

## Why Early Engagement is vital to ensure a successful handover and a happy Client

On a typical construction project, there are around 35 subcontractors involved. The O&M provider is unfortunately too often an after-thought and therefore appointed late in the project.

The time taken to accurately collate and review 35 O&M submissions is underestimated, and trying to condense this task into a few months before PC can risk project delays and incomplete or inaccurate O&Ms.

Procuring the O&M package at the start of the project is beneficial for all involved. A fully managed process will result in less stress, and a complete and accurate O&M manual at PC... resulting in a happy Client.

| Early Engagement  | Late Engagement   |
|---|---|
| No unexpected additional costs as budgeting for the O&Ms is accounted for at the start  | O&Ms are not budgeted for resulting in additional costs at the end of the project   |
| The structure is agreed and approved at the start by the Client. The Supply Chain are aware of their O&M requirements         | The Client is unaware of the end-delivery and the Supply Chain's O&M submission is not structured or standardised         |
| Reduce the requirement of valuable on-site resources as the stress and hassle of O&M collation will be professionally managed | On-site resource will be required to chase documentation adding to increased pressure and stress as completion approaches |
| Communication with the Supply Chain is coordinated in-line with the construction plan and as soon as they start on site       | Many of the Supply Chain have already left site making obtaining their documentation more difficult                       |
| The O&M's can be reviewed as the project progresses   | The O&M's will all come in as a bulk to be reviewed at the end  |
| Documentation is approved and complete ready for PC   | Risk of O&M documentation being missed or incomplete  |
| Happy Client  | Unhappy Client  |