—will depend on surface profile, access arrangements, and environmental conditions at the time of installation. Each coat will be applied evenly and allowed to dry for a minimum of twelve hours under normal ambient conditions before the next coat is applied.

Throughout the application process, operatives will maintain consistent working methods to achieve uniform coverage and colour tone. The system is fully vapour-permeable, allowing the natural movement of moisture through the masonry while preventing blistering or flaking. Once complete, the façade will exhibit a deep anthracite or black tone, consistent with the approved architectural design intent and visually demonstrated on the provided before and after elevation drawings. The finish will be smooth, matt, and mineral in appearance, complementing the building's architectural detailing and contributing to a coherent, modernised external aesthetic.

4. Access, Traffic Management and Logistics

All external works will be accessed via self-propelled boom-type MEWPs positioned on the footpaths surrounding Norfolk House. Local authority permits will be obtained prior to commencement. Full Chapter 8 traffic management measures will be implemented, including signage, barriers, cones, and pedestrian diversion routes. A trained and competent banksman will be present at all times during MEWP operation to manage movement and maintain public safety.

Work areas will be clearly segregated using barriers and signage. Pedestrian access will be diverted safely around the working zone. MEWPs will be operated only by trained IPAF 3b-certified operatives, and all equipment will undergo daily pre-use inspections. Internal access to façade areas (for cleaning or repairs from windows) will be through building corridors and stairwells, which will be protected with temporary coverings. Materials will be stored securely in the basement area, segregated between clean materials and those awaiting disposal.

5. Personnel and Responsibilities

Project Manager	-	Overall control, client liaison, QA oversight
Site Manager/Supervisor	-	Day-to-day management, safety compliance
Installer Team Leader	-	Supervise fitting and sealant works
Masonry Repair Operative	-	Undertake minor brick/ stone repairs.
Cleaning Operative operations.	-	Perform low-pressure cleaning
KEIM System Applicator	-	Apply KEIM Restauro Lasur system.
MEWP Operator	-	Operate cherry picker (IPAF 3b)
Banksman	-	Manage pedestrian control
QA Inspector	-	Inspections, tests, documentation

6. Plant, Equipment & Materials

MEWP (Cherry Picker), 20m boom, LOLER certified.

Low-pressure water jet cleaning system (≤ 50 bar).
Mixing tools and hand tools for minor mortar repairs.
Brushes, rollers, and spray equipment (approved by KEIM manufacturer) for coating application.
Soft nylon brushes for surface cleaning.
Masking materials, sheeting, and protection boards.
KEIM Restauro Lasur system, primers, and additives as per manufacturer's specification.
PPE – Gloves, goggles, respirators, harnesses, safety boots, and hi-vis clothing.

7. Methodology

Preliminaries.

Conduct a pre-start meeting and toolbox talk to confirm access routes, MEWP operation zones, and site safety arrangements. Verify all permits are in place and ensure that the MEWP inspection and LOLER certification are valid.

Protect adjacent surfaces, windows, and architectural features with plastic sheeting and masking materials. Photograph the façade prior to work commencement for QA documentation.

Masonry Repairs.

Carry out a visual inspection of all elevations to identify localised damage, including holes left from removed fixings, minor cracks, or spalled brick surfaces. Cut out and prepare affected areas using hand tools only, ensuring adjacent brickwork remains undamaged. Fill small voids with a colour-matched lime mortar compatible with existing masonry. For larger holes, insert replacement bricks bedded in lime mortar. Tool joints to match surrounding profiles and allow to cure naturally before cleaning and coating.

Façade Cleaning.

Clean the entire façade using a low-pressure water jet (maximum 50 bar) and a biodegradable non-acidic detergent. The cleaning process will be carried out in vertical sections from top to bottom to prevent streaking. Surface deposits will be gently agitated using soft nylon brushes where necessary. No high-pressure washing or abrasive methods will be used. Thoroughly rinse with clean water and allow at least 24 hours of drying time before coating application.

Surface Preparation.

Inspect the façade post-cleaning to ensure that all areas are dry, free from dust, oil, or other contaminants. Mask all adjacent elements not to receive coating. Moisture levels of the brick substrate will be checked using a moisture meter and must not exceed 6% before application of KEIM products.

Sample Area.

Apply a trial sample area of approximately 1m² in a representative location. Allow to dry fully and review with the client and KEIM representative to confirm colour, finish, and opacity prior to full application.

Application of KEIM Restauro Lasur System.

