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WESTGREEN

DESIGN MANAGEMENT &  
DOCUMENT CONTROL SERVICES

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# INTRODUCTION

***Westgreen's early engagement with clients and designers, supports successful outcomes across our diverse range of exquisite-quality projects. Our team of experienced architects, design managers and document controllers provide a skilled and friendly interface to successfully navigate the design delivery process.***

The expertise of our handpicked team, many from some of the UK's most respected designers, is a point of reassurance to clients and their advisors. Westgreen have the privilege of building for some of the world's most decorated architects, designers and artists and, with our discerning clients' requirements, we welcome challenges which promote innovation and continuous improvement in all we do.

Since 2006 Westgreen have employed in-house qualified architects. First prompted by a need for support with our private developments and specialist fabrications for artists and galleries, their activities now almost exclusively provide design management support across all our 'traditional' building projects, many including complex contractor design portions. We do not offer principle architectural services in competition with our client's architects and designers, but are available to support technical design where invited.

Our collaboration with client and design teams in the management of the design process at an early stage is now seen as an essential and integral element to the overall success of our projects.

Whether a new build or redevelopment project, or the care and attention required when undertaking specialist works packages within Listed properties, our team is here to help delivery solutions to streamline production.

**James Titchner**

Head of Design Management & Document Control



*"...pleased to know we're working with you as a partner and no one else."*

**Remi Tessier, Remi Tessier Design**

*"I have followed Westgreen's work for some years, and due to their well-proven experience and quality, I did not hesitate in inviting Westgreen to collaborate..."*

**Joana Vasconcelos, Client**

*"Westgreen brought a high level of care and attention to detail to the project.. and both ourselves and our client are very happy with the end result."*

**Stephen Marshall Architects**

*"...we have found the quality of the work, and in particular the resolution of issues and refinement of details on site, to be high. We have no hesitation in recommending Westgreen..."*

**Aidan Hodgkinson, Associate, Jamie Fobert Architects Ltd**

*"Westgreen always come to the table with solutions, they are meticulous in their planning and deploy a skilled staff to ensure that things are built with precision...Our studio has enjoyed their genuine commitment to the architectural ambitions underpinning design decisions..."*

**Stephanie MacDonald OBE, 6a Architects**

*"Thank you for your professional approach getting this over the line. The quality of the product is excellent."*

**Jim Wickens, Savills**

# MEET THE TEAM

## Design Managers & Document Controllers



**JAMES TITCHNER**  
Head of Design Management  
& Document Control  
ARB RIBA

As a practicing RIBA Architect, James's professional career to director level includes an impressive array of work. His in-depth architectural knowledge and experience dovetails well with our other construction professionals within the Westgreen organisation.



**ANNA BALICKA**  
Senior Document Controller

A highly experienced Senior Document Controller managing the document control department and Procure. Anna has seven years experience working for main contractors on high-end residential projects, with a previous four years working for an architecture firm, setting up and managing information management systems for multiple projects.



**BERENICE MARTIN**  
Design Manager

Bérénice has extensive work experience across a spectrum of disciplines, from being Architect / project lead to set designer and artist. With a particular interest in the use of craft, materiality and the translation of art into architecture, she often collaborates with artists and has been involved in designing and building sets and installations.



**MATT TATE**  
Design Manager

Matt is a qualified Architect having worked on high end residential properties, commercial and hospitality projects both in London and Europe. With a keen interest towards technical details, he has a very much hands-on approach to his work and is pro-active with his endeavours towards achieving project success.



**PETER COOK**  
Design Manager ARB

Peters design background began in architecture delivering multiple technical packages across high end projects. His leadership has grown from Architectural Assistant aiding on a number of planning schemes through to leading technical elements of several notable developments as a qualified Architect.



**PIPPA BANNISTER**  
Design Manager ARB RIBA

Pippa is from a design background, from the age of seven she wanted to be an Architect. Through her parents Pippa has always had an affinity for Scandinavian architecture and design from Alvar Aalto, Marimekko, Ittalia, Jacobsen, Georg Jensen, Arabia, Lyktan, Poulsen, the list is endless, but Aalto will always be her hero.



