

WITNESS STATEMENT

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

Statement of: POLLARD, GRAHAM

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

Occupation: NATIONAL OPERATION MANAGER

This statement (consisting of 4 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: GRAHAM POLLARD

Date: 15/01/2020

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

This statement is made to assist the Grenfell Tower fire investigation. In this statement I will detail my role as National Operations Manager for Manse Masterdor between 1997 and 2013. I will include the role of Manse Masterdor and their role in the Grenfell Tower refurbishment project. I will also clarify that my full name is Vincent Graham POLLARD however I am known as Graham POLLARD.

Manse Masterdor and LB Plastics Ltd are no longer trading and I have no access to the contract files, therefore I am unable to provide any contractual documentation and information provided is recalled to the best of my knowledge through memory.

I have spent my whole career in the building and construction industry starting as an apprentice joiner in 1965 and then progressing through the window and door industry. Through my career I have gained years of experience and many vocational and professional qualifications. The qualifications I hold are YCFE — Carpentry & Joinery, City & Guilds — Machine Woodcutting, FTC - Building Construction, FTC — Building Calculations, City & Guilds — Advanced Carpentry & Joinery. I also formerly held the following professional qualifications and bodies, AIBICC — Associate of the Incorporated British Institute of Certified Carpenters, MIOC — Member of the Institute of Carpenters, FFB — Fellow of the Faculty of Building, LCGI — Licentiate of the City & Guilds Institute, MinstLM — Member of the Institute of Leadership and Management.

Signature: Graham POLLARD
2020

Signature witnessed by:

Manse Window Design Ltd (formerly Hudson Joinery 1971) was formed in 1986 and was owned and run by the Hudson Family. In addition to fabricating PVCu windows they pioneered the Masterdor doorset. LB Plastics acquired Manse Window Design Ltd and began trading and known as Manse Masterdor.

In 1997 I obtained the position of National Operations Manager at Manse Masterdor through my experience in the window and door industry and was based in Knaresborough, North Yorkshire. Manse Masterdor were manufacturers, suppliers and installers of timber, composite and GRP doorsets to local authorities and the construction industry.

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. I reported to the company directors and had the Technical Service Manager (Mike GRIEVSON SMITH) and Project Manager (Andy WEBSTER) report to myself.

The Technical Services Manager was based at Knaresborough and was responsible for preparing the survey packs, installation reports, monitoring and maintaining surveys issued to processing, ensuring despatch meet the installation dates and updating the system.

The Project Manager was based on site and responsible for the day to day running of the contract and controlled the Manse Masterdor personnel/contractors working on the various sites across the Borough. His responsibilities commenced at the feasibility stage, pre-construction stage and construction stage, including the handover on completion of the contract.

I am not aware of how and when Manse Masterdor contacted KCTMO regarding the Door Refurbishment Programme. The Sales Team are the people who contact prospective clients and identify any pending contracts. They also ensure that we are placed on the client's tender list and provide indicative prices for the doors, prior to the issue of tender documents by the client. I believe this is how we would have secured the contract for The Royal Borough of Kensington and Chelsea to replace the fire doors including those at Grenfell Tower.

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I attended Grenfell Tower in the capacity as National Operations manager attending some of the progress meetings that were arranged by KCTMO in a meeting room at the base of Grenfell Tower. I cannot remember who was present (I don't remember any names) but they usually consisted of two people from KCTMO responsible for running the contract and a tenant liaison officer, the project manager and myself. However, most of the progress meetings I attended were held at the offices of KCTMO, some distance from Grenfell Tower. I am unable to recall the dates that I attended Grenfell Tower.

I only attended Grenfell Tower on a couple of occasions. One occasion was to deal with the doors that were stolen from the garage storage, provided to us by KCTMO whilst the doors were waiting installation, the garages are located at the base of Grenfell Tower. On a further visit at the request of KCTMO, I negotiated the use of a small office at the base of Grenfell Tower, this was to be used by the project manager and the administrator to manage the contract, such as making survey and installation appointments, keeping records and documents required for the contract. It also provided a point of contact for the installers, collecting and returning paperwork.

The doors for the door refurbishment project as part of the Royal Borough of Kensington and Chelsea housing stock at Grenfell Tower were replaced with the FD30 door, which is a fire resistant door. The production of all doorsets moved from Knaresborough to the Manse Masterdor site at Ambergate in Derbyshire around 2009. I have no qualifications regarding the FD30 fire resisting door but I do have a working knowledge of the Building Regulations Approved Document B — Fire Safety.

I'm aware of the processes involved in the manufacture of the doorsets, however I was not part of the production department. I can inform you that the door blanks were purchased from Distinction Doors and that the doors were glazed during the manufacturing process at the Derby factory and delivered to site as complete doorsets. I do not know where the glazing was purchased.

I am not aware of any changes that were ever made to the construction of any fire door, or any instruction issued notifying me of any changes having been made to the doors. Any changes made would have been under the guidance of the design/development and quality department (Jim DUNCAN) and would have been carried out under the quality management system procedures to BS EN ISO 9001:2008.

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I wasn't aware of any doors or of the frequency of any doors that were sent for testing as again this would have been handled by, and the responsibility of the design/development and quality department.

Under the terms of the contract and the CDM regulations, all Health & Safety documentation was issued to KCTMO prior to commencing work on site, this was the responsibility of the companies Health & Safety Officer.

On completion of the contract all information relating to the doors, covering the contract period was issued to KCTMO as required under the terms of the contract. Without this happening you are unable to achieve practical completion or obtain the certificate, neither would KCTMO have released the retention monies held.

All information relating the doors, including Health & Safety is required for the buildings Operation and Maintenance manual that is managed by the property owner, landlord or a property management company.

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