Apply the KEIM Restauro Lasur in accordance with the manufacturer's instructions. The coating will be applied by brush, roller, or spray depending on site conditions and surface profile. Typically, two diluted coats will be followed by one or two full-strength coats to achieve the desired depth of colour. Maintain consistent working methods, apply evenly, and ensure a wet edge to prevent lap marks. Each coat will be allowed to dry for a minimum of 12 hours before reapplication, with longer drying times observed during cold or humid conditions.

Quality Assurance.

Throughout the application process, monitor coverage rate, colour consistency, and surface finish. Any variations will be corrected before proceeding. A final inspection will confirm full and even coverage, correct shade, and uniform finish. Photographic and written QA records will be retained.

8. Quality Assurance and Inspection

A staged quality assurance process will be implemented throughout the duration of the façade works to ensure that all elements are carried out in full compliance with the project specification, manufacturer's guidance, and relevant British Standards. The QA system is designed to provide a clear audit trail for every stage of the process, from pre-start inspections through to final handover. Each stage of inspection will be documented using site-specific QA forms, with photographic evidence and supporting test data retained within the project file. No subsequent stage of work will commence until the previous stage has been reviewed and signed off by the responsible person.

QA-1: Pre-works inspection of façade condition and repair areas – Conducted by the Site Supervisor prior to commencement of any works. This inspection will identify all defects, damaged brickwork, failed mortar joints, and residual fixings requiring attention. The purpose is to establish a clear baseline record of the façade condition before intervention. Photographs and notes will be taken to capture the extent of repairs and confirm that any potential

structural or safety issues have been addressed. This information will also guide the sequencing of access and repair works.

QA-2: Verification of repair materials and mortar compatibility – Undertaken by the QA Inspector prior to use on site. All materials proposed for brick and mortar repairs will be checked for compliance with BS EN 998-2 and confirmed as compatible with the existing masonry in terms of colour, texture, strength, and vapour permeability. Lime-based mortars will be mixed and tested to ensure the correct proportions and workability. The QA Inspector will maintain batch records for each mortar mix and confirm that any replacement bricks match the existing in size, tone, and texture.

QA-3: Cleaning process review to ensure surface suitability – The Supervisor and QA Inspector will jointly review the cleaning process to ensure that the method, pressure, and detergent concentration are appropriate for the substrate. The surface will be visually inspected after cleaning to confirm that contaminants, algae, and dirt have been fully removed without causing any damage or erosion to the brick face or mortar joints. Moisture content readings will be taken to ensure the façade has sufficiently dried before coating. The QA record will note the cleaning pressure, water temperature, detergent type, and environmental conditions at the time of cleaning.

QA-4: Sample panel approval for KEIM system – A representative sample area of approximately one square metre will be prepared in an accessible location on the façade. This sample will demonstrate the full KEIM Restauro Lasur system, including any primers or additives, and will be reviewed by the client, architect, and manufacturer's representative. The approved panel will establish the benchmark standard for colour, opacity, and surface texture. No full-scale application will begin until written approval of the sample area has been obtained. The sample panel will remain on site for reference throughout the works.

QA-5: Coating application check (coverage, colour, adhesion) – During application of the KEIM system, the QA Inspector will conduct continuous checks to verify that the coating is being applied in accordance with the manufacturer's guidance. This includes confirming correct dilution ratios, coat thickness, drying intervals, and environmental conditions such as temperature and humidity. Each elevation will be visually assessed for colour uniformity, streaking, and coverage. Areas exhibiting variations in tone or finish will be rectified immediately. The QA Inspector will also verify that wet edges are maintained and that no overspray or contamination of adjacent surfaces has occurred.

QA-6: Adhesion testing (pull-off) as required per BS EN ISO 4624 – Once the coating system has fully cured, random adhesion tests will be carried out to verify the bond strength between the mineral coating and the substrate. Testing will be conducted using a calibrated pull-off tester in accordance with BS EN ISO 4624 standards. Each test location will be recorded on the elevation drawings, and results will be logged on a Pull Test Record Sheet. The minimum acceptable adhesion value will be determined in consultation with the manufacturer. Any failures will trigger an investigation to determine cause and corrective action before proceeding with further work.

QA-7: Final inspection and client sign-off – Upon completion of all works, the Contracts Manager and Client Representative will carry out a detailed inspection of the entire façade. This will include a review of all QA documentation, photographic records, and adhesion test results. The inspection will verify that the colour and finish are consistent across all elevations, that repairs are visually integrated, and that no defects or missed areas remain. The façade will also be checked for any signs of surface residue, contamination, or mechanical damage. Any minor snags identified during the inspection will be rectified immediately, and a final completion certificate will be issued once all works are deemed satisfactory.

