

Witness Statement

Ref: Grenfell Tower Inquiry

I Vincent Graham Pollard formerly of Manse Masterdor Ltd & LB Plastics Ltd.

This statement, consisting of 6 pages, the facts in this statement come from my personal knowledge.

1. During the period between January 2010 and December 2012, I was employed by Manse Masterdor Ltd with the role of National Operations Manager. My role involved overseeing the provision of service for delivering the companies contracts as well as it possibly can, with a smooth and efficient service, that meets with the expectations of customers and clients. Planning and controlling change to enable Project Managers to work more effectively. This is a multifaceted role, bringing together all the various departments for the purpose of delivering the goods and services to the customer/client within the time frames allowed. My employment was transferred from Manse Masterdor Ltd on 01 January 2013 to LB Plastics Ltd, I left the company in April 2013.
2. I received no formal training from Manse Masterdor Ltd, in respect of FD30 or FD30S Fire-resisting Doors. Product specifications, technical drawings and manuals were available and controlled by the Design and Development Department.
3. I received no formal training or information from Manse Masterdor Ltd in respect of intumescent strips or cold smoke seals.
4. I received no formal training from Manse Masterdor Ltd, in respect of glazing and hardware. Product specifications, technical drawings and manuals were available and controlled by the Design and Development Department.
5. I received no formal training on self-closing devices from Manse Masterdor Ltd. Product specification, technical drawings and manuals were available and controlled by the Design and Development Department.
6. Manse Masterdor Ltd supplied door-sets to Local Authorities, Housing Associations and the Construction Industry.
7. From receipt of order I attended a pre-construction meeting with KCTMO for the purpose of confirming the following items: specification, programme of works, site set-up locations, survey procedures, pilot installations for approval and on-site inductions, handover/sign off procedures, Health & Safety requirements and the LHC's role.

Introduction of the Project Manager for the contract, contact numbers and the construction phase commencement and completion dates.

8. The process for carrying out surveys, includes for the survey of all doors, identifying the type of door required, providing manufacturing dimensions, any services passing through the door frame, and will the door operate when fitted in the aperture, this covers hardware issues such as clearance for the surface mounted self-closing door device to operate and floor clearance for the door to open. I cannot confirm if all doors were surveyed, as this was carried out at site level and managed by the Project Manager. Our surveyors are instructed to carryout surveys to the Code of Practice for the Installation of Windows and Residential doors BS8213-4.
9. The doors are processed with checks made against the agreed specification for the contract, doors are then processed in line with the programme of works. Each door is given its own unique reference number, stating the address the door is to be fitted. I was not involved in the processing of the door-sets.
10. Manufacture of door-sets, with the door slabs prepared by programmed CNC machines, with quality checks carried out during and at the end of the manufacturing process. Doors are boxed complete with hardware that requires fixing on site , such as, door handles and surface mounted overhead door closers. Labels are fixed to the outside of the box giving details of the unique reference number and the dwellings address. I believe that manufacturing of the door-sets ceased at Knaresborough in 2009, with the production of doors moved to the Derwent Mills facility (LB Plastics). The company was certified to BS EN ISO 9001:2008 and was required to maintain the Quality Management System. I was not involved in the production of the door-sets or the Quality Management System.
11. The doors were delivered by Manse Masterdor or LB Plastics own transport, direct to the site storage location, again in line with the programme of works. I was not involved with the delivery of the door-sets.
12. Installations were carried out by Masterdor contractors; all AMI Approved (Approved Masterdor Installers) this was an in-house training scheme. This includes product information, Code of Practice for the Installation of windows and residential doors BS8213-4, Building Regulation Part B1 and Health & Safety. The day to day control of the on-site workforce was the responsibility of the Project Manager appointed to the contract.
13. I do not know when Manse Masterdor Ltd started selling the standard doors or the Fire-resisting doors.

14. My knowledge of any test information was derived from the information provided in the Quality Manual; testing was the role of the Quality Department/ Design and Development Department. A test certificate was provided by the quality department for the FD30 Fire-resisting door, tested to BS8214 Part 22 that was issued to KCTMO for inclusion into the Operations and Maintenance manual, and as required under the CDM Regulations. The certificate was specifically for the Suredor FD30 GRP Fire-resisting door product.
15. To the best of my knowledge, the door slabs for the GRP product FD30 Fire-resisting door consisted of a hardwood timber frame around the perimeter of the door slab, with a phenolic foam core. The GRP door slabs were a bought in product and then machined to take the appropriate hardware and glass, to meet the specification.
16. I am not aware of any changes made to the manufacturing process of the Fire-resisting doors between 2006 and 2013. I left the company in April 2013.
17. In relation to the testing of doors for fire resistance and cold smoke leakage, between 2005 and 2014. This was not part of my remit, and therefore I am unable to provide any information on doors that may have been tested for a particular contract, what tests were carried out, whether any test results led to any accreditation or certification, or that any accreditation or certification was relied upon in marketing the doors, with reference to certification or accreditation provided to those who purchased the doors, the test certificate for the Suredor FD30 to BS476 Part 22 was issued to KCTMO at the pre-construction and practical completion stages of the contract, for inclusion in the Operation and Maintenance manual, the Health and Safety file, as required by the contract terms, and the CDM Regulations.
18. I am not aware of any doors supplied or installed that differed from Fire-resisting doors without the relevant testing BS476-Part22. It is not possible to tell from the finished product if any changes had been made to the manufacturing process or materials used in the door slabs.
19. After the contract was awarded in February 2011, I was involved with the pre-construction phase meeting, with our proposed Project Manager for the contract, and the representatives from KCTMO, who would be responsible for managing the contract. Regular monthly progress meetings were also held to monitor the progress of the contract, any issues raised, valuation figures, the KPI's [Key Performance Indicators] that included the recording of complaints and their completion dates, and any Health and Safety issues. I don't recall any discussions that took place at the pre-construction meeting or any

