

Background

This document has been produced to provide an insight to some of the services Firstcall Support Services provided. Firstcall Support Services Ltd was established in 1998 to satisfy a growing need for effective outsourced specialist support services. Firstcall Support Services Ltd provides a comprehensive range of competitively priced nationwide support services to organisations operating nationally distributed networks. In particular, Firstcall Support Services specialises in providing a full range of:

- ✍ Outsourced Infrastructure surveys (Gas, Water, Telecommunication including Optical Fibre maintenance services, Highway inspections services, throughout the UK
- ✍ Outsourced Asset condition monitoring (Electricity - Substation, Gas, Water, etc)
- ✍ Outsourced New Roads and Street Works (NRSW) support services within England & Wales.
- ✍ Project Management. Do you have a project that you need delivered to time. Cost and quality either in-house or for an external client? Firstcall can provide professional project management services to meet your need.
- ✍ Professional Services.

Contact:

Firstcall Support Services Ltd

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Southampton
SO31 7EH
Tel: + 44 208 309 4220 (switchboard)

Firstcall Support Services is a completely independent and above all Customer focused company capable of tailoring its services to meet your exact business needs. Detailed below in the follow pages is some further information on the services we currently offer:

Condition Monitoring



**-- ECONOMICALLY
Protect your Assets,
Network Reliability,
Safety Record,
Business and Public
Image--**

Service Description:

Acting as a transparent extension of your organisation, Firstcall will provide a comprehensive range of routine or one off condition monitoring maintenance regimes. Whether your need is large or small we can tailor a programme to suit. We specialise in conducting bespoke condition monitoring programmes of all plant and equipment.

Allowing your organisation to size, shape and target its skilled internal resources towards planned routine / faulty maintenance or condition monitoring response maintenance. This way you ensure maximum efficiency and flexibility and combine with focus on core competencies and audit. In effective the external / internal teams complement themselves with respect to audit activities ensuring optimum asset management.

Typical Service Features:

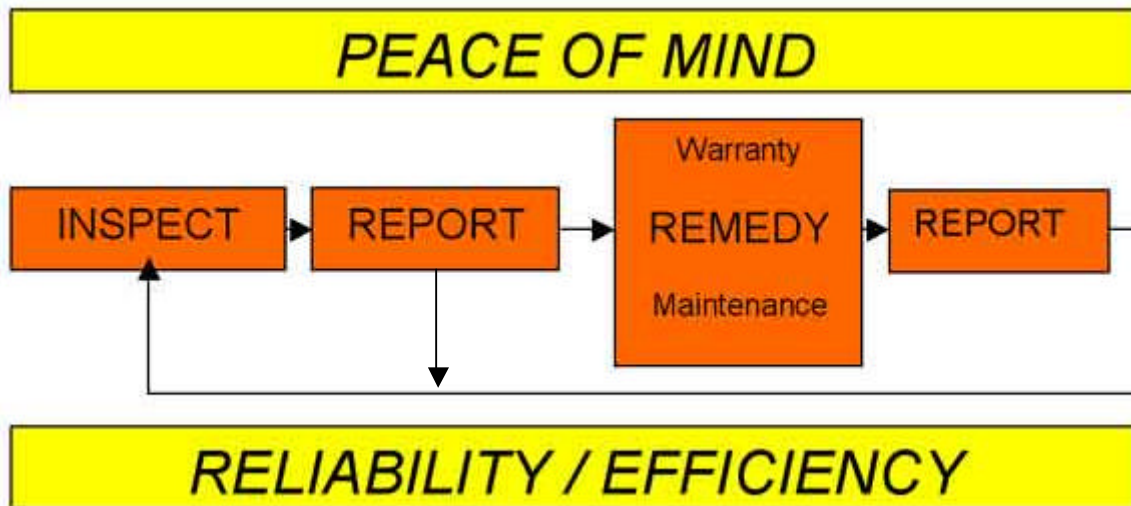
- ✍ Bespoke condition monitoring regimes (weekly, bi-weekly, monthly, in fact any time frame)
- ✍ Independent audit
- ✍ Nationwide coverage
- ✍ Staff trained to meet your needs and procedures (safety, operational, etc)
- ✍ Either hardcopy or electronic reports completed and submitted. We will either adopt your current reporting regime or design an appropriate one to meet your need. We will update electronically to your central system, web site or use ours.
- ✍ Samples taken (oil, gas, water, etc) and despatched to laboratory or analysed
- ✍ Outputs, pressures, throughputs, hours run, gauge readings, resets, catered for Plant top-ups, SG's, Non intrusive testing, Battery condition monitoring, Plant Test running, Infra-Red imaging surveys, etc
- ✍ Comprehensive Condition reports provided (colour photos, written reports, etc)
- ✍ Ensure Follow up actions completed. Emergency reporting and follow up.
- ✍ Provide performance reports for Customers.