**DREW OSEI-BONSU**  
Document Controller &  
Site Secretary

A motivated Document Controller with eight years of administrative experience. Drew is capable of handling a wide range of administrative functions, while consistently producing top-quality work.



**JAKE NOBLE**  
Design Manager

A fully qualified and registered architect, Jake has worked on the design side of the construction industry for over 20 years. Working primarily as an architect he has crossed between residential, commercial, medical and retail projects, working for himself and for other companies.



**JAMES KIRK**  
Design Manager

Soon after completing an architecture degree, James began his career in design management first specialising in prime residential joinery. He now has 5+ years experience within main contracting managing an array of high end and heritage projects. James' passion comes from the complexity, detail and beauty of the projects we undertake.



**TAL BARON**  
Design Manager ARB

With a grounding in architecture, Tal welcomes project challenges, enjoying designing and solving technical issues, learning from each project about the use of materials and the context of various environments, all of which she carries through onto her next project.



**TILLY MORLEY**  
Document Controller

Seven year document control career started off with a top M&E contractor, working on projects worth up to £400m. Eventually transitioning over to the main contractor side with a focus on high-end residential. This has helped develop interest in other areas and currently studying towards a BA in Interior Design.



**ZOFIJA JUPP**  
Assistant Design Manager /  
Document Controller

With a keen analytical eye and excellent interpersonal skills, Zofija has successfully proven high standards of quality assurance / control and completed project EDMS management. Zofija's passion for knowledge sharing and effective stakeholder management has afforded her with an excellent reputation.

**W**  
WESTGREEN MAJOR PROJECTS

With over 130 full-time employees and a wide network of carefully selected specialists, our design management and document control team have the backup and support of a substantial pool of resource and expertise to bring to all our projects.

# OUR SERVICES

At Westgreen, our design management services have evolved out of problem solving, supporting and managing the transition of the detailed design and production design information. This is particularly pertinent where specialist sub-contractor design information has been required to complete the design consultants' design intent. We pride ourselves in delivering high quality and complex designs through working closely with the architect.

## Who Do We Support?

We only carry out design management services for architects and clients directly and our role is separate from that of project managers. It is never our intention to compete, replace or substitute the role and activities of the lead design consultant, but to work seamlessly alongside them. The aim is to support the design team and specialists in delivering integrated buildable solutions that reflect the design brief, the cost and the quality expectations of the project.

## Supporting Design Process & Environments

We aim to support creative environments and achieve the best design outcomes by removing unnecessary administrative burdens and overlapping processes. This is actioned by facilitating technical support from subcontractors and finding the optimum efficient way to ensure the design brief is achieved and delivered for the best price, timeframe and to the quality required. We remove conflict and work to coordinate and collaborate.

## We Are Not Designers

Through our skilled resources and understanding of design and delivery processes, we seek to build consensus and provide management throughout the project lifecycle to find the most efficient ways to complete production information without acting as the designer ourselves.

## Communication Hub - A Platform For Success

We provide a platform for good communication and an environment of collaboration to make the planning and coordination of an integrated programme of design development and production information, flow as smoothly and effectively as possible.

Design is iterative and we aim to assist the design process with a structured set of procedures to allow optimum decisions to be made, ensure outcomes satisfy objectives and make sure that quality is achieved for the planned programme and cost.

'During pre-construction stages, we use our extensive experience to identify scope gaps and find solutions to de-risk the design process, turning issues into solutions'.

## Collaborative Environments, 'We Can't Do This Without You!'

As contractor responsible for the construction delivery, we recognise that successful project outcomes rely on collaboration with designers and subcontractors to help us get there together. Towards this end we build a working environment where common objectives are established and a shared design culture engendered. We work to ensure there is 'buy-in' and agreement to the approach and where traditional conflicts are removed, lead to successful outcomes.

