

FRONT LINE SUPPORT



Customer / Client

Ministry of Defence (MOD) and Defence Estates (DE).

Project

Transition and Relocation Projects.

Background

Turner FM Defence provides complete Facilities Management (FM) support to the Ministry of Defence (MOD) in Military Theatres overseas. This includes, and is not limited to, operations and maintenance of mechanical/electrical plant and equipment, water production and treatment, power generation, major construction projects and minor new works, asset management and so on.

Turner FM is the Prime Contract (PC) Infrastructure Support Provider (ISP) in Southern Iraq and has been engaged on this particular contract with Defence Estates since 2004.

As a contractor, the Turner FM overarching business objective is to support and augment the capability of the UK's Armed Forces as part of the civilian component of the Military Force.

Challenge

The project involved the Military transfer from Shaibah Logistics Base (SLB) to Basrah Air Station (BAS) between August 2006 and February 2007. The time frame for completion was just over 6 months and was critical to the success of the Military's strategic plans.

As the Prime Contractor in Southern Iraq, Turner FM was engaged to manage and deliver these projects on behalf of the Authority. This project was initiated to facilitate the transfer of troops and civilian contractors from its main centre of operations at SLB to the new operating base at BAS. This involved relocating over 4,000 military personnel and their equipment, several hundred civilian contractors together with around 200 Turner FM personnel.

The scale of this assignment included several individual major new works projects, for example; camp headquarters, welfare villages, access roads and fences, utility installations, communications centres, training facilities, hospital and medical facilities, accommodation camps etc. This task in itself was of significant magnitude, while Turner FM continued to deliver the core services and outputs on the main PC ISP contract.

Prior to and during the project works, Turner FM was already facing considerable challenges, whilst supporting the military operation at a time when security incidents were escalating month on month. This was having a significant impact on both the supply chain and Turner FM. Attrition rates were high for both sub-contractors and Turner FM core personnel. In addition to this, the weather was severe and there was almost one month of torrential rain during the period, which impacted on construction, ground works and general services.

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Solution

Turner FM Senior Management Team in Theatre worked tirelessly and in collaboration with the UK Works Group Royal Engineers to ensure that the Transition Projects were completed on time and did not impede on the overall strategic plan and project objectives.

At inception of the Transition Projects, it was indicated that the works associated would be in the region of 13 projects. At conclusion the projects scaled to over 35 and tripled in terms of value.

This was all achieved by a dedicated team of Turner FM staff, during a time when the level of security incidents were escalating with relentless disruption due to mortar and rocket attacks by insurgent groups.

Turner FM gained valuable experience and an opportunity to demonstrate its expertise, flexibility, commitment and resilience to the Authority, whilst working in a very demanding and hostile environment.

Client Benefits

The core PCSISP contract deliverables were maintained during the transition period. The Transition Projects as a whole were delivered within acceptable and reasonable timescales and completed to the client's satisfaction.

Client Commendation

In recognition of the outstanding work undertaken, Turner FM Commercial Manager based in Iraq, was presented with a Certificate of Commendation, in recognition of his exceptional contribution to the Coalition Mission in Multi-National Division (South East) Iraq 2007 and in particular his contribution to the transition programme.



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