Benefits to the Customer:

- ///* Service offers an economic solution to meeting your business or maybe statutory obligations.
- ///* Specialist professional organisation whose core activity is condition monitoring focusing on your CMR (Condition Monitoring Regime). This is not a secondary activity for us it is our business to ensure plan & equipment are properly inspected, reported on and appropriate action taken.
- ///* **Provides "peace of mind" that your plant & equipment and your company's business or image is protected because the job will be completed to time and as per your service requirement.**
- ///* Reduced internal head count requirements. No internal employee responsibilities e.g. recruitment, training, office requirements, heating, power, etc.
- ///* Frees resources to focus on core business activities.
- ///* Ensures impartial approach
- ///* Maintains maximum network reliability

Infrastructure Asset Inspection

Firstcall Support Services specialises in providing a comprehensive range of asset inspection services. Our approach to this important issue is “holistic” in that our services are designed to ensure both Undertakers and Highway Authorities ensure that they meet their respective objectives.



Asset Owner / Operator

Through timely asset survey inspection, defects can be identified and remedied either through installation warranties or, at an early stage, where defect remedial costs are lower. In addition, post installation audit surveys provide photographic inspection reports providing a report into the standard of construction and whether it was compliant with build specification. By adoption of practical and realistic maintenance regimes it **ensures maximum network reliability, safety and lowest whole life cycle costs.**

Highway Authority Inspection

Increasingly, Local Authorities are seeking to improve how they can maintain their highways economically. Managing the construction activity in the highway is a significant part of this responsibility, especially ensuring undertakers and their contractor's act responsibly. However, the approach can often be focused at dealing the symptoms or the results of undertaker activity. Something that is often overlooked is managing the highways from a **Whole life cycle cost** perspective. This can be due to many reasons for example:- organisational structure (i.e. different functions responsible for different financial budgets), a short term approach to utilisation of financial resources (defer repair, prioritisation), beliefs (we have always done it a particular way, why change?), even just an inability to look at the issue from a macro perspective. Consequently, many Authorities overlook the increased and latent costs their current approach creates, for example:-



- ?? **Increases an Authorities litigation exposure costs from highway injury defects**
- ?? **miss out of effectively using the reinstatement warranty periods to address reclaimable defects before warranty periods expire**
- ?? **missed opportunity to penalise poorly performing undertakers through defect notification charges**
- ?? **miss out on the ability to size internal / external resources to target priority issues thus making effective use of council maintenance resources**
- ?? **delay minor repairs that eventually grow into major more costly repairs.**
- ?? **Adversely impact the authorities government performance KPI targets**
- ?? **The alienation of local people (customers) by leaving issues and defects unattended.**

And so the list of benefits goes on..... If you are in to managing your assets and liabilities for the long term, then consideration of whole life cycle costs leading to proactive monitoring and asset management regimes pays dividends over time.

Typical Services Features

Firstcall specialises in providing a broad and flexible range of condition monitoring and inspection services. The service offerings are tailored to precisely meet our clients needs therefore, there is strictly no such thing as a typical service as each highway authority will wish to refine the service to meet its local business needs. However basic features can include:

- ?? Routine, One Off and targeted (major project or specific contractor / undertaker) survey / inspection regimes

- ?? Physical inspection of highway and pavements for defects i.e. tripping hazards, subsidence, pot holes, cracking, failed reinstatements, etc
- ?? General environmental and safety defects
- ?? Defect report including digital photos, Location details including GPS marks
- ?? Completion of local Highway authority defect reports (if required)
- ?? Complete defect repairs (if required)

Benefits

- ?? Reduce whole life cycle costs through application of timely and appropriate maintenance measures
- ?? Reduced litigation exposure. Just one defect repaired before someone falls and makes a claim could pay or subsidise a maintenance regime. Worth thinking about ?
- ?? Increased efficiency through targeted maintenance. Council resources can be targeted through maintenance reports directly to defected areas.
- ?? Maintain pressure on undertakers to perform. During or post construction inspections keeps the undertakers / contractors on their toes !!!
- ?? Demonstrable to Customers of proactive asset management. Over time will feed through into government KPI's
- ?? Access to flexible resources as required.
- ?? Minor defects can be repaired by Firstcall Support services in line with council's specifications and defect policy.
- ?? One stop shop approach to minor highway maintenance and survey
- ?? Flexible, you tailor the service to meet your needs.