## When Do We Get Involved?

We can bring expertise to help the designer to realise the best technical solution and are used to becoming involved early in the design process. Many specialised assemblies become the product of collaboration between the specialist sub-contractor or manufacturer and the architect designer.

## Our Tradition Is Our Success

Westgreen has a tradition of delivering high-quality designed buildings by leading architects. As a contractor, we do not offer design and build solutions. Predominantly our projects for clients are delivered through traditional forms of procurement.

As a contractor, we are responsible for delivering the built form and act as custodians in executing the design brief to the level of quality and timescale intended by the client and the design team.

## Design Management Is The Natural Extension Of What We Do

We see our role in design management as a natural extension of our role as the contractor and in providing an integral support function to the design team. Support is there to aid the design team as they navigate the detailed design stages, deliver production information and manage the design input process from the team during the pre-construction stages of design.

# ALIGNING DESIGN WITH PROCUREMENT

## Contractors Design Portions

Under Contractor Design Portion agreements, the design completion can become the contractor's responsibility for specific parts of the works and a sub-contractor's responsibility for part or all of the sub-contracted' works.

## Working With The Appropriate Specialists To Deliver The Best Outcomes

We optimise the design process where it is known that specialist manufacturers and sub-contractors will be involved in the realisation of a technical solution. We work with the designer to find the appropriate sub-contractor or specialist to deliver the built design elements, ensuring scopes are defined, interfaces are understood, ambiguity is removed, and that solutions work in harmony to assure the technical realisation of the design.



## Assisting Architects Optimise Resourcing During Staged Tender Procurement

'Staged' tendered procurements are increasingly becoming the norm, helping to manage risk and cost across a demanding programme. But this process often throws up challenges to a linear staged design process that is not always aligned with the timing of the design team's release of information and can be disruptive.

Our design management services are available during such pre-construction stages, providing the necessary support in terms of skill, capability and capacity, to help the designer successfully navigate through due process. This removes unnecessary administrative burdens and engenders solutions that help design teams find the most efficient way forward in the deployment of precious resources towards design priority outputs.

## Removing Abortive Work & Optimising Architects' Resources

Where this procurement route is chosen, our preferred strategy is to integrate our design managers to work alongside designers and sub-contractor specialists. The aim is to develop the best solutions that will eventually become part of the tender offer and minimise abortive work for the architect.

# PROCESSES & ADMINISTRATION



**OUR DESIGN MANAGER'S SPECIALISE IN THE RENOVATION, RESTORATION AND CONSERVATION OF HISTORIC BUILDINGS, AS WELL AS THE CREATION OF NEW BUILDINGS WITHIN HIGHLY SENSITIVE AREAS.**



## Bridging The Gap Between Detailed Design & Production Information

We pro-actively look to bridge gaps in scope where they exist. This sets the tone in facilitating and optimising understanding and information flow within available tender timeframes, so there is technical, quality cost assurance ahead of the construction programme. We can guide architects in how far to take their design before handing over its completion to sub-contractors. This can avoid abortive work and the unnecessary deployment of resources away from where they are needed most.

Where the client engages us under the Pre-construction Services Agreement, we will work with the client and design team to prioritise focus and effort on critical production information flows to provide cost quality assurances and mitigate risk. We will ensure that the scope is understood and that the appropriate designer or specialist owns each design element.

## Coordination Is The Key To Success

We assist in coordinating design activities and outputs so that they work in synergy to provide an integrated solution that can be constructed without clashes. We work to free up the designer to do what he does best, by removing duplication and abortive activities whilst taking on-board some of the administrative processes.

We support design teams towards outputs which are fully coordinated and integrated into an agreed programme. We look closely at interfaces to ensure we work together to arrive at an assembly, that there are no gaps in scope and the ownership of the technical solution is known and understood.

## Programme

During the pre-construction period, we will support the dovetailing of design team activities into an integrated timescale, guiding information outputs to achieve the necessary client and design team milestones. The transition of the programme through detailed design, production to tender and contract stages will fall under our ownership and management.



