



Outline Construction Phase Management Plan

Client
Ask Real Estate MBP Limited

Project
Manchester Business Park

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1 INTRODUCTION

This Outline Construction Phase Management Plan (CPMP) has been prepared to support the planning application for the proposed development of a 9-unit light industrial logistics site located on Aviator Way, near Manchester Airport. The plan sets out the construction management measures that will be implemented to ensure the works are carried out safely, responsibly, and with minimal disruption to neighbouring properties, the local highway network, and the surrounding environment.

The CPMP has been developed in accordance with Manchester City Council (MCC) planning requirements and reflects guidance provided during pre-application discussions. It aligns with relevant local and national policies, including:

- The Manchester Core Strategy
- MCC's Construction Management Plan Guidance
- The Construction (Design and Management) Regulations 2015 (CDM 2015)

This document outlines the key principles and procedures that will guide the construction phase, including site access, health and safety, environmental protection, stakeholder communication, and logistics management. It will be reviewed and updated as necessary throughout the project lifecycle to reflect changes in site conditions, programme, and regulatory requirements.

2 PROJECT OVERVIEW

Site Address

Unit 2000, Aviator Way, near Manchester Airport, Greater Manchester, M22 1GE.

Development Description

Construction of 9 light industrial logistics units with associated access, parking, servicing arrangements, and landscaping.

Client/Developer

Ask Real Estate MBP Limited.

Principal Contractor

To be confirmed. Once one is appointed a further revision of this document will be issued.

Principal Designer

Sweco have been appointed as CDM Principal Designer. AEW Architects have been appointed as Building Regulations Principal Designer.

Estimated Construction Period

Estimated to be in the order of 12 months (Summer 26 - Summer 27).

3 OBJECTIVES

The objective of this Outline Construction Phase Management Plan is to set out a framework to ensure the safe, efficient, and environmentally responsible delivery of the new industrial development from site preparation through to project completion. This plan outlines the strategic approach to managing construction activities, mitigating risks, and maintaining compliance with

all relevant health, safety, and environmental regulations. Further detail will be provided in the Detailed Construction Phase Management Plan, once a Principal Contractor is appointed.

4 SITE DESCRIPTION AND CONSTRAINTS

- Proximity to Manchester Airport and flight paths.
- Nearby transport links including major roads and public transport.
- Adjacent commercial and industrial uses.
- Flat brownfield land with existing infrastructure.
- Potential noise and air quality considerations.

5 SITE ACCESS, TRAFFIC MANAGEMENT AND HIGHWAYS USE

The Principal Contractor will ensure safe, efficient, and coordinated access to and from the site, while minimising disruption to surrounding roads, businesses, and residents.

5.1 Site Access

- The main access point will be via Aviator Way, a privately owned estate road serving two adjacent office buildings.
- All access routes from Enterprise Way and A555 Ringway Road West will be agreed with Manchester City Council Highways Authority.
- If required, a site access plan will be provided showing any use of public highways during construction.
- No bus stop closures or re-routing are anticipated, as there are currently no bus stops on Aviator Way.

5.2 Pedestrian Management

- Safe pedestrian routes will be maintained around the site at all times.
- Measures include:
 - Clear signage
 - Segregated walkways
 - Traffic Marshals to manage vehicle movements and protect footpath users
- Access to neighbouring premises will be preserved with clearly defined safe routes.

5.3 Parking and Workforce Arrangements

- Designated on-site parking will be provided for operatives.
- Visitor parking will be available on the private estate road.
- No parking will be permitted on public highways or neighbouring land.

5.4 Deliveries, Loading, Unloading and Storage

- Deliveries will be managed through a booking-in system with pre-agreed time slots.

- Daily site coordination meetings will confirm delivery schedules and logistics.
- Designated loading/unloading zones will be located on-site, away from public highways and pedestrian areas.
- Secure storage areas will be provided for:
 - Plant and equipment
 - Construction materials
 - Hazardous substances

5.5 Traffic Management Procedures

- The delivery management system will support:
 - Planned and coordinated deliveries
 - Allocation to the correct gate
 - Prevention of double-booking
 - Efficient off-loading zones
 - Smooth removal of waste materials

5.6 Plant and Distribution

- Appropriate plant will be used for unloading and distributing materials across the site.
- A “just-in-time” delivery strategy will be adopted to:
 - Minimise on-site storage
 - Reduce traffic congestion
 - Improve site safety and efficiency

6 PHASING AND PROGRAMME OF WORKS

The construction of the industrial sheds will be delivered in a phased approach under the management of the Principal Contractor. The programme is structured to ensure efficient sequencing of activities, optimal use of resources, and safe coordination of trades and equipment across the site.

