

# ANNEXE To HUB UNIT MANAGEMENT PLAN

## Foreword

JCDecaux's commitment to the operational standard of all its street furniture is unrivalled with pride taken towards our ongoing high standards set in both the quality and fully comprehensive maintenance regime of our estate.

All assets are maintained to the very highest standard throughout the life span of the contract by fully trained local operatives, employed full time by JCDecaux using the latest equipment and observing all relevant requirements as set by regulatory bodies such as the Health & Safety Executive. Exhaustive cleaning and total asset maintenance is at the heart of JCDecaux's culture.

## UK Operations Management

In order to successfully implement and service our advertising concession partnerships, JCDecaux has established highly efficient Operations systems and processes. Globally, JCDecaux has 50 years of experience in cleaning and maintaining street furniture assets. Since the Company's founding in 1964, JCDecaux has developed and maintained robust installation, cleaning and maintenance standards to service its contracts.

In the UK, JCDecaux has 30 years of experience in providing street furniture services to local authorities and private landlords. JCDecaux operatives clean over 20,000 assets across 65 street furniture contracts in the UK. Our first cleaning and maintenance contracts were established in 1982, when JCDecaux entered the UK market. Initially providing automatic public convenience (APC) supply, cleaning and maintenance services, the Company expanded its installation, cleaning and maintenance operation in 1991 after signing its first UK bus shelter and advertising street furniture contracts with Transport for Greater Manchester (TfGM) and Royal Borough of Kingston upon Thames.



JCDecaux's commitment to the operational standard of all its street furniture is unrivalled. All assets are maintained to a high standard throughout the life span of the contract by fully trained local operatives, employed full time by JCDecaux using the latest equipment and observing all relevant requirements as set by regulatory bodies such as the Health & Safety Executive. Exhaustive cleaning and total maintenance is at the heart of JCDecaux's culture. The Company sets the highest standards for service delivery and is the only Out-Of-Home (OOH) media owner approved by Lloyds Register Quality Assurance for all its operational activities across the UK, including the supply, installation and maintenance of street furniture.

## Operational Management Structure

The operations department is comprised of specialized teams. These include asset maintenance (cleaning, repairs and refurbishments), digital monitoring, production, posting, electrical testing, structure inspections and purchasing and logistics for all products within the JCDecaux ecosystem. Each region is managed through a Regional Operations Managers, who is responsible for the development and management of all processes to ensure JCDecaux exceeds customer expectations and contractual commitments.

At JCDecaux UK operational activities are undertaken by JCDecaux employees of varying levels of management, in conjunction with selected contractors, to provide 24/7 cover across all networks: Roadside, Rail, Retail and Airports. JCDecaux Operations will be responsible for the routine maintenance and servicing of the advertising estate.

## Asset Inspection, Maintenance Plan and Checks

JCDecaux undertake a number of key asset inspections at periodic set points throughout the duration of the contract and asset life cycle to ensure it is 100% fit for purpose and safe. Below details the individual inspections that are undertaken.

Inspection Type	Frequency
<b>Visual Inspection</b>	Undertaken on a bi-weekly basis as part of the Operatives cleaning rota to assess the overall wellbeing of the advertising unit. Any faults noticed are logged on the Operatives Fault Reporting system for rectification.
<b>Quality Inspection</b>	A focus on the quality delivered by our skilled staff in the field, such as the delivery of the cleaning and repairs that are produced on our street furniture assets.
<b>Principle Inspection</b>	A non-intrusive inspection of the asset by a structural engineer to assess the structural adequacy and identify any remedial works. A report is issued to JCDecaux which details the findings and any remedial recommendations with timescales which JCDecaux adhere to.