## Design Responsibility Matrix

We will support the design team if engaged, during the detailed design and pre-construction stages in developing a Design Responsibility Matrix to define who is responsible for which part of the design. As the design stages progress, this may change and it is essential to have a common understanding of each element of the design, the production information and delivery stages and what level of detail is required.

## Change Management & Early Warning

If the need for change arises from the planned works, we are proactive in ensuring any potential impacts in the decision making are understood and the way forward agreed by all parties before proceeding.

Our design management approach will put in place an 'Early Warning Notice' process so that potential impacts of design, programme, cost and quality of a change can be understood, consequences and risks mitigated, so as to arrive at an optimal outcome.

## Design Reviews & Third Party Approvals

We can discharge building regulation conditions on behalf of the design team to an agreed programme.

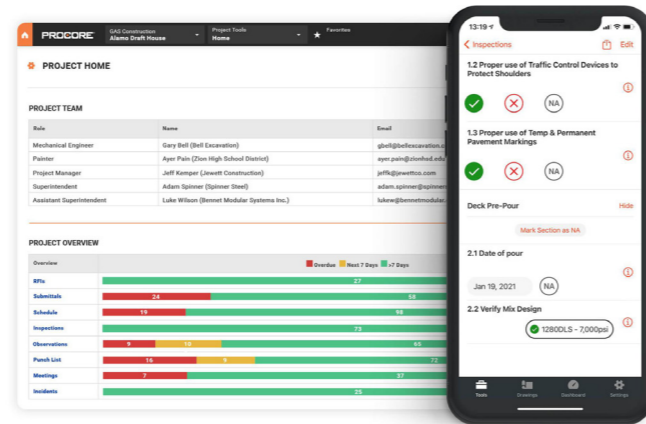
## Document Control

Westgreen utilise the Aconex and Procore construction project management platforms to manage end-to-end processes and eliminate barriers to collaboration. The benefit of co-ordinating processes between project managers, consultants, sub-contractors and the client are apparent.

These systems allow teams and processes across the entire project lifecycle to connect and capture a complete project record, helping keep projects on track towards successful delivery and completion.

# DOCUMENT CONTROL VIA PROCORE ERP

*Westgreen primarily utilise the Procore ERP (Enterprise Resource Planning) solution to help control information flow and processes across our organisation. This vital tool provides transparency where required and control from the outset of a project, allowing the capture and holding of all data and the control of document distribution, project administration, site photography, meeting management and site management (inclusive of inspections, snagging management and health and safety incident management).*