All feeding through to improved state of highway infrastructure, more efficient use of resources, safer environment that is economic to manage.

In terms of costs... the price for these surveys can be as low as **£10**/km.

Construction Warranty Optimisation



-- Are you getting what you paid for? Are you sure?--

Service Description:

Essentially, this service provides for the physical inspection of your network infrastructure as installed i.e. cable joint boxes / pull boxes, oil pits, link pits, access chambers, vents, pipes, power cables, pressure readings etc. In fact, any physical asset you require inspecting. The inspection is normally carried out either during the construction phase or immediately post construction.

Typical Service Features:

The primary objectives of this inspection is to validate as best as possible that the construction work has been completed to specification, to identify any warranty defects so that the Customer can get remedial works completed by its original construction agency and ensure our Customers name is protected from a negative image and gets what they have paid for.

- ✍ Audits completed to your time scales i.e. either during construction phase or, post construction phase to monitor quality of build.
- ✍ Audit reports can be tailored to meet your exact needs i.e. format of data to be recovered, layout, your logo or your Customer's logo.
- ✍ Colour or digital photographs of installation provided with a written report.
- ✍ Apply asset identification tagging, etc...
- ✍ Provide OS or GPS location marks.

Benefits to the Customer:

- ✍* Provides documented evidence of build / installed quality.
- ✍* Demonstrates a total commitment to building a quality network.
- ✍* Ensure Construction agency deliver to specification thus ensuring our customer gets what they are paying for.
- ✍* Provides an opportunity to validate as built drawings and identify corrections.
- ✍* Ensures defective construction work is identified and rectified early and within warranty period.
- ✍* Enhances network reliability. (Who knows just one defect identified and rectified from audit could avoid a costly network fault in the future that would more than cover the cost of any audit!)
- ✍* Flexible, you tailor the service to your needs !
- ✍* Ensures "peace of mind"

Build Quality Audits



-- Peace of mind --

Service Description:

In summary, this service is the physical inspection of your network infrastructure as installed i.e. cable joint boxes /pull boxes, oil pits, link pits, access chambers, vents, etc. In fact, any physical asset you require inspecting.

Typical Service Features:

The primary objective of this inspection is to secure a factual record of the installation. Either during or post construction work. When completed during the construction phase the audit can be used to monitor / control the quality of the build. When completed post construction, however, this audit is more aimed at auditing networks which have been built for

some period of time e.g. as part of a "Due Diligence Survey".

- ✍ Audits completed to your timescales i.e. either during construction phase or, post construction phase to monitor quality of build.
- ✍ Audit reports can be tailored to meet your exact needs i.e. format of data to be recovered, layout, your logo or your Customer's logo.
- ✍ Colour or digital photographs of installation provided with a written report.
- ✍ Apply asset identification tagging, etc.
- ✍ Provide OS or GPS location marks.

Benefits to the Customer:

- ✍* Audit completed as part of acquisition "Due Diligence" audit or, maybe your current records are missing, out of date or just incorrect.
- ✍* Provides documented evidence of build / installed quality.
- ✍* Demonstrates a total commitment to building a quality network.
- ✍* Ensure Construction agency delivers to specification ensuring our Customer gets what they are paying for.
- ✍* Provides an opportunity to validate as built drawings and identify corrections.
- ✍* Ensures defective construction work is identified and rectified early and within warranty period.
- ✍* Enhances network reliability. Who knows just one defect identified and rectified from audit could avoid a costly network fault in the future that would more than cover the cost of any audit!
- ✍* Flexible, you tailor the service to your needs !