6.1 Overview of Phases

The works are divided into the following key phases:

- a) Site Preparation and Mobilisation**
 - Establishment of site compound, welfare facilities, and access routes.
 - Installation of temporary services and security fencing.
 - Delivery and setup of initial plant and equipment.
- b) Main Build (Shell and Core Construction)**
 - Construction of four industrial buildings in sequence or parallel, depending on programme optimisation.
 - Activities include groundworks, foundations, steel frame erection, cladding, roofing, and external envelope.
 - Heavy plant such as cranes, telehandlers, and MEWPs will be required.
 - Articulated lorries and flatbed trucks will deliver structural components.
- c) Fit-Out Phase**
 - Internal works including partitioning, M&E installations, flooring, and finishes.

- Specialist contractors will be coordinated to avoid overlap and congestion.
- Smaller vehicles such as vans and box trucks will be used for material deliveries.
- Equipment includes scissor lifts, mobile scaffold towers, and hand tools.

d) Commissioning and Final Testing

- Systems testing (electrical, HVAC, fire safety, etc.).
- Final inspections and snagging.
- Cleaning and preparation for handover.
- Minimal vehicle movement; focus on technical equipment and testing tools.

6.2 Phasing Strategy

- Sequential vs. Parallel Build: The Principal Contractor will assess whether buildings are constructed sequentially or in parallel, based on access, resource availability, and client priorities.
- Traffic Management: Each phase will have a tailored traffic management plan to control vehicle movements, reduce congestion, and ensure safety.
- Resource Allocation: Labour, plant, and materials will be scheduled to avoid clashes and ensure smooth transitions between phases.
- Communication and Coordination: Regular coordination meetings will be held to review progress, update the programme, and manage interfaces between trades.

7 WORKING HOURS

The works would be planned to be undertaken during ‘normal’ working hours.

External Construction Works

Monday – Friday: 0730hrs - 1800hrs
Saturday: 0730hrs - 1400hrs

No work is scheduled to take place Sundays or Bank Holidays.

Internal Construction Works

Monday - Friday: 0730hrs - 1800hrs
Saturday: 0730hrs - 1700hrs

No work is scheduled to take place Sundays or Bank Holidays.

However, there may be exceptional circumstances, whereby some works may be required to take place outside these hours.

8 CONSTRUCTION METHODS

The construction of the industrial sheds will be carried out using established best practices and in accordance with approved **method statements** and **risk assessments**. All activities will be planned and executed to ensure safety, efficiency, and compliance with relevant regulations and standards.

8.1 Earthworks and Ground Preparation

- Initial works will involve site clearance, topsoil stripping, and grading to prepare for foundations.
- Excavation will be undertaken for foundations, drainage, and service trenches using tracked excavators and dumpers.
- Compaction and ground improvement techniques may be employed where required, based on geotechnical assessments.
- All earthworks will be monitored for stability and environmental impact, including dust suppression and sediment control.

8.2 Foundations and Substructure

- Foundations will be constructed using reinforced concrete pad or strip footings, depending on structural design.
- Formwork, reinforcement, and concrete placement will follow detailed method statements and quality control procedures.
- Temporary works will be designed and installed to support excavation and ensure safe access.

8.3 Superstructure and Envelope

- Structural steel frames will be erected using mobile cranes, telehandlers, and MEWPs.
- Steel erection will comply with CAA regulations and Manchester Airport safeguarding requirements, including crane height restrictions and lighting protocols agreed with Manchester City Council (MCC).
- Cladding and roofing systems will be installed using mechanical lifting aids and access platforms, with fall protection measures in place.

8.4 Internal Fit-Out and Services

- Internal works will include installation of partitions, M&E systems, flooring, and finishes.
- Fit-out will be sequenced to avoid trade overlap and ensure safe working conditions.
- Specialist contractors will follow detailed method statements for electrical, plumbing, HVAC, and fire safety systems.