All QA forms, test records, and photographic evidence will be compiled into a comprehensive Quality Assurance File for the project. This file will include batch numbers of materials, environmental condition logs, and manufacturer sign-off where applicable. The completed QA documentation will form part of the project handover pack and will provide assurance that all façade repair and coating works have been executed to the highest professional and technical standards.

9. Environmental Management

All waste materials generated during the façade repair and coating works will be managed in full compliance with the Environmental Protection Act 1990 and current waste management regulations. The overall objective is to minimise waste generation, promote recycling wherever possible, and prevent any form of environmental pollution. Waste management on site will follow the principles of “reduce, reuse, and recycle,” with dedicated arrangements for storage, handling, and disposal of different material types.

During the cleaning and coating stages, special attention will be given to preventing water, detergent, or mineral coating residues from entering the

public drainage network. Runoff control is critical due to the city-centre location of Norfolk House and the presence of nearby public walkways and surface water drains. Temporary bunding, drain covers, or collection trays will be installed around work areas to capture and contain any cleaning water or waste runoff. Collected water will be filtered to remove solid residues and disposed of in accordance with the manufacturer's COSHH guidance and local authority requirements. Under no circumstances will cleaning water, chemical residues, or paint waste be discharged directly into drains or natural watercourses.

Detergents and KEIM Restauro Lasur products will be handled and stored in sealed, clearly labelled containers. All chemical materials will be kept within a designated, secure storage area located in the basement or other sheltered part of the site. This area will have secondary containment, such as a bunded spill tray, to prevent leakage into the ground or drainage system. Any damaged or leaking containers will be isolated immediately, and spill kits will be available nearby for prompt containment and clean-up of any accidental releases. The site supervisor will carry out daily inspections of the storage area to ensure compliance with COSHH and environmental protection requirements.

Leftover materials will be managed responsibly. Any unused KEIM product within its shelf life will be returned to the supplier where possible for re-use or safe disposal. Empty containers, packaging, and consumables will be treated as controlled waste and removed from site by an approved waste carrier holding a current Waste Carrier Licence. Waste transfer notes will be completed for each consignment to provide full traceability from the point of generation to final disposal. These documents will be retained within the project's environmental file and included in the completion handover pack.

Packaging materials such as cardboard, plastic wrapping, timber pallets, and metal containers will be segregated at source. Separate waste receptacles will be provided on site to allow easy segregation of recyclables. Cardboard and plastics will be compacted and collected by a recycling contractor, and any wooden pallets will either be reused or returned to the supplier. The aim is to achieve a minimum of 90% recycling of non-hazardous waste produced during the works.

All cleaning and coating activities will be planned to minimise noise and dust generation. The use of high-pressure or abrasive cleaning systems will be avoided, and instead a low-pressure water jet system will be used to reduce spray and airborne particles. Work will be scheduled during standard working hours to limit disturbance to nearby businesses and the general public.

Operatives will use low-noise equipment wherever practicable, and all machinery will be fitted with suitable noise suppression features.

Dust control measures will include dampening down surfaces during preparation and cleaning, particularly during dry or windy conditions. Any dust-producing activities, such as light abrading or hand scraping of surfaces, will be undertaken using localised extraction or vacuum-assisted tools. All waste dust and debris will be contained, bagged, and disposed of responsibly.

The site supervisor will monitor environmental performance daily, ensuring that all controls are maintained and that waste segregation practices are followed. In the event of a spill, release, or environmental incident, immediate containment actions will be taken, and the incident will be reported to the Project Manager, who will record the details and implement corrective measures.

Through these combined measures, Midway Construction Management will ensure that the works are carried out in an environmentally responsible manner, preventing contamination of land or water, reducing waste to landfill, and maintaining compliance with all environmental legislation and best-practice guidance.

10. Health, Safety and Welfare

All site personnel involved in the façade repair, cleaning, and coating works will adhere to strict health and safety requirements in line with the Construction (Design and Management) Regulations 2015 and Midway Construction Management's Health and Safety Policy. The safety of operatives, visitors, and members of the public is of paramount importance at all times. A site-specific risk assessment and method statement (RAMS) will be reviewed with all personnel before work begins, and compliance with its controls will be monitored throughout the project duration.