## Conditional Inspection

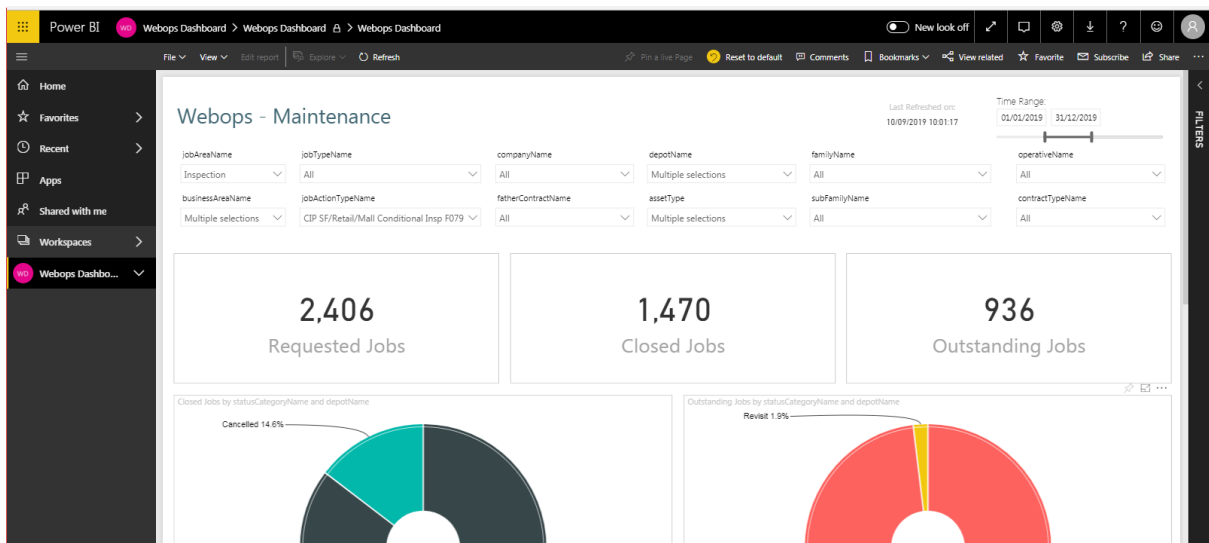
Undertaken every 4 years, in-house conditional inspections are completed to fully assess the full condition of the asset. This inspection gives an overall view of the asset structure along with any remedial works that may be required. An inspection form is completed detailing the findings and recommendations for any remedial works.

All Inspection forms can be found on JCDecaux UK SharePoint within the Health and Safety section - Inspections and Monitoring along with other forms relating to the inspection schedule.

## Portal

All Conditional Inspection are loaded on to the web-ops work grid by the Inspections Department. These jobs can then be moved accordingly by the Regions to program the required inspections locally. The Inspections are then tracked via the web-ops dashboard and reports sent out weekly / monthly.

The inspection form is an electronic form and can be viewed following the inspection along with photo evidence on the Web-ops system.



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## WebOps Maintenance Dashboard

An Electronic version of the Conditional Inspection Jobs are loaded onto the WebOps grid and when completed show as green with a completed tick, or Red when still programmed.

The forms are filled in on Operation Technicians PDA's and the required photos taken to capture evidence of the inspection. Each form can be viewed from the grid along with the photos and downloaded and printed when required.

## Response times for repairs, cleaning and damage

With respect to street furniture assets, JCDecaux undertakes safety critical repairs within 4hours of a report (this includes loose fittings or smashed panels) and minor repairs resolved within 48hours.

With a cleaning rota set for all digital assets on a weekly basis. With respect to cleaning reports such as offensive graffiti or Fly Posting, these are resolved within 4hours of the report. Non offensive graffiti reports are resolved with 24 hours of the report depending on the severity.

Activity	Frequency / Time scale
Cleaning	<ul style="list-style-type: none"> <li>• Bi-Weekly</li> </ul>
Repairs & damage	<ul style="list-style-type: none"> <li>• Safety critical repairs within 4hours of a report (this includes loose fittings or smashed panels)</li> <li>• Minor repairs resolved within 48hours.</li> </ul>
Graffiti	<ul style="list-style-type: none"> <li>• Offensive: within 4 hours</li> <li>• Non offensive: within 24 hours</li> </ul>
Electrical testing	<ul style="list-style-type: none"> <li>• All small format assets electrically tested every five years (EIC requires every six years)</li> <li>• RCD (Residual Current Device) checks completed every six months.</li> </ul>

## Defined quality standards for Cleaning, Maintenance & Repair

JCDecaux operates the following cleaning and maintenance schedules.

<u>Cleaning Schedule</u>	Action	Frequency/response
Standard Cleaning Cycle	Comprehensive cleaning of each item of Street Furniture	Fortnightly
Graffiti Removal	Removal of graffiti and flyposting	Within 1 working day of notification
Offensive graffiti removal	Removal of offensive graffiti and flyposting	Within 4 working hours of notification

<u>Maintenance Schedule</u>	Action	Frequency/response
Visual survey	Visual check of each item of Street furniture taken on every cleaning cycle	Fortnightly
Fault rectification	Standard repairs to street furniture	Within 2 working days of notification
Electrical Test	Connected Street Furniture retested. Connected	Once every 5 years
Electrical Safety check	RCD check conducted	Once a Quarter and dated

<u>Emergency Repair</u>	Action	Frequency/response
Damage to street furniture	Make site safe (i.e., glass breakages/road traffic accident)	Within 4 working hours of notification
	Repair	Within 48 hours
Damage to power unit/supply	Isolate power and make site safe	Within 4 working hours of notification

It is important to note that all JCDecaux maintenance processes are monitored very closely, and regular reports are provided at board level in relation to achievement against Key Performance Indicator Targets.