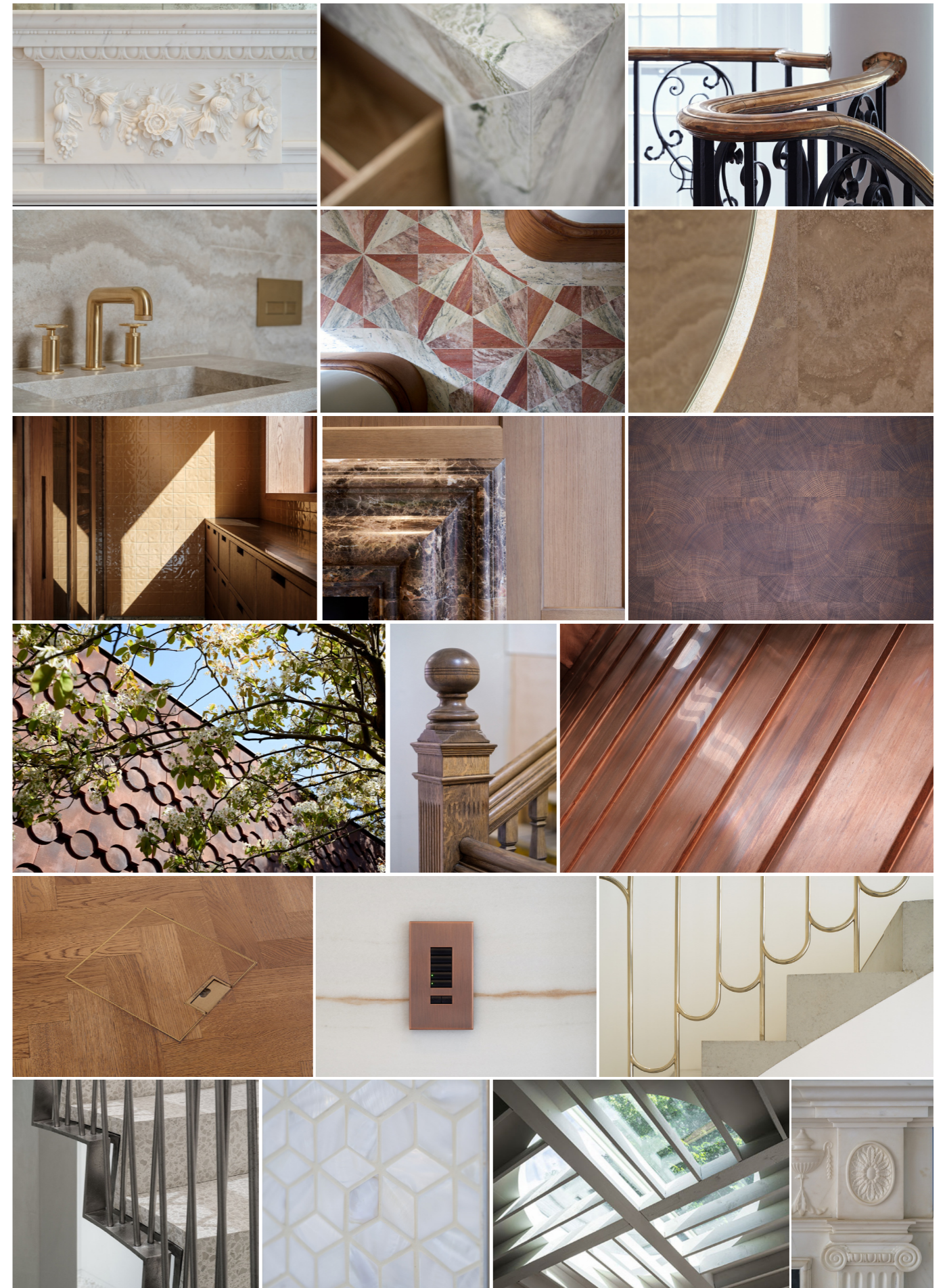
The Procore system affords the management of complex processes across the organisation, easily handling formal correspondence such as RFI's and instructions, document revisions, approvals and variations.

As such, it is an electronic project database, automatically logging all formal correspondence, allowing us a single point of data reference, accountability and data capture. When using the document register to view the uploaded drawings, you are always presented with the latest revision of the drawing you have selected, ensuring that everyone using the platform is working against the most recent information. Formal correspondence between personnel and teams is managed in real time allowing immediacy of response and effect.

The benefit of co-ordinating processes between project managers, consultants, sub-contractors and the client are apparent.

RFI's, change orders, and variations and other standard processes are held and utilised to coordinate and act as a powerful reporting aid, providing accurate and up to date information.

The ability to sort, list and filter details allows the generation of all captured project information and the generation of reports which are easily configurable. Information gathered can be progressively collated towards the generation of O&M documentation towards the end of a project.



# WESTGREEN CONSTRUCTION

## All Sectors

Proudly celebrating almost 25 years in business

### HIGH END / SUPER PRIME RESIDENTIAL

Projects typically ranging in construction value from £5m to £30m. Our most recent being a 30,000 sq ft single dwelling residence (build value of ~£32m).