Routine Maintenance



-- Regularly inspected --

Service Description:

This service provides for a physical inspection of your network infrastructure as installed i.e. cable joint boxes /pull boxes, oil pits, link pits, access chambers, vents, etc carried out on a routine basis. The frequency and scope of the

inspections are determined by our Customer e.g. Quarterly, Annually or, on a rolling programme basis of inspections i.e. 100% survey completed over a 5 year period (20% of the route / network inspected each year) The choice is yours!

Typical Service Features:

The primary objective of this inspection is to complete a physical inspection of route installation to monitor the condition of the Network, identifying any defects, subsidence or third party interference. Then either, our Customers preferred maintainers can rectify defects or, Firstcall Support Services can complete the necessary repairs, for example [click here](#) to see an example of a telecommunication splice box pre & post remedial work.

- ✍️ Audits completed to your timescales.
- ✍️ Audit reports can be tailored to meet your exact needs i.e. format of data to be recovered, layout, your logo or your Customer's logo.
- ✍️ Colour or digital photographs of installation provided with a written report.
- ✍️ Apply asset identification tagging, etc.
- ✍️ Provide OS or GPS location marks.

Benefits to the Customer:

- ✍ Provides documented evidence of the condition of the network infrastructure.
- ✍ Identifies service affecting defects that could serious impact revenue and Customer network confidence.
- ✍ Identifies potential network design issues or age related defects in a timely manner so that future lost making or, cost generating defects can be designed out or replaced.
- ✍ Demonstrates to Customers, Investors and Staff a total commitment to operating a quality network.
- ✍ Provides a regular opportunity to validate as built drawings and identify corrections.
- ✍ Maintains network reliability. Experience has shown that, just one defect identified and rectified from our routine maintenance inspection could avoid a costly network fault in the future. Could be the best business decision you ever made!

Facilities Management



-- From ancillaries to offices --

Description:

Firstcall Support Services offers a range of facilities management support services but, specialises in providing FM services to remote, small or unmanned facilities such as:- POP modules, pumping stations, Standby diesel generators, small office facilities, etc



Typical Services Available:

- ///* Building maintenance, security, general housekeeping, janitorial services, and pest control.
- ///* Heating & Ventilation (Air Conditioning).
- ///* Electrical contracting.
- ///* Fabrication.
- ///* General maintenance / Handy man services
- ///* Project works.
- ///* Landscape / Ground maintenance.

Benefits:

- ///* Economic solution
- ///* Reduced internal head count requirements.
- ///* Frees your resources to focus on core business activities.
- ///* No internal employee responsibilities e.g. recruitment, training, office requirements, heating, power, etc.
- ///* Flexible, you tailor the service to your needs!

Site Care



-- One Less Worry --

Typical Service Features:

Firstcall is able to provide a full range of services to suit your needs including:

- ✍* Vegetation Control (including substations)
- ✍* Security.
- ✍* General House Keeping Services.
- ✍* Condition monitoring.
- ✍* General Handyman Services
- ✍* We will tailor our services to meet your precise needs.

Benefits to the Customer:

- ✍* Peace of mind sites properly maintained with minimum interruption or fuss to your business
- ✍* Competitive and economic solution to site care needs
- ✍* Tailored Services when you want them
- ✍* Minimise in-house headcount needs
- ✍* Flexible, you tailor the service to your needs!

Ancillary Services



-- "Well maintained power is the life blood to your business"--

Service Description:

Firstcall provides a comprehensive range of ancillary support services as defined below.

Typical Service Features:

Firstcall provides a full range of services to support a broad range of equipment including:

- ✍ Installation, Routine / Fault maintenance of emergency generation
- ✍ Installation, Routine / Fault maintenance of air conditioning systems
- ✍ Installation and maintenance of AC/DC power supplies
- ✍ Installation and maintenance of CCTV systems
- ✍ Installation and maintenance of bespoke locking systems

Benefits to the Customer:

- ✍ Peace of mind sites properly maintained with minimum interruption or fuss to your business
- ✍ Competitive and economic solution to site care needs
- ✍ Tailored Services when you want them
- ✍ Minimise in-house headcount needs
- ✍ Flexible, you tailor the service to your needs!