subsequent monthly or post-contract meetings, regarding the ability of the doors to resist fire, and certainly not the performance of cold smoke leakage.

20. My role in relation to the Fire-doors Refurbishment Programme are set out under item 1. For the purpose of monitoring the performance of the contract and agreeing any financial matters, such as valuations, I attended the monthly progress meetings on a regular basis to support the Project Manager, these meetings were chaired by KCTMO with minutes taken.
21. A test certificate was provided by the quality department for the testing of the Suredor FD30 to BS476 Part 22 for integrity and stability. This certificate was issued to KCTMO at the pre-construction stage and again on practical completion, for inclusion in the Operations and Maintenance manual, as required under the CDM Regulations and for the Health and Safety file.
22. I was not present at the installation of the door in May 2011 and therefore unable to say who was present. Our project manager would have been present with the installers during the installation process. It's standard practice to have the client present on a pilot or first installation to confirm that they are receiving the product they ordered, it also acts as the benchmark for the quality and standard of finish required. It's further used as a reference point for sign offs, when any issues arise.
23. The extensions of time were requested as a result of the installers not having gained access to a substantial number of dwellings. After 3 visits, as stated in the contract a formal request was made to KCTMO for assistance in gaining access, with repeated requests made at the monthly progress meetings. The extension of time was requested as the issue was beyond the contractor's control.
24. I did not have a day to day working relationship with KCTMO. I would generally attend the monthly progress meetings with our project manager to provide support and assistance as required. In my experience the relationship was much the same as any other Local Authority contract, for refurbishment works. I do not recall any major issues in my dealings with KCTMO.
25. In relation to the quality of the fire-doors supplied on this contract, I was not based on site to see the doors delivered or installed. Quality checks are carried out during and at the end of the manufacturing process. Over a 2-year period the doors had been inspected, signed off and paid for. The doors were described as having a fire resisting construction and documentation for the Suredor FD30 Fire resisting door to BS476 Part 22 which was issued to KCTMO. I am not able to comment on the quality of the doors or the

installations, as I was not based on site. The certification provided with the doors would suggest they had a fire-resistance of thirty minutes. I am not aware of any mention of cold smoke leakage on the certificate. The surface mounted self-closing door devices, according to the manufactures information, were fire rated and of a quality and design suitable for the type of door it was used on.

I am not aware that any changes had been made to the surface mounted self-closing devices from the original type of device specified and supplied. I do not recall any request or instruction to make any changes to this item of hardware.

I am not aware of any changes to the quality or design of the doors, neither did I receive any instruction from production, informing me of any changes.

26. The process for surveying the doors under the Fire-doors Refurbishment Programme:

The surveyor was responsible for taking dimensions of the aperture, deducting the fitting tolerances and providing the manufacturing size. Our surveyors are instructed to carryout surveys to the Code of Practice for the Installation of Windows and External Door-sets BS8213-4. I am unable to confirm if all doors were measured, as I was not present during the survey process. If all doors were not surveyed, I am unable to confirm how the door measurements were calculated, as I was not present during the survey process.

27. I do not recall any discussions regarding the surface mounted self-closing door devices with KCTMO, this is generally agreed during the sale or tender process, when agreeing the specification for the contract.

I was not involved in the day to day dealings of complaints received. All complaints received during the construction phase of the contract were recorded, completed and managed at site level. Records had to be kept of all complaints, for inclusion in the KPI report, this information was issued to KCTMO at the contract progress meetings. I do not recall any training given on the maintenance of the doors. Any training would have been dealt with at site level.

The installer on completion of the installation, explains to the tenant how to operate the door, and requests that they sign the installation report to confirm this and their satisfaction of the installation.

Installation reports for the doors installed were then presented to KCTMO by our project manager, signed or not by the tenant. KCTMO had the opportunity to check any or all installations before agreeing which doors were entered in the valuations, this process was dealt with at site level. The agreed valuation sum triggered the stage payment, with our

accounts department issuing the invoice to KCTMO showing all the doors complete with their factory reference numbers for the stage payment to be made.

28. I refer to your request for providing documentation, I am unable to provide any of the documents that I have mentioned in my statement, as the company I worked for is no longer trading.

I believe that the facts stated in this witness statement are true.

I am willing for my statement to form part of the evidence before the inquiry and be published on the inquiry's web site, should you consider it to be required.

Signature:

Date: 22 July 2019

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