

# Commitment to excellence is the key to Miller's success

With a highly-experienced and professional management team Miller Construction delivers first-class projects across the UK for both public and private sector clients. The company's national coverage is provided from its four regions where the company deliver a complete construction offering; including design and development, project management, build and life-long asset management.



The company works in partnership with a highly respected supply chain, including manufacturers, suppliers and subcontractors who share Miller Construction's partnering ethos and high standards which ensures the delivery of services aimed to exceed clients' expectations.

As part of the wider Miller Group, the company is able to offer the expertise of the other Miller businesses to deliver a truly integrated service. Its approach is to work with clients to design, deliver and maintain each project in a way that aims to exceed their expectations. Consistent with the company's culture, the underlying factor is quality.

Miller Construction believe that exceeding client expectations can only be achieved by working with like-minded people and organisations who share its commitment to quality and partnerships. This approach has been developed over many years and has enabled the company to build and maintain long-term relationships with key clients and supply chain partners.

Their reputation for excellence through teamwork is unsurpassed and this is reinforced

by the number of clients who return to the company time after time. Another factor in the company's approach is the realisation that they play a major role in the communities within which they operate. Miller Construction support local employment initiatives, protect the local environment, liaise with communities on the impact of any project and support local charitable activities.

The company's partnering approach has been developed and refined over many years, emphasising its commitment to its customers and supply chain partners to work together to achieve goals. Through delivering real value for their client's and differentiating themselves from their competitors they are recognised as a market leader in partnering.

This total focus on customer requirements through a common understanding of project risks which are fully integrated into the day-to-day management of projects, ensures there are no unforeseen obstacles during the delivery stages.

Adopting this partnering approach early, in all projects, ensures mutual trust and good communication is established quickly, leading to openness, transparency and innovation.

The company's integration with designers, the client team and stakeholders during development of the design enables early recognition and resolution of affordability and buildability issues, improving the quality of the delivered service and the finished product.

This, coupled with the company's collaborative approach to frameworks also has a number of significant benefits: design time is reduced through ensuring that optimum solutions are achieved first time and construction periods are reduced through development of the programmes alongside the design.

The company knows that their reputation is the keystone to its future success, especially as the majority of its business is from customers who come back to the company time after time. To ensure its reputation remains intact and unaltered, Miller Construction has developed a system of customer reviews which enables it to monitor its performance and ensure that the very best customer service is always delivered.

Every customer, on each of the projects that Miller Construction undertakes is invited to participate in a series of reviews which help Miller Construction to keep in touch with what is important to its clients. The feedback provides Miller Construction with invaluable information in its drive to continually improve its standards of service provision. It also enables the company to benchmark its performance across the UK.

### Formark Scaffolding

Formark Scaffolding is one of the most highly respected independent scaffolding contractors operating in London and the South East. They have an enviable reputation for the quality of their work and for consistently providing innovative, tailor made scaffolding services for renovation, repair and new build projects, such as the refurbishment of the Purley War Memorial Hospital in Croydon, Surrey.

Contracted by Miller Construction Formark Scaffolding were heavily involved in the £11 million scheme, providing practical scaffolding designs, a fast and efficient erection and dismantling service and full site support.

Opened in 1907 the hospital has recently undergone a major facelift to bring the buildings and facilities up to 21st century standards and like the hospital, we work hard to achieve high rates of customer satisfaction.

Formark Scaffolding are also pleased to be working with Miller Construction at Croydon University Hospital, where work is taking place to renew the roof on the eye clinic and refurbish the dementia Unit, and to be contracted for a forthcoming project at St George's Hospital in London.

Formark is committed to exceeding the highest health, safety and training standards set by the industry and they have an impeccable safety record. To keep it this way they ensure that all of their scaffolders are C.I.T.B. and C.I.S.R.S. certified and that there is a commitment to health and safety throughout the company covered by:

- Independent assessments by health and safety consultants Hamilton Deed to ensure they are up to date with the latest best practice and law and that they are implementing them.
- Independent accreditation by CHAS, the Contractors Health and Safety Assessment Scheme, SMAS, Worksafe Contractor and SAFE, SAFE Contractor, all of which are recognised bySSIP, Safety Schemes in Procurement.
- Transport – Formark holds an Operators Licence (VOSA) and is a member of the Road Haulage Association (RHA).

### Scaffolding Services

Formark Scaffolding's knowledgeable and skilled scaffolders have been implementing a wide-range of scaffolding techniques to suit small or large projects in both public and private sectors for 21-years, including:

- Traditional independent and system scaffolding
- High level cantilevered and hanging scaffolding
- Heavy duty support and shoring
- Temporary roofs and canopies
- Stairways and staging
- Powered hoist and cradle systems
- Hoardings and lighting
- Scaffold security systems



Formark Scaffolding is a highly respected independent scaffolding contractor working for many of the UK's leading construction and restoration companies such as Miller Construction.

We have been committed to exceeding the highest health, safety and training standards set by the industry for more than 21-years:

- C.I.T.B & C.I.S.R.S certified scaffolders
- Independent assessments by health and safety consultants Hamilton Deed
- Independent accreditation by CHAS, the Contractors Health and Safety Assessment Scheme.

We provide practical designs to suit small or large projects in both public and private sectors, a fast and efficient erection and dismantling service and full site support.

If you would like further information, advice or a quotation, please contact:

Formark Scaffolding,  
The Old Gas Works,  
1 Godstone Road,  
Whyteleafe,  
Surrey, CR3 0EG

T: 020 8665 0848  
sales@formarkscaffolding.co.uk  
www.formarkscaffolding.co.uk