All operatives will be issued with and required to wear appropriate personal protective equipment (PPE) suited to the nature of the works being carried out. Minimum PPE requirements include hard hats, high-visibility vests or jackets, safety boots with steel toecaps and midsole protection, and gloves suitable for handling construction materials. Eye protection will be worn when working near the façade, especially during cleaning or coating application, and respiratory protection (minimum FFP2 rating) will be provided when using detergents, adhesives, or coatings in enclosed or windy environments.

For all access works involving the mobile elevating work platform (MEWP), operatives will wear full-body safety harnesses with shock-absorbing lanyards, which must be securely attached to a designated anchor point within the platform basket at all times. The harnesses will be inspected before each use, and inspection records will be maintained in accordance with the Work at Height Regulations 2005. Only trained and competent personnel will operate the MEWP, holding a valid IPAF 3b (Boom Lift) certificate. Each operator's certification will be verified before work begins, and copies will be retained within the site documentation file.

All operatives working on site will hold valid Construction Skills Certification Scheme (CSCS) cards, verifying their competence for their respective roles. Supervisors will hold SSSTS certification, and the Project Manager will hold SMSTS. No unqualified or unauthorised personnel will be permitted to operate equipment or access restricted areas.

Toolbox talks will be conducted daily by the Site Supervisor to reinforce safety standards, highlight potential hazards for the day's activities, and remind operatives of the control measures in place. Topics will include working at height, safe use of MEWPs, manual handling, chemical handling and COSHH awareness, emergency procedures, and environmental protection. Attendance at toolbox talks will be recorded, and all operatives will be required to sign to confirm their participation and understanding.

Manual handling operations will be kept to an absolute minimum through the use of mechanical lifting aids such as glass trolleys, suction lifters, and mechanical hoists. Where manual handling is unavoidable, it will be performed in accordance with the Manual Handling Operations Regulations 1992. No single operative will lift or carry a load exceeding 25 kilograms without assistance. Operatives will be trained in correct lifting techniques to prevent strain or injury. Any large or awkward items will be moved using team lifts, ensuring clear communication and coordination between operatives.

The MEWP will only be operated under safe weather conditions. Work will cease immediately if wind speeds exceed 32 kilometres per hour (20 miles per hour), or if rain, snow, lightning, or other adverse conditions make the operation unsafe. Wind speeds will be monitored using an anemometer, and the decision to suspend work will rest with the Site Supervisor. The MEWP will also undergo daily pre-use checks in accordance with manufacturer's guidelines and LOLER regulations to ensure it remains in safe working order.

Emergency procedures will be briefed to all personnel during site induction and reiterated during daily toolbox talks. The emergency plan will include

arrangements for evacuation, fire safety, first aid, and rescue from height. All operatives will be informed of the location of emergency assembly points and the identity of trained first aiders. A fully stocked first aid kit will be maintained on site at all times, and at least one qualified first aider will be present during all working hours.

Fire extinguishers appropriate to the materials in use (CO₂, foam, and dry powder) will be positioned at key access points, including near the MEWP staging area, material storage zones, and the building entrance. Extinguishers will be visually inspected weekly by the Site Supervisor and formally checked monthly. Flammable materials such as solvents or detergents will be stored in clearly labelled, fire-resistant containers within a designated COSHH cabinet away from ignition sources. Smoking will be prohibited anywhere on site except within a designated smoking area.

Good housekeeping will be maintained at all times to prevent slips, trips, and falls. Tools, hoses, and equipment will be neatly stored when not in use, and access routes will remain clear and unobstructed. Lighting will be adequate for all working areas, particularly around access equipment and pedestrian routes. Waste materials will be promptly removed and placed in appropriate skips to prevent clutter.

The Site Supervisor will carry out daily health and safety inspections, and the Project Manager will undertake weekly audits to ensure compliance. Any unsafe practices will be stopped immediately, and corrective measures will be implemented without delay. Through strict adherence to these procedures and ongoing monitoring, the works at Norfolk House will be carried out safely, efficiently, and in full compliance with all relevant legislation and best practice guidance.

11. Completion & Sign-Off

On completion of all works, the façade will be visually inspected to ensure full compliance with the specification and an even, consistent finish. Any minor defects or colour variations will be rectified immediately. QA documentation, including photographs and inspection reports, will be compiled and issued to the client along with manufacturer's warranty and COSHH data. A final sign-off meeting will confirm client satisfaction prior to handover.

Prepared by: Rob Lowe – Midway Construction Management

Date: November 2025

Approved by (Trade Contractor):

Date:

Client Representative:

Date: