

**WITNESS STATEMENT**

Criminal Procedure Rules, r27.2; Criminal Justice Act 1967, s.9; Magistrates' Courts Act 1980, s.5b

Statement of: MOCKLOW, STEVEN

Age if under 18: Over 18 (if over 18 insert 'over 18')

Occupation: REGIONAL SALES MANAGER SOUTH

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This statement (consisting of 3 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: S MOCKLOW

Date: 27/03/2018

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

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This statement is about my employment with Manse Masterdor, Masterdor and also my knowledge about a contract with Kensington and Chelsea Tenant Management Organisation (KCTMO), and in particular Grenfell Tower.

I began employment with Manse Masterdor in 2006, as a regional sales manager. My role mainly involved securing new works, contracts with end users and main contractors. I left the company around about March/April 2012 but re-joined in January 2013. Synseal took over the company in November 2014 and I have continued working for the company ever since, who trade under the name Masterdor. My role has remained the same, although my job title may have changed slightly. My role is more of an external function and I do visit sites and clients, depending on what the enquiry is. It isn't uncommon for me to be asked to give an opinion on a product as to whether or not it would be suitable for the requirement of the client and I do have some knowledge about building regulations and when fire doors are required. However we do not offer an opinion as the ultimate responsibility remains with the registered social landlord. We have on some occasions withdrawn from quoting if we feel that the registered social landlord indicates that fire doors are not required but we believe they are.

Manse Masterdor offered two types of door set - a GRP and a timber one. The GRP has a UPVC frame

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and is the cheaper option. The GRP contains two polymer skins and has foam in between them and it sits in a hardwood skeletal frame. The blade, which sits in the frame and is hinged, the GRP blade is imported from a company called Nan Ya, who are based in Taiwan. With the timber engineered door blade frames can be UPVC or aluminium and there is an option of having hardwood cappings, which would give the appearance of timber. Component parts are ordered in and the doors are then built at the Manse Masterdor factories. All doors are manufactured individually to the property that they are being fitted in - there is no pre manufacturing of stock doors. The company offer different types of glazed doors, including glazed fire doors. The cheapest option tends to be the Georgian wire pyrocast and is generally the default glazed door option. The internal glass in a glazed door is laminate, a steel spacer bar is in the middle and the Georgian wire pyrocast then sits on the external side of the door. Masterdor have continued to use this as this is the preferred choice of most clients.

Manse Masterdor and now Masterdor obtain their work through several means. An open tender process is where any client can send a tender document to any company, a select/ closed tender is where a pre-qualification questionnaire is completed and the client will then select a company and send the enquiry through. A company can also apply to a procurement organisation such as the London Housing Consortium (LHC) for approval and they act like a third party where a client will approach them and they will make recommendations for the required company. For this, certain elements are pre priced and you are then placed on their list for selection. Manse Masterdor's contract with the KCTMO came through LHC and a tender document was sent through to the Manse Masterdor's head office in Knaresborough. The LHC worked with the KCTMO to compile a tender document and I think that was in late 2010. I think that either Mike Hudson or John Tapscott, who were directors in the company, would have dealt with this and they would have priced the document. I don't know how the whole process works as I work remotely and don't really get involved in that side of things as I am a sales rep.

I first became aware of the contract with the KCTMO in either January or February 2011, where I attended an Informed Pre Start meeting, which was held at their main offices in London. I recall being in the meeting with several people - Graham POLLARD - the National Operations Manager for Manse Masterdor, Andrew WEBSTER - the Contracts Manager for Manse Masterdor, Alan DAVIES from LHC, Abigail A'COSTA - the Contracts Administrator for the KCTMO, Simon THROP - who I think was a

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KCTMO director, although I don't think he played a major role in the meeting and also present was a lady, whose name I cannot remember. She was also from the KCTMO, but I don't recall her playing a major role either. The KCTMO had left it quite late within their financial year to place their order with Manse Masterdor and they wanted to be invoiced for the job by the end of March 2011. The contract was for fire doors for their housing stock, including estates and block. They wanted to know how much product could be manufactured and on site by the end of March and there was quite a large desire on their part to get the order done, as they had £200,000 to spend before the end of the financial year. The meeting was mainly about finances and the door specification that was required, so styles and colours. The KCTMO requested that the tenants be offered 3-4 choices of door styles and 3-4 colour options. I have never viewed the tender document, so I do not know exactly what was specified or offered, but believe that it was a standard tender where a price would have been given for a door in a frame, fan lights and side lights would have been priced separately. I believe that the KCTMO requested 30 minute fire doors. At the time, the only 60 minute fire door that Manse Masterdor offered was a timber one and there was a big price difference between that and the GRP door set.

I do not believe that it was feasible to do what the KCTMO wanted in the time frame requested. It would have been possible to get the surveys completed and the majority of the doors manufactured but it would not have been possible to get them all out on site in that time. At the time of the meeting, it was not known exactly what doors were required either, as no tenant choices or surveys had been completed. A specific programme of work was not agreed during this meeting - it was just discussing the financial aspect and the fact that Manse Masterdor had won the contract. Graham POLLARD agreed to go away and discuss how the spend could be achieved and invoiced and thought that the KCTMO could be invoiced for the manufacturing of the doors required. The contract was a fire door replacement programme for the KCTMO and they had prioritised the properties that they wanted the replacement doors for first, which would use up the budget for that year but had also a programme of works for the remaining housing stock, which would follow after.

Surveys are where the door openings are measured and Manse Masterdor had permanent contractors to complete the surveys and install the doors, for the majority of circumstances.

I do not know who completed the surveys. It is best practice for tenants to be given the choice sheet, during the survey, so that they can be taken away there and then. When this isn't possible, the choice

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sheet is generally left with a pre-paid envelope and a date for when it needs to be returned by. If it was not returned by that date, there would be a default choice, which would have been pre agreed with the client. Manse Masterdor were tasked with compiling a tenant choice sheet, which was a A4 sheet of paper and showed the available door choices and colours. When surveys are completed, every door being replaced would be measured on the outside and on 15-20 % of those, internal measurements would also be required. This would generally be one door, picked at random on each floor and would include measurements of the floor and plaster levels. Only a few are selected, if duplication occurred in the blocks. Once the tenant choices are made and the surveys completed, they are returned to the office for processing. At the time, I believe Manse Masterdor were quoting 5 weeks from the start of the processing to delivery back to site. Another week would potentially be added for an installation date. I cannot recall what the KCTMO housing stock were offered on their door choices, but believe that there was a glazed door option and the door closers were concealed rather than overhead.

I believe that all went as planned for the initial part of the contract with the KCTMO. A few issues were identified in some of the blocks, which had metal door frames which were more problematic to remove. It is common place for there to be issues when trying to gain access to properties to replace the doors and the policy was that there would be 3 attempts made to install the doors. If after the 3 attempts, the door was not installed, then they would be sent back to the client who would be invoiced for the supply only the supply element would be invoiced if we gained access at a later date. I do not know whether all the doors the KCTMO ordered were installed or not.

I left Manse Masterdor in 2012 and when I returned to the company, work was still being completed for the KCTMO, which continued to approximately early 2014. I think the works at Grenfell Tower were completed early on in the contract and were done in 2011.

I do not have any data relating to the KCTMO contract or Grenfell Tower. I did have a laptop provided to me by Manse Masterdor, which contained some data, however when I left in 2012, I returned the laptop and when I re-joined, it couldn't be located.

I have been asked to view a copy of a label and have marked it with my interpretation. I exhibit this as SPM/1. I have also answered a list of questions and exhibit this questionnaire as SPM/2.

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