New Roads & Streetworks



-- Managing the new roads and streetworks minefield --

Firstcall Support Services specialises in providing a comprehensive range of New Roads and Streetworks services to companies needing to satisfy their NRSW's obligations but seeking to source these services from a specialist provider. The objective of our service offering is to: -

- /// Ensure that our customer's assets installed in public land and highways are managed in compliance with the obligations laid down in NRSW Act 1991.
- /// Allow our Customer's to focus on their core business responsibilities (i.e. Operating network) without having to worry about the above responsibilities.
- /// Through the services provided, afford maximum protection to our Customers assets from third part interference.
- /// Remove some of the day-to-day frustrations involved with owning and operating a large nationwide network.
- /// Provide peace of mind to our Customers that these important responsibilities are being managed effectively.

Plant Enquiry Management



-- Protect your assets, Network reliability and minimise cost of operations--

Service Description:

Acting as a transparent part of your organisation, manage, process and administer all NRSW Plant Enquiries sent to company via either post, fax, telephone, internal functions or computerised NRSW systems.

Typical Service Features:

- /// Manage all records, drawings, systems and databases necessary to facilitate a comprehensive NRSWA service for our Customers.
- /// Issue affected / non-affected notices with relevant drawings to enquirer.
- /// Provide immediate information to our Customers regarding items which may be of interest, such as trench sharing, or information requiring urgent attention, such as relevant Local Agreements and urgent co-ordination matters.
- /// Provide technical advice to third parties in order to minimise risk to our Customer's installed network and avoid unnecessary cost to Customer.
- /// Liaise regularly with our Customers project Teams on construction issues, (i.e. Proposed new routes, 'Dig Arounds' and POPS) and proposed alterations to the existing network in order that the relevant coordination procedures can be approached in a consistent manner.
- /// Where required, co-ordinate NRSW activities for planned work i.e. issuing of N notices for new and diversionary works.
- /// Provide performance reports for Customers.

Benefits to the Customer:

- /// Service offers an economic solution to meeting these statutory obligations.
- /// Minimise costly third party interference with our Customer's assets.
- /// Reduced internal head count requirements.
- /// Frees resources to focus on core business activities.
- /// No internal employee responsibilities e.g. recruitment, training, office requirements, heating, power, etc.
- /// Provide "Peace of mind".

Warranty Maximisation



- Prevention is better than cure -

Service Description:

This service offering is designed to ensure our Customer's meet their statutory obligations and maximise their civil contractor warranties.

Typical Service Features:

- /// Monitor guarantee periods for reinstatements.
- /// Management of "R" Notices.
- /// Receive routine network inspection reports identifying defects and action necessary Carriageway repairs.
- /// Receive of Highway Authority defect notices and management of our Customers original Network installer to return to site to complete necessary defect repairs.
- /// Update of records to reflect new warranty obligation for defected part of Highway.
- /// Produce KPI reports on contractor build quality / performance.
- /// Liaise with Highways agencies to resolve enquiries.

Benefits to the Customer:

- /// Service offers an economic solution to meeting these statutory obligations.
- /// Minimise defect charges by completing defect repairs before Highways Authorities issue defect notices.
- /// Minimise third party damage / public liability claims.
- /// Minimise costly third party interference with our Customer's assets.
- /// Reduced internal head count requirements.
- /// Frees resources to focus on core business activities.
- /// No internal employee responsibilities e.g. recruitment, training, office requirements:- rent, heating, power, etc.

Diversionsary Works



-- Redirection --

Service Description:

No installed network can ever be referred to as static. With the amount of construction work constantly being undertaken in the UK it is likely your installed network infrastructure will have to be moved from time to time. These moves can be time consuming,

complex and on occasions put your network at risk. Firstcall Support Services offer a diversionsary works service. The service can be tailored to meet your needs, we can offer a "one stop shop" and take care of the entire diversion on your behalf or, just a co-ordination role.

Typical Service Features:

- ✍ Assign responsible Project Manager.
- ✍ Act as project manager and liaise with all interested parties (Highway Authorities, Diverting Party, Contractors, your Operations staff, etc to coordinate diversionsary works.
- ✍ Produce full cost project plan.
- ✍ Undertake diversionsary works (if required).
- ✍ Full document diversion (diary sheets, update as built, photographic record).

Benefits to the Customer:

- ✍ Service offers an economic solution to meeting these statutory obligations.
- ✍ Remove frustrations associated with undertaken this work.
- ✍ Reduced internal specialist head count requirements.
- ✍ Frees your resources to focus on core business activities.
- ✍ No internal employee responsibilities e.g. recruitment, training, office requirements, heating, power, etc.
- ✍ Flexible, you tailor the service to your needs!