8.5 External Works and Landscaping

- External works will include hardstanding areas, access roads, drainage, and landscaping.
- Surfacing will be carried out using rollers, pavers, and compactors, with attention to levels and water runoff.
- Landscaping will be completed in the final phase, including planting and boundary treatments.

8.6 Equipment and Vehicle Use

- Construction will involve a range of plant and equipment including:

- Excavators, dumpers, rollers, and compactors for earthworks.
 - Cranes, MEWPs, and telehandlers for steel erection and cladding.
 - Vans, flatbed trucks, and articulated lorries for material deliveries.
- All equipment will be operated by trained personnel and maintained in accordance with LOLER and PUWER regulations.

9 SITE SECURITY

Maintaining a secure construction site is essential to protect personnel, equipment, materials, and the public. The Principal Contractor will implement a comprehensive site security strategy to prevent unauthorised access, theft, vandalism, and ensure compliance with health and safety regulations.

9.1 Perimeter Security

- The site will be enclosed with robust fencing, such as Heras panels or hoarding, to clearly define boundaries and restrict access.
- Gates and access points will be locked outside of working hours and monitored during operational periods.
- Signage will be displayed at all entry points indicating restricted access, PPE requirements, and emergency contact details.

9.2 Access Control

- A sign-in/sign-out system will be in place for all personnel, visitors, and deliveries.
- All operatives will be issued with site passes or ID badges following induction.
- Visitors will be escorted at all times and must comply with site rules.

9.3 Surveillance and Monitoring

- CCTV cameras may be installed at strategic locations to monitor site activity and deter unauthorised access.
- Security lighting will be used during low-light conditions and overnight to enhance visibility and surveillance.
- Security patrols may be conducted outside of working hours, particularly during vulnerable phases of the build.

9.4 Material and Equipment Protection

- High-value materials and plant will be stored in secure, locked containers or compounds.
- Equipment will be immobilised or locked when not in use.
- Deliveries will be scheduled and monitored to prevent loss or misplacement.

9.5 Out-of-Hours Security

- The site will be locked and secured at the end of each working day.
- Alarm systems may be installed to detect unauthorised access during non-operational hours.
- Emergency contact details for site management and security personnel will be made available to local authorities and neighbouring properties.

9.6 Coordination with Neighbours and Authorities

- The Principal Contractor will maintain open communication with neighbouring residents and businesses to address any concerns related to site security.

- Any incidents involving trespass or theft will be reported to the police and recorded in the site incident log.

10 HEALTH AND SAFETY MANAGEMENT

The Principal Contractor will implement a robust Health and Safety Management system throughout the duration of the works to ensure the safety of all personnel, visitors, and the surrounding community. This system will comply with the Construction (Design and Management) Regulations 2015 (CDM 2015) and all relevant health and safety legislation.

10.1 General Approach

- A Construction Phase Plan (CPP) will be maintained and updated regularly.
- A Site Safety Manager will be appointed to oversee daily compliance and incident response.
- All contractors and operatives will be required to complete a site-specific induction prior to commencing work.
- Risk assessments and method statements (RAMS) will be reviewed and approved before any activity begins.

10.2 Key Safety Measures by Phase

a) Site Preparation and Mobilisation

- Controlled access points with security personnel and sign-in procedures.
- Installation of fencing and signage to demarcate work zones and hazards.
- Traffic management plan to separate pedestrian and vehicle routes.

b) Main Build (Shell and Core)

- Crane operations and steel erection will follow strict lifting plans and exclusion zones.
- Working at height will be managed using MEWPs, scaffolding, and fall arrest systems.
- Daily briefings and toolbox talks will address evolving risks and site conditions.

c) Fit-Out Phase

- Electrical and mechanical installations will be carried out by certified professionals under permit-to-work systems.
- Dust, noise, and manual handling risks will be mitigated through PPE, ventilation, and training.
- Fire safety measures including extinguishers, alarms, and evacuation routes will be maintained.

d) Commissioning and Final Testing

- Safe systems of work for testing live systems (e.g., electrical, HVAC).
- Restricted access to areas undergoing testing.
- Final safety inspections and sign-offs prior to handover.

e) Emergency Procedures

- A site-specific Emergency Response Plan will be developed and communicated to all personnel.
- First aid stations and trained first aiders will be available at all times.