## Key Performance Indicators

All JCDecaux maintenance processes are monitored very closely, and regular reports are provided at board level in relation to achievement against Key Performance Indicator Targets.

KPI	Description	Criteria	Target
Cleaning Completion	Daily logging of number of units scheduled for cleaning against actual completed.	Frequency of cleans as set out in Cleaning Schedule.	95% of units cleaned in accordance with the Cleaning Schedule.

Glass & Electrical Repairs

Monitoring of all glass and electrical faults reported and response time of Technicians.

Damage to furniture as a result of road traffic accidents is visited within 4 hours to ensure public area left in safe condition. Follow-up repairs completed within 48 hours. For all other repairs, target response is set out in the Emergency Repair Schedule.

95% of repairs carried out in accordance with the Emergency Repair Schedule.

Illumination Inspections

Every furniture unit inspected to confirm electrical connection status and quality of illumination in accordance with the Maintenance Schedule.

All units inspected in accordance with the Maintenance Schedule. Record number of sites installed with electrical connection and measure against number found to be fully lit; partly lit; or not lit.

95% of all units inspected in accordance with the Maintenance Schedule. 95% of all sites installed with an electrical connection to be fully lit or partly lit.

Electrical Testing

Every connected furniture unit receives an electrical test to ensure safe and fully operational supply in accordance with the Maintenance Schedule.

Every site is tested every 5 years in line with IEE and ECA regulatory standards and the Maintenance Schedule.

100% of tests carried out within each Contract Year.

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Quality / Safety Inspections	<p>Quality/Safety checks are carried out to ensure all Concessionaire Personnel are meeting the company standards in cleaning and posting tasks. Inspectors will also assess general standard of furniture unit. This data is then reviewed to determine which units are subjected to more external factors affecting quality of unit, such as vandalism.</p>	<p>Inspection results are reported as either pass or fail. All fails reported by inspectors will receive further investigation by supervisors.</p>	<p>100% of failed reports are investigated and rectified within 3 months.</p>
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Refurbishments	<p>Maintenance work such as painting is scheduled in accordance with time of year.</p>	<p>Targets of scheduled refurbishment measured against actual completed.</p>	<p>Targets of scheduled refurbishment measured against actual completed.</p>
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H&S Checks	<p>Safety checks are carried out to ensure standard of the furniture unit is compliant with H&amp;S regulatory standards. Concessionaire Personnel are also assessed on safe use of equipment in carrying out routine tasks.</p>	<p>Completed checks are logged as either Pass or Fail. All failed safety checks are investigated and addressed.</p>	<p>100% of failed reports are investigated and rectified within 3 months.</p>
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## Sustainable Cleaning Practices



In pursuit of its objectives to reduce water consumption, JCDecaux has installed rainwater harvesting system in our depots, to clean advertising displays and street furniture. Rainwater is collected from each warehouse roof, through a filtration system which removes contaminants that may collect on the roof, into an above ground 10,000 litre tank. The filtered rainwater is used to fill the tanks on vehicles used by maintenance staff to clean street furniture. Rainwater is naturally soft and demineralised, therefore it reduces the quantity of detergents and water required

for cleaning structures, helping reduce our environmental impact. The installation of the rainwater harvesting system for street furniture cleaning is expected to save over 30% of total water consumption.



Cleaning operations of advertising displays and street furniture is carried out in compliance with best practice UK Government Buying Standards for Cleaning Products and Cleaning Services.

Sprays containing propellants are prohibited, and all-purpose cleaners and glass cleaners are supplied as concentrates requiring dilution before use. It is important to note that JCDecaux cleaning products do not contain paradichlorobenzene or alkylphenol ethoxylates (APEs) and are not tested on animals during product development.

Further to JCDecaux's fully comprehensive cleaning, maintenance and servicing regime, we have developed cutting edge fault and emergency response systems ensuring our Partners are guaranteed a swift and efficient response 24/7/365 to any incident reported across the estate. This consists of two parts:





## WebOps

The JCDecaux operational management system for the creation and monitoring of jobs such as advertising posting and asset installation, maintenance & cleaning. The system is used by our Operations team in managing critical tasks, performance data, allocation of operative work, confirmation of completed work, and the production and analysis of various detailed reports.