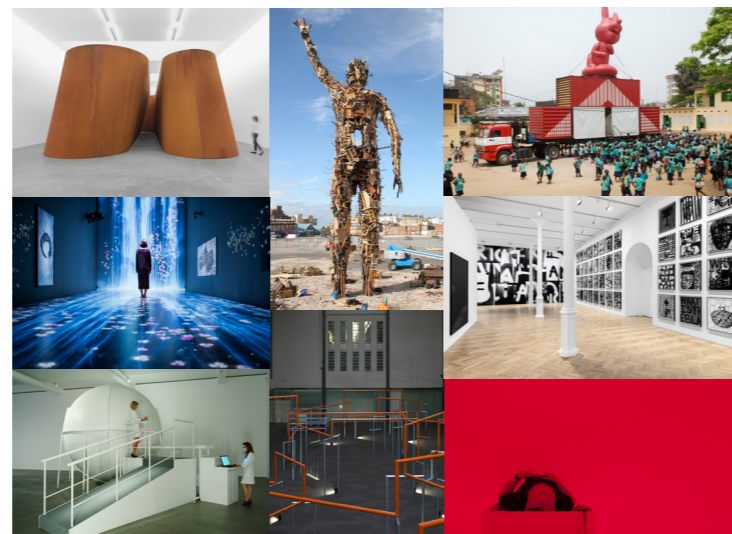
### ART GALLERIES

Westgreen's ability to delivery fast track fit-out coupled with exquisite quality requirements has earned us a privileged position with many of the world's leading contemporary galleries, including Gagosian, PACE, Galerie Thaddaeus Ropac, LACMA and others.



### ART EXHIBITIONS / FABRICATIONS

Related to our gallery work, we have delivered (and sometimes designed and fabricated) a number of artworks and exhibitions. We have supported renowned artist, James Turrell for multiple commissions in London and elsewhere including Moscow, Venice, Los Angeles and Canberra.



**WESTGREEN MAJOR PROJECTS** – With over 130 full-time employees and a wide network of carefully selected specialists, our Special Projects & Aftercare team have the backup and support of a substantial pool of resource and expertise to bring to all our projects.

### HIGH END RETAIL

Fashion and other premium retail projects in Mayfair for Balenciaga, ETRO, Ermenegildo Zegna, The Row, Jessica McCormack Jewellery and Holly Hunt.



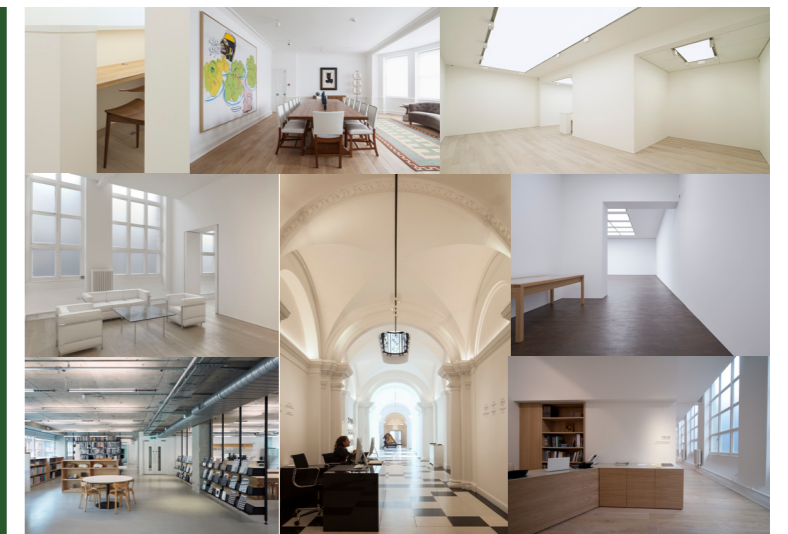
### BESPOKE RESTAURANTS

We were originally entrusted with the delivery of the full refit of The River Café, The River Café's additional pastry kitchen, Vardo - Duke of York Square and Humble restaurant, Kings Road.



### OFFICE FIT-OUT

We have delivered many interesting and creative commercial and private offices within several of our projects.





**WESTGREEN CONSTRUCTION**

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