- Fire evacuation drills will be conducted periodically.

f) Monitoring and Reporting

- Regular site audits and inspections will be conducted by the Principal Contractor.
- All incidents, near misses, and safety observations will be logged and investigated.
- Safety performance will be reviewed weekly and corrective actions implemented as needed.

g) Equipment and Vehicle Safety

- All plant and equipment will be inspected and maintained in accordance with manufacturer guidelines and LOLER/PUWER regulations.
- Vehicle movements will be coordinated to avoid congestion and ensure visibility.
- Banksman will be used for reversing and manoeuvring in tight areas.

11 UTILITIES AND SERVICES

Effective management of existing utilities and coordination with service providers is essential to ensure safe and uninterrupted progress of the works. The Principal Contractor will oversee all utility-related activities, including identification, protection, disconnection, diversion, and installation of new services.

11.1 Identification of Existing Services

- A comprehensive utility survey will be undertaken prior to commencement, including review of statutory records and on-site detection (e.g., CAT & Genny scanning, trial pits).
- Services to be identified include:
 - Electricity (LV and HV)
 - Water and drainage
 - Gas
 - Telecommunications
 - Fibre/data infrastructure
- All identified services will be clearly marked on site and recorded in the site services plan.

11.2 Coordination with Utility Providers

- The Principal Contractor will liaise directly with relevant utility providers to:
 - Confirm service locations and capacities.
 - Arrange for disconnections or diversions where required.
 - Schedule new connections in line with the construction programme.
- All works involving third-party utilities will be planned to avoid disruption to neighbouring properties or public infrastructure.

11.3 Safe Systems of Work

- Permit-to-dig systems will be enforced in all areas where underground services are present or suspected.

- Isolation procedures will be followed for any live services prior to excavation or modification.
- RAMS will be required for all utility-related works, including:
 - Excavation near live services
 - Service diversions
 - Temporary service installations
- Only competent and authorised personnel will carry out works involving utilities.
- Temporary services (e.g., power, water) will be installed to support site operations and will be regularly inspected for safety and compliance.

11.4 Monitoring and Documentation

- A live utilities register will be maintained and updated throughout the project.
- Any changes to service routes or connections will be documented and communicated to all relevant parties.
- Utility works will be included in the site coordination meetings to ensure alignment with other construction activities.

12 ENVIRONMENT MANAGEMENT

12.1 Dust Control and Air Quality

A Dust Management and Air Quality Plan will be implemented in line with MCC's Air Quality Management Area (AQMA) guidance. All measures and requirements will be reviewed and implemented as necessary, based on site conditions, proximity of receptors and impact levels.

Controls for fugitive dust emission may include:

- use of water sprays and dust suppression will be utilised, as required and may include: water sprays, wheel washing, covering of stockpiles, sealed skips
- covering of stockpiles and skips
- haul roads, hardcore areas and unsurfaced areas will be continually monitored and damped down/sprayed as required
- vehicles delivering and removing materials of a dusty nature will be sheeted over.
- all cutting equipment will use water as a suppressant where possible.
- fine material is to be stored in enclosures/ delivered in a contained form
- reduced drop heights
- enclosed chutes

Measures for the mitigation of impact to the public and other neighbours may include:

- monitoring and record keeping
- use of low-emission plant and idling restrictions
- the site will be kept clean and tidy at all times
- site roads to be regularly brushed and/or damped down to minimise dust
- provision of vehicles wheel washing facilities
- weather forecasts to be continually reviewed by Site Management to ensure the site is prepped in advance for implementing the necessary suppression methods.

All operations will be assessed for the generation of dust, particularly silica and suitable safe systems of work will be implemented prior to any work commencing. If dust is generated, then suppression or extraction methods will be employed. Suppression using water sprayers or misting systems and/or dust extraction systems will be used where required. Mobile units will be

in place during works alongside tool extraction units to capture the dust prior to it becoming airborne and maintain site cleanliness.

All contractors shall ensure adequate dust control is employed in respect of the earth moving activities on the Site. In addition, the avoid wind erosion and dusting of any on-site materials, the following methods will be used to control dust:

- All areas of the Site shall be delineated on a regular basis, so that vehicles are confined as appropriate to areas that can be subjected to appropriate dust control measures.
- All delineated areas shall be sprayed with water as and when conditions dictate. Delineated of dedicated unpaved haul routes, particularly for long on-Site haul operations shall be avoided. Where possible, existing paved routes shall be used. All routes (paved or otherwise) shall in any event be treated by spraying using appropriate water bowsers, when necessary.
- Wheel/body washing facilities shall be provided and used by an vehicles leaving the Site, which have been operating on Site.
- If complaints arise or incidents of dust deposition occur, these will be investigated immediately.