Public Contact Management



-- 24 x 7 serving your customers & your business--

Service Description:

Description: As part of our service offering, Firstcall Support Services can provide a 24hr 365/day a year help desk to complement our NRSW's services. This service can be tailored to meet our Customers exact need although detailed below are some of the typical features:-

Typical Service Features:

- ✍ Your dedicated Help Desk contact number can be displayed on signs at location of works.
- ✍ Help Desk operated under your company's identity e.g. phones answered with your company name.
- ✍ Enquiries dealt with in accordance with your direction.
- ✍ Coordination of your staff or preferred contractors to respond to incoming enquiry.
- ✍ Monthly report on types of calls received and actions taken.
- ✍ Where required, co-ordinate NRSW activities for planned work i.e. issuing of N notices for new and diversionary works.
- ✍ Provide performance reports for Customers.

Benefits to the Customer:

- ✍ Service offers an economic solution to meeting these statutory obligations.
- ✍ Minimise defect charges by completing defect repairs before Highways Authorities issue defect notices.
- ✍ Minimise third party damage / public liability claims.
- ✍ Minimise costly third party interference with our Customer's assets.
- ✍ Reduced internal head count requirements.
- ✍ Free's your resources to focus on core business activities or High value activities.
- ✍ No internal employee responsibilities e.g. recruitment, training, office requirements, heating, power, etc.

HAUC Co-ordination

-- Ensuring you Know what is going on ! --



Service Description:

Firstcall Support Services can provide representation at the relevant Co-ordination Committees, HAUCS & JUGS, nationally, as / if required.

Typical Service Features:

- ✍ Attend relevant meetings and represent your company's interests as required
- ✍ Produce minutes and a report on meeting
- ✍ Act as project manager and liaise with all interested parties (Highway Authorities, Diverting Party, Contractors, your Operations staff, etc to coordinate diversionary works.
- ✍ Coordination and liaison. Opportunity maximisation e.g. - Duct sharing
- ✍ Coordinate diversionary works (if required).

Benefits to the Customer:

- ✍ Service offers an economic solution to meeting these statutory obligations
- ✍ Service offers an economic solution to meeting these statutory obligations.
- ✍ Remove frustrations and complications associated with undertaking this work.
- ✍ Reduced internal specialist head count requirements.
- ✍ Frees your resources to **focus on core business activities**.
- ✍ No internal employee responsibilities e.g. recruitment, training, office requirements, heating, power, etc.

Fire Protection



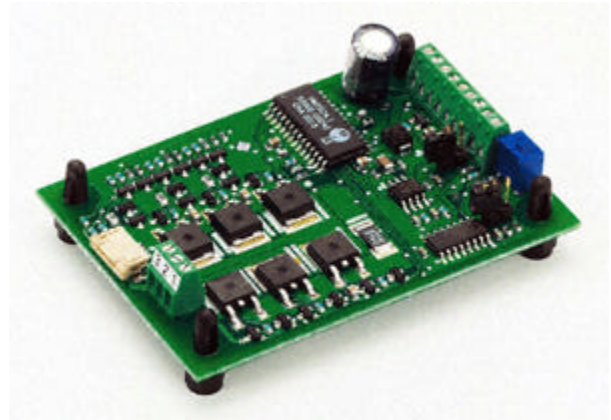
Firstcall Support Services is in a unique position to be able to Design, Manufacture, Install and maintain reliable Fire protection systems. Systems range from basic units covering single zone installations to comprehensive multi-zone environments.

Spares and Repairs

Service Description

At Firstcall we have access to comprehensive spares and repairs facility capable of supporting most spares, repairs and logistics needs.

The service is ideally suited to both securing nationwide support for your hardware needs and particularly where the hardware you wish supported is no longer supported by original manufacturer, and equipment still has a useful role to play in your business. It is also ideal for upgrades or modifications.



Typical Service Features

- ?? Economic repair of essential equipment that may not be economically available from OEM.
- ?? Strategic spare management
- ?? Nationwide logistics

We can hold hot/cold spares for you at our facility or at strategic nationwide locations. All spares will be managed accordance to ISO 9000 model.

For further details, please call to discuss your needs.

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N.B Please be advised that the above service descriptions provide only a very brief overview of the service available.