

Civil & Utility Operations

BT

Yorkshire & Humberside

Term: 4 years (until 2008)

Value: £60m



Morrison Utility Services has provided civil and utility operations to British Telecom since 1995, recently securing a further four years to 2008.

The current contract operates within BT's Yorkshire and Humberside RBA providing a full civils capability through:

- Service Delivery to BT - currently running at 98% RBD
- Cradle to grave – civils
- 65 teams currently operating within the region
- Diversionary works for major developments
- Provision of service (business and residential)
- Major network repairs
- Minor network repairs
- New developments
- Capital build works
- Emergency response activities
- Maintenance excavations/repairs
- Permanent reinstatement of BT direct labour excavations

The contract is a turnkey format with Morrison being responsible for the total management and execution of all aspects of the civil work. It is Morrison's responsibility to prioritise, plan, mobilise, execute, reinstate, record and report on all of the work undertaken within strict time and quality constraints detailed by BT.

These include but are not limited to the following:

- Two-hour emergency response
- Restoration of service
- 365/ 24 hour per day cover
- Customer deadlines (provision of service)
- Section 74 Notifications (opening and closing notices)

Morrison and BT have installed comprehensive target performance monitors in accordance with the company's Total Quality Management culture to record the contract's progress against all of the above activities. In addition, an independent Quality Controller inspects every single job undertaken prior to handover. The introduction of this procedure has resulted, after a very short period, in the 'right first time' attitude in both the supervision and workforce which has the additional benefit of a 'Quality Assured' finished job.