12.2 Noise Control

The contractor will continually look to minimise noise throughout the project duration. Prior to the procurement of new plant/machinery, the noise levels that it produces will be considered. Modern vehicles/plant machinery shall be encouraged where practicable and such vehicles and mechanical plant fitted with effective exhaust silencers. They shall be kept in efficient working order with all operations planned and undertaken in such a manner as to minimise noise emissions. The contractor will utilise plant and work methods that reduce noise and vibration where reasonably practicable.

Should there be site activities where noise is anticipated to at an elevated level temporary enclosure may be utilised where possible to reduce the impact on the surrounding area.

Both main contractor and its sub-contractors will, as far as is reasonably practicable, ensure nobody on site is exposed to noise in excess of 80dB(A). Where noise levels are suspected to be at or above 80dB(A) the direct employer will be responsible for ensuring a suitable noise assessment is carried out and suitable hearing protection is provided.

Periodic noise monitoring will be carried out when required and where required zones will be clearly identified as hearing protection zones that have restricted access to operatives on site. Sufficient training and toolbox talks will be maintained throughout the course of the project to ensure operatives are aware of what the health implications are for exposure to large/continuous amounts of noise. Suitable hearing protection must be made available to all affected personnel on request.

Whilst noise emissions are unavoidable, they will be intermittent by nature and as such limited to the working hours.

Measures to minimise noise during the construction phase shall include:

- The appropriate selection of equipment and construction methods. This will be achieved through management and proper assessment of risks to ensure safe systems of work are followed.
- Plant will be located as far away as is reasonably practicable from noise-sensitive receptors.
- Static plant/equipment should be fitted with suitable enclosures or screening where practicable.
- Temporary hoardings/screens will be utilised around the site boundary or specific activities as appropriate.
- Site personnel will be instructed on best practices to reduce noise and vibration as part of their induction training and as required prior to specific work activities. This can be maintained through the course of the project by regular toolbox talks.
- Appropriate management of working hours for noisier tasks will be maintained by the contractor. To further reduce the impact from noise, the working hours for the project are as laid out in section 7 herein.

12.3 Waste Management

The Principal Contractor will implement a clear and structured waste management strategy to reduce, segregate, and responsibly dispose of waste throughout the project.

a) Waste Management Plan

- Once appointed, the contractor will submit a Site Waste Management Plan (SWMP) outlining:
 - Waste reduction goals
 - Segregation procedures
 - Disposal and recycling targets
- The plan will promote efficient material use, responsible procurement, and minimisation of waste at source.

b) On-Site Waste Handling

- Clearly marked skips and bins will be provided for different waste types:
 - General waste
 - Wood
 - Metal
 - Concrete
 - Plastics
 - Domestic waste
- Enclosed skips will be used where possible. Open skips must be covered to prevent wind-blown debris.
- Waste will be collected regularly to:
 - Prevent overflow
 - Minimise fire risk
 - Maintain a safe and tidy site

c) Education and Awareness

- Toolbox talks and site inductions will include training on waste segregation and recycling.
- Signage will be displayed to guide operatives on correct disposal practices.

d) Waste Contractor Selection

- The appointed waste removal company must:
 - Be licensed and authorised
 - Demonstrate a strong recyclability rating
 - Provide monthly reports on recycling performance

e) Hazardous Waste

- Waste will be categorised by type and hazard level.
- Hazardous waste will be:
 - Stored securely
 - Transported safely
 - Disposed of in accordance with legal requirements

f) Sustainability Commitment

- The contractor will foster a culture of sustainability on site.
- Recycling and responsible waste management will be prioritised to:
 - Reduce environmental impact
 - Support cost savings
 - Comply with regulations and best practice

12.4 Asbestos Management

Although the site is a new-build development with no existing buildings and therefore a low likelihood of asbestos presence, the Principal Contractor will implement precautionary asbestos management protocols to ensure compliance with the Control of Asbestos Regulations 2012 and to safeguard all site personnel.

a) Asbestos Risk Assessment

- A pre-construction asbestos risk assessment has been undertaken, confirming no known asbestos-containing materials (ACMs) on site.
- As the site has not previously been developed, the risk of encountering buried ACMs is considered minimal but not entirely eliminated.