All field-based operatives are issued with a Smart phone, where they can view any work allocated to them via the Operation Systems application (OpSys). Job completion and any faults are recorded on the OpSys application, complete with photographs, and the confirmation is then uploaded onto WebOps where it is visible to management. Any non-completions, or faults can then be filtered out and re allocated as appropriate. Emergencies or late notice tasks can be uploaded at any time, via WebOps onto the OpSys application where the job becomes visible to the relevant operative.

## Incident Management: Fault Reporting

Any faults associated with a JCDecaux asset (digital and paper) can be reported directly by members of the public, Local Authorities, partners, clients, landlords, employees and subcontractors, via one of the following options:

By phone 0808 164 5081

By email [uk.incident-management@jcdecaux.com](mailto:uk.incident-management@jcdecaux.com)

Or via an online form to report damage, misuse or fault to a Hub Unit using the following Link:

<https://www.jcdecaux.co.uk/contact-us>

This Link will show the following screen to enable the efficient reporting of faults.

Would you like to report damage, graffiti or faults?

Or call our 24hrs Incident Management Hotline: 0808 164 5081

REPORT

Fault Reporting is a mobile application created by JCDecaux. It is a real-time portal, accessible to both our partners and employees alike through the bespoke downloadable mobile phone application, which allows users to report a fault nationwide on any of our assets across the UK.

This technology allows our Local Authority partners, Clients, Landlords, Employees and Subcontractors to easily report a fault from their mobile phone when identified. Users can add pictures, report the fault category, check status of the fault reported and even receive notifications when the fault raised has been resolved. All responses are monitored in compliance with contractual Service Level Agreements.

Effectively managing a digital estate of OOH assets is JCDecaux's primary focus but giving our partner organisations the ability to self-service report and track issues themselves ensures swift action can be taken outside of the scheduled cleaning and maintenance visits.

To streamline this process a mobile app and web portal are available as part of the CONNECT for Partners offering. The fault reporting platform is supported on a variety of operating systems ranging from PC to Apple Mac, and mobile devices running Apple iOS. Within both platforms asset types can be filtered to allow clear mapping and additional asset information e.g., address, asset type, site reference and historic reported faults are readily available.

### **Dedicated Fault Reporting access showing Live advertising assets.**

Furthermore, from our UK head office in London, JCDecaux has a dedicated team of digital operatives who perform scheduled and reactive maintenance to ensure the performance of our digital street furniture networks. This dedicated team is organised to provide support 24hrs/day, 365 days/year to identify and quickly rectify any faults should they arise to ensure minimum disruption across the estate. All JCDecaux digital operatives are fully trained to ensure they have the required skills to maintain the network and resolve issues swiftly whilst ensuring minimum impact on the streetscape.

## **Health and Safety**

Health and Safety is paramount to JCDecaux. The company have invested heavily in this aspect of the business, to ensure that we stay at the forefront of the industry and really set

the standard. We are committed to preventing injury and ill health, by providing the safest working conditions possible, ensuring the continued health and safety of our employees, as well as all others who may be affected by our activities. Regular ad hoc site inspections are carried out by senior members of our staff, on contractors and employees. These spot checks are carried out several times a month, to ensure high standards are maintained and that Health & Safety procedures are upheld. These checks are carried out throughout the contract term of any partnership agreement in operation. This continued application and adherence to industry standards in Health and Safety are at the forefront of everything we do and showcase JCDecaux's capacity across all platforms of Out of Home media.

JCDecaux's Operations Director has overall responsibility for health and safety and for signing the company Health and Safety (H&S) Policies. All board Directors are accountable for health and safety in all that they do and ensure that H&S is addressed at board level as an integral part of the business.

A team of five competent Regional Health, Safety and Environment Advisors reporting to the Director of Safety and Sustainability provide information, instruction and training to management, operatives and contractors throughout the company. All H&S staff have NEBOSH qualifications and are members of the Institute of Occupational Safety and Health. Our management team carry out Quality Inspections on the work produced by staff on a monthly basis. From a Health & Safety point, the staff are monitored quarterly as a minimum to ensure they are working within the H&S guidelines whilst carrying out all tasks within our profession. All site monitoring is documented and stored with the DEC (Document Evidence Centre) and on a system called MyRisks. JCDecaux are a member of RoSPA and have achieved a President's (15 consecutive Golds) Award in the internationally renowned RoSPA Health and Safety Awards, the longest-running industry awards scheme in the UK. JCDecaux is also a member the British Safety Council Membership.