

## Connections Period Framework

**EDF Energy**

**East of England**

**Term: 5 years (until 2009)**

**Value: £23m per annum**



Morrison was awarded the contract, having demonstrated their commitment to service delivery and the ability to deliver innovative least cost solutions on the Faults Groundworks Contract for EDF Energy in the East of England area.

The scope of the contract covers:

- Installation of new low and high voltage supplies across the whole of the East of England network
- Installation of unmetered supplies
- Turnkey project work using Senior Authorised Persons
- Streetworks management from a central unit.

Based at Hemel Hempstead, Harold Hill, Bury St. Edmunds and Haslingfield, Morrison has mobilised an additional 200 teams to meet the needs of EDF Energy's Connections business in the East of England. The mobilisation included the transfer of 226 personnel under TUPE regulations, the recruitment and training of new starters and the development of existing staff.

Since July 2004, Morrison has seen its EDF Energy workload increase by over 3,000 jobs per month and has merged the Connections Contract with the existing Faults Contract. Four months into the contract, Morrison responded to EDF Energy's desire for streetworks to be managed centrally as a complete end-to-end process and set up a separate unit at Harold Hill. This focused and dedicated team managed all streetworks in this area for the client, controlling and closing notices on their behalf.

Emergency and non-emergency defect notices are managed effectively from this site as well as liaison with the relevant authorities.

Morrison now operates with over 700 employees engaged on EDF Energy work across the entire region, from Hemel Hempstead to the Norfolk coast, delivering the following benefits:

- Effective scheduling & programming to install new supplies in required timescales
- Dedicated and focused streetworks management team to ensure TMA compliance
- Substantial performance improvements driven through KPIs and our Balanced Business Scorecard approach
- Proactively developing systems both in-house and jointly with the client
- Focus on Continuous Improvement and the addition of value-added services
- Experienced and knowledgeable management structure to deliver efficiencies across both contracts
- Flexibility of resources to meet varying workloads
- Desire to involve all stakeholders and develop relationships
- Understanding of skill shortages and the need to train for the future.