b) Unexpected Discovery Protocol

- In the event that suspected asbestos-containing materials are encountered during groundworks or excavation, the following procedures will be followed:
 1. Immediate Work Cessation
 - All work in the affected area will stop immediately.
 - The area will be cordoned off and clearly marked as a potential hazard zone.
 2. Notification and Investigation
 - The Site Manager will be informed without delay.
 - A licensed asbestos surveyor will be engaged to assess and sample the material.
 3. Containment and Removal
 - If asbestos is confirmed, a licensed asbestos removal contractor will be appointed.
 - Removal will be carried out in accordance with HSE guidelines, including air monitoring and waste disposal protocols.
 4. Reporting and Documentation

- An incident report will be completed and submitted to the client and relevant authorities if required.
- The Construction Phase Plan will be updated to reflect any changes in risk or control measures.

c) Training and Awareness

- All site operatives will receive asbestos awareness training as part of their induction.
- Toolbox talks will periodically reinforce procedures for identifying and responding to suspected ACMs.

d) Monitoring and Review

- The asbestos risk will be reviewed periodically, especially during excavation and groundworks.
- Any changes in site conditions or scope of work will trigger a reassessment of asbestos risk.

12.5 Protection Of Watercourses

The Principal Contractor will take proactive steps to protect nearby watercourses and drainage systems throughout the construction phase. This is essential to prevent pollution, sedimentation, and environmental harm.

a) Planning and Prevention

- A site-specific environmental risk assessment will be completed before works begin.
- All activities will be planned to avoid contamination of surface water, groundwater, and drainage systems.
- No materials, waste, or washout will be allowed to enter watercourses or drains.

b) Control Measures

- Silt fences, bunds, and sediment traps will be installed where necessary to prevent runoff.
- Wheel wash stations will be used to prevent mud and debris from leaving the site.
- Spill kits will be available on site and located near fuel and chemical storage areas.

c) Storage and Handling of Materials

- Fuels, oils, and chemicals will be:
 - Stored in bunded areas
 - Located away from watercourses
 - Handled by trained personnel only
- Concrete washout will be managed using designated containment areas.

d) Monitoring and Inspection

- Regular inspections will be carried out to:
 - Check the integrity of protective measures
 - Identify any signs of pollution or runoff
 - Ensure compliance with environmental controls

- Any incidents will be reported immediately and managed in line with the site's emergency procedures.

e) Training and Awareness

- Site operatives will receive environmental awareness training during induction and toolbox talks.
- Clear signage will be used to highlight sensitive areas and watercourse protection zones.

13 COMMUNICATION, CONSULTATION AND COMPLAINTS PROCEDURE

Effective communication and stakeholder engagement are essential to the successful delivery of this project. The Principal Contractor will ensure that clear, consistent, and proactive communication is maintained throughout the construction phase, particularly with neighbouring residential properties, local businesses, and statutory bodies.

13.1 Pre-Construction Engagement

- Pre-Application Meetings: Initial meetings have been held with the Local Planning Authority to discuss the scope, design, and potential impacts of the development.
- Public Consultation: A public consultation event is being held prior to submission of the planning application to gather feedback from local residents and businesses. This feedback will be considered in the final design and planning submission.

13.2 Ongoing Communication During Construction

- Site Notice Boards: Information boards will be installed at site entrances displaying contact details, project updates, and emergency procedures.
- Community Liaison Officer: A designated point of contact will be available to respond to queries and concerns from the public.
- Regular Updates: Newsletters or email bulletins will be issued at key stages of the project to keep stakeholders informed of progress, upcoming activities, and any potential disruptions.

13.3 Consultation with Stakeholders

- Local Authority and Statutory Bodies: Regular updates and compliance checks will be maintained with the council, environmental agencies, and utility providers.
- Neighbouring Properties and Businesses: Direct communication will be maintained with adjacent landowners and occupiers to notify them of works that may affect access, noise levels, or services.

13.4 Complaints Procedure

- Reporting a Complaint: Complaints can be submitted via phone, email, or in person to the site office. All complaints will be logged and acknowledged within 24 hours.
- Investigation and Resolution: The Site Manager will investigate the issue and provide a response or resolution within 5 working days.
- Escalation: If a complaint cannot be resolved at site level, it will be escalated to the Principal Contractor's senior management team for further review.

13.5 Record Keeping

- A Complaints Register will be maintained on site, recording the nature of each complaint, actions taken, and outcomes.

- Feedback from consultations and complaints will be reviewed periodically to improve site operations and community relations.

14 EMERGENCY PROCEDURES

Effective emergency procedures are critical to ensuring the safety of all personnel on site and minimising harm in the event of an incident. The Principal Contractor will establish and maintain a comprehensive Emergency Response Plan tailored to the specific risks and layout of the industrial sheds construction site.

14.1 Emergency Contacts and Communication

- A list of emergency contacts, including site management, first aiders, and emergency services, will be displayed at key locations across the site.
- All personnel will be briefed on emergency communication protocols during induction.
- Radios and mobile phones will be used for rapid communication between site teams.

14.2 Types of Emergencies Covered

The Emergency Response Plan will address the following scenarios:

- Fire and explosion
- Medical emergencies
- Hazardous material exposure (e.g., unexpected asbestos discovery)
- Structural collapse or serious incident
- Severe weather events
- Vehicle or plant-related accidents

14.3 Evacuation Procedures

- Clearly marked evacuation routes and assembly points will be established and maintained throughout the project.
- All personnel will be trained on evacuation procedures during induction and through regular fire drills.
- A roll call system will be used at assembly points to account for all personnel.

14.4 First Aid Provision

- Trained first aiders will be present on site at all times.
- First aid kits will be located in welfare facilities, site offices, and mobile units.
- Serious injuries will be escalated to emergency services immediately.

14.5 Fire Safety Measures

- Fire extinguishers and alarms will be installed at strategic locations.
- Hot works will be controlled via a permit-to-work system.
- Combustible materials will be stored safely and away from ignition sources.

14.6 Incident Reporting and Investigation

- All incidents, near misses, and dangerous occurrences will be reported to the Site Manager immediately.
- An investigation will be conducted to determine root causes and implement corrective actions.
- Records will be maintained in the site's Health and Safety File.

14.7 Training and Drills

- Emergency procedures will be reinforced through toolbox talks, site inductions, and scheduled drills.
- Lessons learned from drills and real incidents will be used to improve the Emergency Response Plan.

15 MONITORING AND REVIEW

To ensure the continued relevance, effectiveness, and compliance of the Construction Phase Management Plan, all procedures and control measures outlined within this document will be subject to regular monitoring and review throughout the duration of the project.

15.1 Review Frequency

- The Principal Contractor will conduct formal reviews of the plan and associated procedures at monthly intervals or more frequently if required.
- Additional reviews will be triggered by:
 - Significant changes in site activities or phasing.
 - Introduction of new contractors, trades, or equipment.
 - Updates to legislation or client requirements.
 - Any incident, near miss, or audit finding that highlights a procedural gap.

15.2 Monitoring Activities

- Site inspections and audits will be carried out weekly to assess compliance with health and safety, environmental, and operational procedures.
- Toolbox talks and briefings will be used to gather feedback from operatives and supervisors on the practicality and clarity of procedures.
- Performance metrics such as incident rates, non-conformance reports, and safety observations will be tracked and analysed.

15.3 Amendments and Communication

- Any amendments to the Construction Phase Plan will be:
 - Documented and version-controlled.
 - Communicated to all relevant parties via briefings, updated documentation, and signage where applicable.
 - Incorporated into inductions and training materials as needed.

15.4 Responsibility

- The Site Manager and Health & Safety Manager will be jointly responsible for overseeing the monitoring and review process.
- All contractors and subcontractors are expected to contribute to continuous improvement by reporting issues and suggesting enhancements.

16 CONCLUSION

This Outline Construction Phase Management Plan sets out the framework for managing the construction of the 9-unit industrial logistics development at Aviator Way in a safe, responsible, and compliant manner.

- The plan outlines the principles and procedures for managing health and safety, environmental protection, logistics, and stakeholder engagement during construction.
- Upon appointment, the Principal Contractor will:
 - Develop detailed method statements and site-specific procedures
 - Take ownership of this plan and build upon it
 - Treat the document as live and iterative, updating it as site conditions, activities, and risks evolve

This approach ensures that the Construction Phase Plan remains relevant, practical, and aligned with both regulatory requirements and project goals throughout the build.